

SUMMARISED E-MAIL CONTACT DETAILS

IMPORTANT NOTES	<p>The summary of email addresses as shown below are aimed at assisting students in contacting the correct person/department in order to have their queries attended to.</p> <p>Students are requested to enter the following information in the e-mail Subject line as this will ensure that the e-mail is dealt with more quickly and it also makes it easier for the IMM GSM to retrieve such e-mails:</p> <ul style="list-style-type: none"> - Student Name and Surname - Student Number - Short description of type of query <div style="margin-left: 150px;">} Example: "Joe Soap; S12345; Exam Confirmation Letter Query" to be sent to registrations@immgsm.ac.za</div> <p>All relevant forms as mentioned below are available in .pdf format from the IMM GSM website or from and IMM GSM office. All telephonic queries may be directed to our National Call Centre at 0861 IMM GSM (+27 11 628 2000)</p>
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Category	Nature of Query	Reference page in Prospectus	email address	Notes
Academic	Academic Record		registrations@immgsm.ac.za	An original printout of an Academic Record may be requested after paying the relevant fee. These documents may only be posted or collected by the student. We may not fax or email it.
	Academic assistance - Undergraduate Students (Higher Certificate, Diploma and BBA)		academic-ug@immgsm.ac.za	Please be as comprehensive as possible when stating your academic query. The turn-around time should be 72 hours.
	Academic assistance - Postgraduate Students (Postgraduate Diploma, BPhil, MPhil)		academic-pg@immgsm.ac.za	Please be as comprehensive as possible when stating your academic query. The turn-around time should be 72 hours.
	Textbook list	21	info@immgsm.ac.za	Please state whether you require the booklist for a Certificate, Diploma or BBA.
	Tutorial Session bookings	20	tutorials@immgsm.ac.za	These Tutorial sessions take place in Johannesburg prior to the examination sessions.
Assignments	Assignment collection from IMM GSM office		assignments@immgsm.ac.za	State the academic module in the Subject line. Please email this request 48 hours prior to collection in order to allow time for retrieval of the assignment.
Examinations	Exam Cancellation		cancel@immgsm.ac.za	The Exam Cancellation form must be submitted no later than the due date.
	Exam Script Fail Report	25	exams@immgsm.ac.za	The Fail Report application form must be submitted together with proof of payment.
	Exam Script Viewing		exams@immgsm.ac.za	The Exam Script Viewing application form must be submitted together with proof of payment.
Financial	Student account queries	-	accounts@immgsm.ac.za	All queries regarding student accounts.
General	All general queries		info@immgsm.ac.za	All general student queries.
Personal Details	Updating student personal Info	-	update@immgsm.ac.za	When a student requires his/her personal details to be updated.
Registrations	Private Invigilation students	24	pi@immgsm.ac.za	These are students who lives more than 150 km away from their nearest IMM GSM exam centre (as stated on the IMM GSM website).
	Exemption application	-	nr@immgsm.ac.za	Applications for module exemptions from other academic institutions.
	Proof of registration - Registration Confirmation Letter	-	registrations@immgsm.ac.za	Confirmation of proof of registration.
	Renewal students wishing to register online	-	www.immgsm.ac.za	Students who have a student number will be able to register online, after which the information will be verified and processed manually. Payment will be required using a credit card or EFT payment.