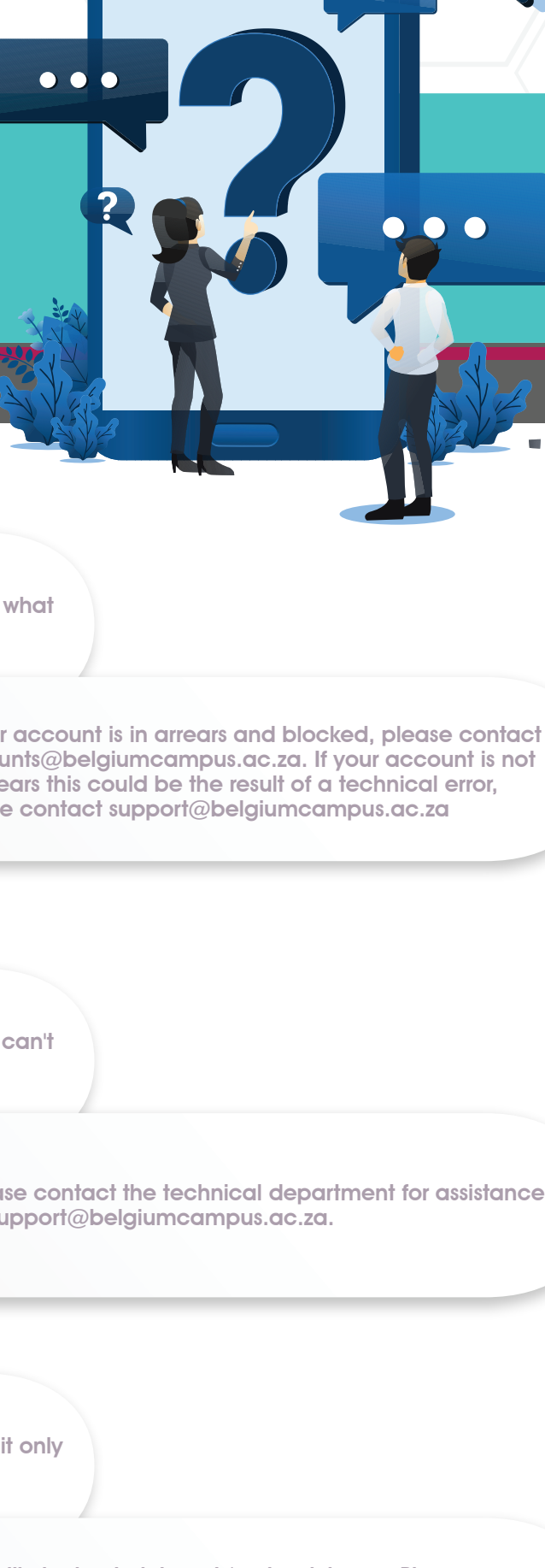


# FREQUENTLY ASKED QUESTIONS



## TECHNICAL:

01

Why have I been blocked from Microsoft Teams and what can I do to get unblocked?

If your account is in arrears and blocked, please contact [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za). If your account is not in arrears this could be the result of a technical error, please contact [support@belgiumcampus.ac.za](mailto:support@belgiumcampus.ac.za)

02

What should I do if I have reset my password but still can't log in to Microsoft Teams.

Please contact the technical department for assistance at [support@belgiumcampus.ac.za](mailto:support@belgiumcampus.ac.za).

03

What should I do if I am trying to view my results but it only shows a blank page?

This is likely due to internet / network issues. Please contact [support@belgiumcampus.ac.za](mailto:support@belgiumcampus.ac.za) if the problem persists.

04

Who can I contact if I have completed all my subjects but my academic record still shows some outstanding?

Please contact Mr Krizinger at [krizinger.f@belgiumcampus.ac.za](mailto:krizinger.f@belgiumcampus.ac.za).

## FACULTY:

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## EXAMINATIONS

01

Do I qualify to write my examinations if my name is not on the notice board?

If you are listed on the examination register for a specific subject, you are eligible to write that examination.

02

Where can I check if my application for special permission for an exam has been approved?

You will receive an email through your Belgium Campus student email account, proving you with the status of your application. If your application has been denied, the email will state the reason for this.

03

Why was my special permission application declined?

The reason for the special permission application being declined would have been specified in the email you received stating that it was declined.

04

What is the procedure for getting an examination paper re-marked?

As per our examination policy, any student can apply for an examination re-mark. To do this, the student must complete the necessary application (which can be found on the student portal), and submit the documentation within two weeks of the results being published. The student is also required to pay a R250 re-mark fee into the campus bank account, and send proof of payment to [krizinger.f@belgiumcampus.ac.za](mailto:krizinger.f@belgiumcampus.ac.za) and [welgemoed.a@belgiumcampus.ac.za](mailto:welgemoed.a@belgiumcampus.ac.za). The results will be made available two weeks after the examination re-mark applications closing date. Please note that the re-mark results will replace the original results, whether this result is favourable to the student or not.

05

Where and when can I view my results?

Examination results only become available to Faculty once they have been reviewed and accepted by the Examination Commission. As soon as this is done, the results are uploaded and made available to the students via the web portal.

06

When will re-examinations take place for 2020?

As per our examination policy, re-examinations will take place during the January re-examination block. The examinations for 2020 will be written from 5 - 15 January 2021.

07

When do I qualify to re-write an examination?

If your class result for a subject is  $\geq 50\%$ , but you fail the first examination for that subject, you automatically qualify for a re-examination for that subject in the January examination block and do not have to apply for it. If your class result for a subject is  $> 50\%$ , but you fail the first examination and re-examination for that subject, you will have to repeat that subject during the next academic year. If your class result for a subject is  $\leq 50\%$ , however you gain access to an examination through special permission, you will only get one examination for that subject, and no re-examination.

08

When should I re-enrol?

You can re-enrol as soon as your final results for the academic year are available to you, as long as you have no outstanding examinations.

## TESTS

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01

I missed a test because my Microsoft Teams was blocked, will I get another chance to write?

You will need to apply for a sick test stating the reason you missed your test. The form for this application can be found on your student portal. The Administrative Dean will review the submission and accept or decline the application based on the evidence provided.

02

Why was my sick test application declined?

The reason for the sick test application being declined would have been specified in the email you received stating that it was declined.

03

What happens if you apply for a special permission test/sick test but do not receive any feedback?

Students will always receive feedback regarding special permission / sick tests prior to the start of the examination block or sick test being written. Feedback will be sent to the Belgium Campus student email account. A lecturer will be assigned to make sure to submit the relevant proof to support their sick test application.

## PASS REQUIREMENTS

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01

How many credits do I need to progress to the next year?

Students who fail more than 60 credits will need to redo the year. These students will only need to redo the modules they failed.

## EXAMINATION/CLASS SCHEDULE

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01

My exam schedule shows that I am writing two exams during the same exam session. Can one exam be moved?

Unfortunately it is not possible to move any examinations to another session, however, students with this issue will write one examination after the other and will receive the full time allocation for both examinations.

02

Why am I scheduled to write two subjects in one day?

Although Faculty try their best to avoid having students write two subjects during the same session, it is sometimes unavoidable due to scheduling needs.

03

Can I postpone an examination?

Please note that should you choose not to write an examination for a subject, you will only get one opportunity to write the exam during the January re-examination block.

04

How do catch-up classes work?

Catch-up classes are scheduled during student study and seasonal breaks. These classes are asynchronous, meaning all class content (videos, exercises etc.) will be loaded to MS Teams for students to go through in their own time. Students are responsible for making sure they manage their time appropriately to go through all the content. A lecturer will be assigned to each class. This lecturer will assign assessments to students and serve as their point of contact for any content related queries.

05

Can I change from online classes to face-to-face classes if I find the online classes challenging?

Switching from online classes to face-to-face classes is a possibility. However, you will run the risk of missing classes that have already been presented during an online session. It is advisable to compare the two schedules in order to make an informed decision on how to proceed. Please note that we can only accommodate a limited number of face-to-face students on campus due to limited infrastructure.

06

Can current students continue with online classes in their 2nd and 3rd year?

We are currently only introducing/phasing in the HyFlex learning method for 1st year students.

07

I still need to complete a subject this year but I have not received any information. What should I do?

This subject is likely not scheduled yet, and will only be scheduled later in the academic year. Alternatively, there is a conflict with your schedule with another subject in the same time slot. In this case, the subject will be carried over to the next academic year.

## RE-ENROLMENT/RPL/CAT:

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01

When do re-enrolments open for the next academic year?

Re-enrolments are open. The closing date is 30 November 2020.

02

How do I re-enrol?

To re-enrol please visit: <https://www.belgiumcampus.ac.za/utility-opi/web-forms> and search for the re-enrolment form. Alternatively, go to the Belgium Campus Microsoft Teams and follow the below instructions:  
1. Click on Belgium Campus Forms  
2. Log in with your email and password  
3. Search for the re-enrolment form

03

What is the process to follow if I previously finished a qualification at Belgium Campus and want to do another course part-time.

A student that has successfully completed their Diploma in Information Technology may enrol for the Bachelor of Information Technology degree and apply for Recognition of Prior Learning (RPL). The student will be exempted for a maximum of 50% of the total credits. Therefore, 180 credits of the Bachelor of Information Technology, for subjects you have successfully completed, will form part of the Diploma in Information Technology degree. It will take approximately two and half to three years to complete the course part-time. The fees structure is available at the following link: <https://www.belgiumcampus.ac.za/important-documentation.html>

04

I previously studied at Belgium Campus but I have exceeded the allowed time to complete the course, can I still finish the course?

You can re-enrol for the desired course but you will have to apply for a Credit Accumulation Transfer (CAT). You will only be rewarded 50% of the credits for subjects completed and passed.

## INTERNSHIP

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01

I am finishing my internship, why can't I graduate?

You will only be able to graduate once all the necessary documentation and reports have been sent to Faculty.

02

What is the process and what are the requirements for applying for an internship?

The Administrative Dean provides authorisation for students with less than 18 credits to enrol for the experiential learning year (in-service training). If you have less than 18 credits and you have not been selected, please contact the Administrative Dean at [krizinger.f@belgiumcampus.ac.za](mailto:krizinger.f@belgiumcampus.ac.za).

## MISCELLANEOUS:

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01

Who can I contact if I am emigrating and need my qualification to be verified?

Please contact the Registrar, Ms Elaine van Wyk, at [vanwyk.e@belgiumcampus.ac.za](mailto:vanwyk.e@belgiumcampus.ac.za) or the Administrative Dean, Mr Theodor Krizinger, at [krizinger.f@belgiumcampus.ac.za](mailto:krizinger.f@belgiumcampus.ac.za).

02

What is the process to follow when a prospective student is of an advanced age?

The person should apply for a conditional exemption certification from the Matriculation Board based on their age. For information regarding the process, please visit: <https://mb.usaf.ac.za/faqe/>

03

How do I choose my part-time modules?

BIT students can't choose their subjects, nor do they have a choice of stream. BIT students can only choose elective subjects, which will only run based on the numbers available for each elective. Students are given the opportunity to choose their elective subjects during the course of the academic year.

## ADMIN:

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## FUNDING:

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01

How do I apply for a bursary and what are the requirements?

You can apply at the following link: <https://www.belgiumcampus.ac.za/Bursaries/How-To-Apply.html>. You can view the criteria for each bursary at this link: <https://www.belgiumcampus.ac.za/Bursaries/Criteria.html>.

02

Where can I find next year's available bursaries?

A list of bursaries is not available, but information on the types of financial assistance available can be found on your applicant portal, under the Finances and Funding tabs.

03

What should I do if I have applied for sponsorship but did not receive any feedback from campus?

Please contact Dr Zaiman at: [zaiman.j@belgiumcampus.ac.za](mailto:zaiman.j@belgiumcampus.ac.za).

04

Is it possible to re-apply for sponsorship if you were not successful the first time?

Yes, you may re-apply.

05

How do I write the scholarship test?

Before you can complete the scholarship test, you will need to create an Applicant Profile. You can do this at the following link: <https://www.belgiumcampus.ac.za/Apply-Now.html>. Once you have done this, you will be able to access the scholarship test through your Applicant Portal, under Funding.

06

When will I receive my scholarship test results?

You should receive your result within a week of writing the scholarship test. If you do not receive confirmation within a week, please check your spam folder. If there is nothing in your spam folder, kindly email [info@belgiumcampus.ac.za](mailto:info@belgiumcampus.ac.za) for further assistance.

07

Is it possible for a student to switch their sponsor if they want to upgrade their qualification?

Students can put in a request to be sponsored for a different qualification, but receiving a sponsorship is not guaranteed. Students who put in such a request will be placed back on the sponsorship waiting list. Please remember that corporate sponsors have very specific requirements for the student and type of qualification they will sponsor.

08

Do you accept NSFAS?

Belgium Campus Iversity is a private higher education institution and as such does not accept NSFAS. The funding options available to our students can be viewed on our website at the following link: <https://www.belgiumcampus.ac.za/Bursaries.html>

09

Does the Belgium Campus Bursary include an allowance?

The Belgium Campus Iversity Merit Based Award does not include an allowance. Our Corporate Sponsorships may include a stipend but this is at the discretion of each sponsor. For more information regarding our different funding options, please visit: <https://www.belgiumcampus.ac.za/Bursaries.html>

10

What can I do if I do not qualify for a bursary and cannot afford the fees.

Student loans are a good option for individuals who would like to study but do not have the financial means to fund their studies themselves. You can apply for a student loan at most banks in South Africa, including FNB, ABSA, Nedbank and Standard bank. You will be required to pay back the interest during your studies but will only need to start repaying the loan amount once you graduate. For more information, please visit: <https://www.belgiumcampus.ac.za/important-documentation.html>



## MISCELLANEOUS:

01

Why do we need to reprint our student cards when they are a little faded?

All students are required to carry visual identification which can be used to identifying them as Belgium Campus students when they are on campus. This is for security purposes.

02

How much is uniform?

All our uniform prices can be viewed on our online uniform shop at the following link: [uniforms.belgiumcampus.ac.za](https://uniforms.belgiumcampus.ac.za).

03

Who can I contact if there is a discrepancy between the uniform I was charged for and the uniform I received.

Please direct all uniform queries to [natasja@belgiumcampus.ac.za](mailto:natasja@belgiumcampus.ac.za).

04

What kind of laptop do Belgium Campus students need?

Students should have a laptop with i5, i7 or 8 GB Ram. The laptop should also have a webcam, a mic and a 500 GB hard drive.

05

When will the 2021 academic calendar become available?

The calendar is available under the Important Documentation tab on the Belgium Campus website.

06

How does class scheduling work for first year students?

Classes are scheduled in the morning and in the afternoon. Morning classes are from 8:00 to 12:00 and afternoon classes are from 13:00 to 17:00.

07

Are you a private or public institution?

Belgium Campus iTversity is a private higher education institution.

08

Do you offer accommodation?

We offer a range of cosy, affordable residence options at our Pretoria and Port Elizabeth campuses. These options range from single rooms to shared accommodation and the fees are inclusive of 3 balanced meals a day from Monday to Friday. For more information, please download our Residence Booklet from the Important Documentation section on our website: <https://www.belgiumcampus.ac.za/important-documentation.html>

09

Do you accept learners with disabilities/ special needs?

Belgium Campus is one of the few universities in South Africa that caters for students with special needs. We are dedicated to ensuring that the education we provide is accessible to all students, including students with learning and physical disabilities.

10

Where can I get a prospectus?

Our Prospectus can be downloaded from the Important Documentation section on our website: <https://www.belgiumcampus.ac.za/important-documentation.html>. Alternatively, visit any of our 3 campuses to pick up a hard copy.

11

Where are your campuses located?

We have 3 campuses. Our main campus is in Pretoria: 138 Berg Avenue, Heatherdale. We also have a campus in Kempton Park: 45A Long Street, and a campus in Port Elizabeth: 6 Littenhage Road, North End.

## APPLICATION PROCESS:

01

How do I apply to study at Belgium Campus?

You can apply on our website at the following link: <https://www.belgiumcampus.ac.za/Apply-Now.html>

02

How long does it take to receive feedback after submitting an application?

You will receive immediate confirmation that your application has been received. An offer will be made within a week of an application being received. During very busy times, this might take a little bit longer, but we endeavour to complete applications as soon as possible.

03

What are the requirements for registering at Belgium Campus.

A National Senior Certificate certified by Umalusi or an equivalent foreign qualification converted by the South African Qualifications Authority (SAQA).

National Certificate Programmes  
• A National Senior Certificate endorsed for a Higher Certificate.

Diploma in Information Technology  
• A National Senior Certificate endorsed for a Diploma.

Degree Programmes  
• A National Senior Certificate endorsed for a Degree.

• 50% or more for English on the NSC. Foreign students are required to produce their SAQA converted qualification listing English as a subject or complete an English proficiency test.

• 50% or more for pure mathematics on the NSC. If you did not take pure mathematics or achieved less than 50% there is one more option available for you to gain entry, attend our Mathematics Bridging Course. Should you achieve the required marks (50% for BIT and 70% for BComp), only then will you be granted entry. Foreign students are required to produce their SAQA converted qualification listing mathematics as a subject.

04

Can I receive proof of registration for next year for medical aid purposes?

We can only issue proof of registration for the current year.

05

Where can I get proof of registration?

You can get proof of registration on your student portal.

06

What can I do if I did not meet the mathematics requirements?

If you did not meet the necessary mathematics requirements for our degree programmes, you can apply for our Mathematics Bridging Course. Should you achieve the required marks (50% for BIT and 70% for BComp), you will be granted entry into the relevant programme.

07

Do you assist students to get a study permit?

Belgium Campus does not assist students to obtain study permits. This is the responsibility of each foreign student.

08

Do you assist students to get a medical aid?

Belgium Campus does not assist students with medical aid. This is a personal matter and the responsibility of the student and/or his/her parents.

09

How much is the registration fee?

The registration fee is R4000. It is non-refundable and must be paid by all first-time registering students.

10

When do applications for 2021 close?

Registrations for January 2021 intake close on 30 November 2020. Any later registrations will be subject to the availability of classes.

11

Can I apply if I did maths lit?

If you did maths lit, you can apply for one of our national certificate programmes or for our Diploma in Information Technology. Please note: you will also be required to have the necessary endorsement on your NSC to qualify for these courses. For a detailed breakdown of our entry requirements, visit the Important Documentation section on our website and download our Prospectus: <https://www.belgiumcampus.ac.za/important-documentation.html>

12

Are 2021 applications open?

Applications for 2021 are open! You can apply online through our website at the following link: <https://www.belgiumcampus.ac.za/Apply-Now.html>. Alternatively, visit any of our 3 campuses to apply.

13

Can I apply with my Grade 11 results?

If you do not have your matric results, you can apply with your final Grad 11 results and may receive provisional acceptance based on these results. In order to receive a firm offer and secure a place with us, you are required to submit your final matric results. We encourage students to submit these results as soon as possible to avoid disappointment.

14

Can I apply manually?

If you are struggling with the online application process, please visit any of our 3 campuses and a member of our admissions staff will gladly assist you. Visit the following link to find the campus closest to you: <https://www.belgiumcampus.ac.za/Contact-Us-Main.html>

15

When are your registration days?

All important dates, including registration days, can be found on our website under Calendar: <https://www.belgiumcampus.ac.za/event-calendar.html>

16

Which supporting documents do I need to submit with my application?

You are required to submit the following supporting documents along with your application: a certified copy of your ID, a certified copy of your matric results or final Grade 11 results, a certified copy of the payer's ID, a certified copy of a parent's ID (if applicable), proof of residence, a medical aid copy (if applicable).

## COURSE INFORMATION:

01

Which of your courses include workplace training?

The Diploma in Information Technology and the Bachelor of Computing both include one year of workplace training. We help our students find placement at a number of recognised IT companies.

02

How long are your National Certificate programmes?

Our National Certificates are each one year long.

03

How long is the Diploma in Information Technology?

Our Diploma in Information Technology is a 3 year course. It is made up of 2 years of academic and 1 year of workplace training.

04

How long is the Bachelor of Information Technology?

Our Bachelor of Information Technology is a 3 year course. It is made up of 3 years of academic training.

05

Where can I find information about your courses?

For all the information you will need regarding our courses, please visit: <https://www.belgiumcampus.ac.za/homepage-courses.html>

06

Which qualifications do you offer?

We offer the following qualifications: National Certificate: IT (Systems Development), National Certificate: IT (Database Development), Diploma in Information Technology, Bachelor of Information Technology and Bachelor of Computing. For more information on each qualification, please visit: <https://www.belgiumcampus.ac.za/homepage-courses.html>

07

Which courses do you offer for disabled learners or learners with special needs?

We offer a Diploma in Information Technology specifically designed for students with hearing loss who use South African Sign Language (SASL) as their preferred method of communication.



## RESIDENCE ENQUIRIES:

- 01

How much is accommodation?

Our accommodation price varies depending on the type of room chosen. Please visit the Fees section on our website to view the price for each room type:  
<https://www.belgiumcampus.ac.za/Fees.html>. If you need further information regarding our accommodation, you can download our Residence Booklet from the Important Documentation section on our website:  
<https://www.belgiumcampus.ac.za/Important-Documentation.html>
- 02

How do I cancel my residence?

Please send an email to [info@belgiumcampus.ac.za](mailto:info@belgiumcampus.ac.za) to cancel your residence.
- 03

When do residences open?

This is likely due to internet / network issues. Please contact [support@belgiumcampus.ac.za](mailto:support@belgiumcampus.ac.za) if the problem persists.
- 04

Does the accommodation include laundry facilities?

Belgium Campus iTiversity offers free laundry services for all residence students. These services are offered at the laundry facility behind the Mechelen residence and include washing and ironing.
- 05

Do you provide meals for people living in residence?

Our residence fees are inclusive of 3 balanced meals a day (breakfast, lunch and dinner) from Monday to Friday (except during campus and public holidays).

## OPEN DAY:

- 01

When are your Open Days?

All important dates, including our Open Day dates, can be found on our website under Calendar:  
<https://www.belgiumcampus.ac.za/event-calendar.html>

## WINTER SCHOOL:

- 01

When are the Winter School classes?

Our Winter School classes take place during the June holidays.
- 02

What subjects are covered at the Winter School classes?

We offer free Mathematics, CAT and IT classes at our Winter School.

## MATHS BRIDGING COURSE:

- 01

What is the Mathematics Bridging Course?

Our Mathematics Bridging Course is intended for students who would like to do one of our degree programs but do not meet the necessary mathematics requirements. These are students who did not take pure mathematics, who did not achieve a Bachelor endorsement on the NSC, or who achieved less than 50% for pure mathematics on the NSC. Should these students achieve the required marks (50% for BIT and 70% for BComp) for our bridging course, they will be granted entry into the relevant degree programme.
- 03

When is the Mathematics Bridging Course?

All important dates, including the dates for our Mathematics Bridging Course, can be found on our website under Calendar:  
<https://www.belgiumcampus.ac.za/event-calendar.html>
- 04

How do I register for the Mathematics Bridging Course?

You can register for the Mathematics Bridging Course on our website at:  
<https://www.belgiumcampus.ac.za/Bridging-Course.html>

## ACCOUNTS:

- 01

Why have I been blocked from Microsoft Teams?

Your Microsoft Teams account will be blocked if your fees are one month overdue. You will receive a payment reminder on the 22nd of each month for regular payments and on the 7th of the month if the account is in arrears. Once an account is blocked, it can only be unblocked by making the required payment, or by contacting [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za) to setup a payment arrangement.
- 02

How long will it take for a payment to reflect on my account statement?

Payments are only allocated once they reflect in our bank account and the loading of payments is generally done 3 times a week. Payments made via PayFast usually reflect immediately (with a maximum delay of about an hour) and payments made any other way can take up to 5 days to reflect. If you suspect that a payment is missing on your account, please email [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za) and attach your proof of payment.
- 03

Can I use credits on my account to purchase other student related items from campus?

Yes, however, sponsored students need to consult with accounts to find out if the credit is theirs to use or if their sponsor decides what the credit can be used for. These students should contact [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za).
- 04

Why does Belgium Campus block students from attending class when their account is in arrears?

As a private education institution, we do not receive subsidies from Government. As such, it is important that we receive the agreed tuition and residence fees on time in order to continue delivering our services. When a student/parent/payer finds themselves in a difficult situation, we ask that they contact [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za), well in advance of the account being blocked, in order to discuss possible payment plan options.
- 05

Can my invoice be split between residence and tuition fees to avoid my account from being blocked if I can't pay my residence fees on time.

The blocking is already split. The system looks at the total outstanding and then blocks either the cafeteria or the tuition or both. Please note that all (instalment) payments are always considered to be for residence first, then for tuition. Kindly contact [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za) with any queries regarding your student account.
- 06

Where can I find an invoice for my studies?

All your invoices can be found on your admin portal at the following link:  
<https://www.belgiumcampus.ac.za/utility-api/web/forma/>
- 07

When is the last date that I can qualify for a once-off payment discount?

Full payment for tuition and/or residence must be made on or before 28 February in order to qualify for the once-off discount.
- 08

When am I required to pay my instalments?

Starting in January and ending in October, instalments must be paid on or before the 28th of each month to avoid late payment fees.
- 09

I won't be able to pay my fees on time. What can I do to stop my account from being blocked?

Please contact [accounts@belgiumcampus.ac.za](mailto:accounts@belgiumcampus.ac.za)
- 10

Why do your fees vary depending on the campus?

Our fees may vary from one campus to another because we calculate them based on the GDP per province.

## STUDENT SUPPORT:

- 01

Does Belgium Campus offer counselling?

We offer free academic counselling to all students. This counselling assists our students with any academic difficulties they may be facing and provides them with effective and efficient tools to assist them with their studies. For more information, please visit:  
<https://www.belgiumcampus.ac.za/Student-life/Counseling.html>
- 02

When should I seek counselling?

We encourage students to seek counselling if they are not coping academically. You may want to seek counselling if you are feeling stressed or overwhelmed by your academics.
- 03

Is counselling voluntary?

Counselling is completely voluntary. You can choose to seek counselling if and when you see fit.
- 04

Will everything I talk about in my sessions be kept confidential?

The academic counselling we offer is intended to provide a safe space for our students to share any challenges/ difficulties they are facing. Everything discussed during these sessions is treated with the utmost discretion and confidentiality.
- 05

Will everything I talk about in my sessions be kept confidential?

The academic counselling we offer is intended to provide a safe space for our students to share any challenges/ difficulties they are facing. Everything discussed during these sessions is treated with the utmost discretion and confidentiality.

## CONTACT US



### NEED MORE INFORMATION?

<b>TSHWANE CAMPUS</b> +27 10 593 5368 138 BERG AVE PRETORIA NORTH	<b>EKURHULENI CAMPUS</b> +27 10 593 5368 45 A LONG STREET KEMPTON PARK	<b>NELSON MANDELA BAY</b> +27 10 110 0453 6 COMMERCIAL RD PORT ELIZABETH
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