



Dear Emeris Rosebank Student,

Welcome to Emeris, High-Performance Education that is real world ready.

We are certain that joining us is one of the best decisions you will ever make, and trust that our approach to active learning, comprehensive student support services and career readiness will enable you to be your best.

As we prepare for the upcoming 2026 academic year, we would like to take this opportunity to inform you of the various aspects you need to be aware of before you come onto campus.

Academic Delivery

For 2026 Emeris Rosebank students studying towards the IIE Bachelor of Hospitality Management (SAQA 115459) and IIE Higher Certificate in Hospitality Management (SAQA115450) classes and academic delivery will be conducted from the Emeris Rosebank premises situated at:

3 Keyes Avenues
Rosebank
Gauteng
2196

Student Support Services

All student support and services will be provided by the Emeris Waterfall team situated at:

11 Riverview Park
Janadel Avenue
Midrand
1686

Directors: GD Whyte (UK), JW Boonzaaier, MD Aitken, SCD Lurie **Group Company Secretary:** CB Crouse

KwaZulu-Natal Durban North +27 31 573 2038 | Umhlanga +27 31 569 1415 | Westville-Durban +27 31 266 8400 | Pietermaritzburg +27 33 386 2376
Gauteng Pretoria +27 12 348 2551 | Ruimsig +27 11 950 4000 | Sandton +27 11 784 6939 | Bordeaux +27 11 521 4600 | Waterfall-Midrand +27 10 224 4300
Rosebank +27 11 234 1896 **Western Cape** Cape Town-City +27 21 461 8089 | Newlands-Cape Town +27 21 685 5021 **Eastern Cape** Nelson Mandela Bay +27 41 363 4223 **Online** +27 87 354 5884

Student Support services to Emeris Rosebank students will be offered both face-to-face at the Emeris Waterfall campus, and online via various student systems and platforms.

Orientation Week

New student orientation will be held in-person during the week of 9- 13 February 2026 on the Emeris Waterfall campus. Exact details of the week's events will be communicated to you via SMS and email. You can also find an overview of the Orientation week schedule [here](#).

Campus Community WhatsApp Group

The Emeris Waterfall campus has a student community WhatsApp group that is used to communicate important information, reminders and updates on events happening in our student community. During orientation, you will be informed of how to sign up to the Campus Community WhatsApp group, and we highly recommend Emeris Rosebank students join this group to stay up to date on matters relating to your student journey.

Student FAQ BOT

You can find all important student-related information, by accessing our student FAQ BOT. The BOT is situated on the bottom right-hand side of the student portal [here](#)

Timetables

Timetables will be released no earlier than **one week before your classes** commence.

Please understand that timetables remain subject to change throughout the year. Unfortunately, we cannot guarantee that timetable structures will remain the same during each year of your studies with us. You are required to attend classes to remain up to date with the academic programme. Whilst we encourage our students to pursue part-time employment opportunities outside of the academic programme, you must prioritise your studies and avoid committing to work schedules or transport arrangements until after you have received your timetable and academic calendar from the institution.

Student Relations Centre and Emeris Assist

Timeous and respectful communication and engagement between staff and students is fundamental to your journey ahead. The dedicated Student Relations Centre on the Emeris Waterfall campus provides you with direct access to the Student Relations Specialists, who are best positioned to provide you with information, assist with queries, or to just steer you in the right direction.

A key tool in supporting our students is Emeris Assist, our customer service management platform. The system ensures that your query is directed at the correct staff member, and we are able to track the matter and escalate it, where necessary.

It is important to note that, whilst the Emeris Assist platform supports our commitment to query resolution and student support, in person engagement with the Student Relations Specialists remains our first choice when assisting our students. Please ensure you familiarise yourself with the whereabouts and operating hours of the Student Relations Centre.

Student Systems, Communication and POPIA

During the first few weeks of the academic year, we will provide you with onboarding sessions around the various Student Information Systems. In addition to these systems, each Emeris student is issued with an institutional “myemeris” email. Once you have received training on how to access your myemeris email address, the campus will no longer make use of your personal email address when sending out email communication.

We have shifted our communication protocols from including our parents/account payers, to include our students only and will thus engage exclusively with our students in relation to any academic or operational matters, including the release of academic results, which are only released on the student portal. This is consistent with the introduction of the Protection of Personal Information Act (POPIA) which has come into effect. Although this may seem at times to run contrary to the provision of quality service, significant precedent within higher education indicates the need for students to develop their ability to navigate their own personal journey during their tertiary studies, whether it be academic, or service related. If the opportunity is not allowed, in the time between secondary schooling and the workplace, this can later impact on a student's confidence in their ability to navigate the wider world independently.

Academic Material

Emeris Books- powered by Wize Books, will open on 12 January 2026, for the ordering of academic material. Now that you have submitted your registration request, await an email from Emeris Books with your UNIQUE log-in link. Your prepopulated cart will be based on the modules you selected when you registered so, please ensure that the correct modules are selected. You will be required to log in using your new student number (starting with ST) and your ID number. We recommend that you do not order your books until you have received final confirmation of your registration from us to prevent a possible delay in the process. **DO NOT SHARE THE MAIL WITH ANYONE ELSE AS THIS IS UNIQUE TO YOU.** Without this UNIQUE link you will not be able to log in.

Student Card and Biometrics

The issuing of 2026 Student Cards will be done via the Emeris Books portal. When ordering your 2026 academic material, you will be required to upload a clear head and shoulders photo to be used on your student card. Your student card will then be delivered to you along with your academic material from Emeris Books.

Access to campus biometrics is linked to your 2026 student card. Please ensure you have completed your registration for 2026 and ordered your academic material and student card at least one week before your course start dates. Please contact the campus for more information.

Additional helpful information:

- Toilets are located on the ground, 1st and 2nd floors of the Capsicum building
- Please also feel free to make use of our campus eatery.
- Parking Facilities – parking is available on campus.
- Smoking of any kind is strictly prohibited in buildings and non-designated smoking areas. Smoking is allowed in a designated smoking area.
- The Information Centre is available for your use at Capsicum as well as Emeris Waterfall and is situated in the Tugela building. The Information Centre. Operating hours Monday – Thursday, 8:00 – 19:00 and Friday, 8:00 – 17:00 and Saturdays. 08:00 – 12:00

- Campus opens on weekdays for students at 07:00
- Student Relations Centre is situated on the Emeris Waterfall Campus. Operating Hours: Mon – Thurs: 07:00 – 18:30; Fridays: 07:00 – 17:00; Saturdays: 08:00 – 12:00

Looking forward to seeing you on campus,

The Emeris Rosebank Team