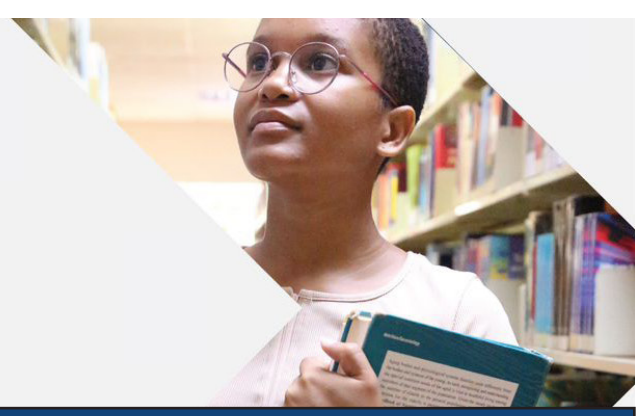




University of Venda  
Creating Future Leaders

# UNIVEN Weekly e-Newsletter



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## Consumer Goods and Services Ombud (CGSO) and the University of Venda (UNIVEN) Partner to Empower Consumers with New Satellite Office



On Thursday, 20 February 2025, in a significant step toward consumer protection and awareness, the Consumer Goods and Services Ombud (CGSO) officially launched its Satellite Office at the University of Venda (UNIVEN). The initiative, in partnership with UNIVEN's School of Law, Faculty of Management, Commerce, and Law, marks a significant milestone in bridging the gap between consumers and their rights. The formal proceedings were held at the Research Conference Centre, and the handover of the satellite office, including the unveiling of the Helpdesk, took place at the School of Law.

Distinguished guests, including CGSO CEO Ms Queen Munyai, Thovhele Gole Mphaphuli, UNIVEN Chief Operating Officer Mr Botwe Kraziya, Deputy Dean Professor Armstrong Kadyamatimba and Professor and Director of the School of Law Professor Lonias Ndlovu graced the launch. The ceremony served as a platform to highlight the importance of consumer protection, mediation of complaints, and the role of the Consumer Protection Act (CPA) in safeguarding consumer interests.



Group photo of delegates



**On Photo:** Dr Mantwa Madiba, Lecturer, Department of Mercantile and Private Law

The programme director for the day was Dr Mantwa Madiba, a lecturer in the Department of Mercantile and Private Law. She ably led proceedings at both the formal event and at the site of the official handover of the Satellite office. She emphasised that this milestone marks the University's commitment to promoting consumer protection and providing accessible support to the community.



**On Photo:** Mr Botwe Kraziya, Chief Operating Officer

The ceremony commenced with a warm welcome from Mr Botwe Kraziya, Chief Operating Officer of UNIVEN, on behalf of the Vice-Chancellor and Principal. He highlighted UNIVEN's 45-year legacy, strong financial standing, and commitment to strategic partnerships, particularly with industries that enhance student experience and community engagement. Mr Kraziya acknowledged the alignment between UNIVEN and the Consumer Goods and Services Ombud in prioritising partnerships and community outreach. Mr Kraziya emphasised the university's responsibility to bridge knowledge gaps, promote consumer rights, and incorporate industry-relevant research into its curriculum. He called for collaboration in alternative dispute resolution and responsible entrepreneurship training.



**On Photo:** Ms Queen Munyai, Chief Executive Officer, Consumer Goods and Services Ombud

In a keynote address, CGSO CEO, Ms Queen Munyai, presented an insightful overview and expressed deep gratitude and humility for the opportunity to speak at the event, reflecting on her journey as a former student at the university. She acknowledged the institution's growth and transformation over the years, appreciating the chance to witness this milestone. She extended a heartfelt emphasis on the importance of collaboration and partnerships in achieving shared goals.

She highlighted the role of the Consumer Goods and Services Ombud (CGSO), explaining its significance in protecting consumer rights under the Consumer Protection Act. Ms Munyai emphasised the everyday relevance of the Act, covering goods and services from furniture and food to transportation and professional services.

She underscored the importance of consumer awareness and businesses' legal responsibilities, ensuring fair practices and quality service delivery.

Ms Munyai elaborated on CGSO's mandate, stating that it operates under a legally recognised code to enforce consumer rights and business compliance. She clarified that all businesses in goods and services must register with CGSO, ensuring accountability. She stressed the necessity of consumer education and industry-wide adherence to ethical business practices to enhance consumer confidence and safeguard public well-being.



**On Photo:** Prof Armstrong Kadyamatimba

Prof Armstrong Kadyamatimba, from the Faculty of Management, Commerce and Law, speaking on behalf of the Executive Dean, expressed gratitude to Ms Queen Munyai and the CGSO team for their dedication to consumer rights and their partnership with UNIVEN. He acknowledged the faculty's combined strengths in management, commerce, and law, recognising key contributors to advancing consumer protection. He highlighted the significance of launching the CGSO Satellite Office as part of the university's engaged scholarship strategy, providing vulnerable consumers access to justice.



**On Photo:** Thovhele Gole Mphaphuli

Thovhele Gole Mphaphuli, a respected traditional leader, also graced the occasion and emphasised the significance of launching the CGSO Satellite Office to empower students and the local community with consumer rights awareness. He highlighted the growing global momentum for consumer protection, the need to bridge accessibility gaps in South Africa, and the importance of educating students to challenge injustices. He acknowledged the challenges posed by online shopping and praised the CGSO's efforts to address digital consumer protection. He hoped this initiative would inspire advocacy, strengthen consumer rights, and foster a fair marketplace.



**On photo:** Prof Lonias Ndlovu

Prof Lonias Ndlovu, Director of the School of Law, outlined the journey leading to the launch of the CGSO Satellite Office, emphasising a strong commitment to consumer rights and education. Prof Ndlovu detailed the partnership's development, from initial contact to signing the Memorandum of Understanding (MoU) and the extensive preparations for the launch. He highlighted the School of Law's current review of the LLB curriculum revision, which will introduce a consumer protection law module in 2026, leveraging this collaboration to enhance legal education and community impact.



**On Photo:** Adv Gideon Joubert, Senior Lecturer

In his response to Ms Munyai's address and announcement of the Help Desk Officer, Adv Gideon Joubert, senior lecturer, said the CGSO plays a vital role in educating communities about consumer rights, and we are proud to partner with them. Adv Joubert noted that we have established a help desk within the school of law building integrated with our law clinic to support this initiative. He said the appointed officer is Londani Magau, a University of Venda law graduate. Adv Joubert also extended appreciation to the CGSO team.

Establishing the Consumer Goods and Services Ombud (CGSO) Satellite Office at the University of Venda (UNIVEN) represents a strategic initiative to enhance consumer awareness and protection. This collaborative effort underscores a shared commitment to empowering individuals with the requisite knowledge and resources to assert their rights in the marketplace.

The CGSO Satellite Office at UNIVEN is a vital conduit between academic excellence and practical consumer advocacy, bridging the gap between theoretical knowledge and real-world application.

Through this initiative, UNIVEN and CGSO reaffirm their dedication to equipping individuals with the necessary expertise and support to navigate the complex consumer landscape confidently.



**On Photo:** Mr Londani Magau, Newly Appointed Help Desk Officer CGSO

Advocate Joubert also took the opportunity to announce Mr Londani Magau, a UNIVEN LLM graduate currently registered for a PhD in Public Law, as the person who will man the satellite office. His appointment followed a competitive selection process run by the CGSO. In his acceptance speech, Mr Magau thanked the CGSO for the appointment, which he accepted with humility.



**On Photo:** Dr Thivhusiwi Sikhitha, Senior Lecturer, Department of Mercantile and Private Law

Dr Thivhusiwi Sikhitha, a senior lecturer in the Department of Mercantile and Private Law, gave a vote of thanks for covering the formal event and the satellite office handover. She thanked the speakers for their speeches, summarising the highlights of each speaker's speech. She acknowledged the CGSO guests, faculty and school leadership, the Chief Operating Officer standing in for the Vice-Chancellor and Principal, traditional leaders present, the UNIVEN organising team and the technical support from the UNIVEN ICT department.

The event was epoch-making and solidly put UNIVEN on the local, regional, and national maps.

## Ladies Football Team Scores Big: A Historic Achievement Celebrated with Heartfelt Support and Electric Entertainment



*We are the winners*

On Friday, 21 February 2025, the University of Venda (UNIVEN) Sport and Recreation Unit hosted an unforgettable Trophy Hand-over Function in honour of the Ladies Football Club's incredible achievement. The event, held at the Student Centre Building—Student Parliament Hall, marked a historic moment for the university as the female football team successfully qualified for the 2025 Varsity Football Cup later this year.

With over 50 attendees, the ceremony began with a powerful rendition of the South African National Anthem, followed by a lively performance from the UNIVEN Entertainment Group, providing an electric atmosphere throughout the event. The day was filled with celebrations and heartfelt messages from the university's key figures and supporters.



**On the photo:** Mr. Patrick Thaba, Sports Officer and Coordinator of the Sport and Recreation Unit, University of Venda

Mr Patrick Thaba, Sport Officers and Coordinator of the Sport and Recreation Unit, welcomed the guests and highlighted the event's significance.

He reflected on the journey that had begun last year when the team was sent off to the 2024 USSA (University Sport South Africa) national football championship. He proudly announced that UNIVEN had qualified for the 2025 Varsity Football Cup tournament and secured the prestigious Team of the Tournament award out of 19 participating universities in the A-Section. The team's achievement was further bolstered by the Manager of the Tournament award given to Miss Azwidowi Mudzanani who was a registered student studying Postgraduate Certificate in Education (PGCE), a historic moment for the university.

The event was graced by prominent guests, including the CEO of Thavhani Mall, who expressed his support for the female team, emphasising his belief in their potential to continue achieving greatness. Mr Andries Ndlovu, the Head of Personal Banking at Standard Bank, also extended his encouragement, assuring the bank's unwavering support.

As the team looks forward to competing at the Varsity Football Cup later this year, the sense of pride and belief from the entire UNIVEN family ensures that the journey ahead will be filled with even more historic moments. The future is bright for these exceptional young women, and the entire university is behind them every step of the way.



**On the photo:** Mr Azwidowi Mukheli, Dean of Students at UNIVEN



**On the photo:** Ms Norah Mudzielwana, South African Football Association (SAFA) Vhembe Deputy President

Ms Norah Mudzielwana, in her address, congratulated the team for their outstanding performance, highlighting the significance of their victory. Despite being located outside major metropolitan areas, she expressed pride in the fact that UNIVEN could compete on equal footing with some of the country's top universities. She affirmed the SAFA's commitment to supporting the team as they prepare for the upcoming Varsity Football Cup.

During his message of support, Mr Azwidowi Mukheli, the Dean of Students at UNIVEN, offered a passionate message of support. He praised the team's dedication, hard work, and the pride they have brought to the Vhembe region. He encouraged the players to maintain their momentum and emphasised that their achievements reflected their resilience and commitment.



**On the photo:** Mr Kennedy Sivhaga, Head of Student Housing

The event was truly an inspiring celebration, fuelled by the community's support and a great performance from the UNIVEN Entertainment Group. The ladies' football team now stands as a beacon of success, proving that even the greatest challenges can be overcome with determination and hard work.

Mr Kennedy Sivhaga, Head of Student Housing, concluded the speeches with a vote of thanks and announcements.

In his vote of thanks, Mr Kennedy Sivhaga, Head of Student Housing, expressed heartfelt gratitude to all those who made the event successful. He acknowledged the contributions of the various guests, including the Chief Executive Officer (CEO) of Thavhani Mall Mr Brandon Nesengani, Mr Andries Ndlovu from Standard Bank, the programme director Dr. Ndiafhi Percy Mugwedi, Sports Administrator and all the supporters who attended the celebration. Mr Sivhaga emphasised the importance of unity and collaboration

in celebrating the achievements of the University of Venda (UNIVEN) Ladies Football Team.

He also thanked the university's leadership for their continuous support of the team and for creating an environment that fosters excellence in sports. He concluded by extending his best wishes to the players as they prepare for the Varsity Football Cup. He expressed confidence that they would continue to make the university proud.



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### *Exciting News for the University Community!*

**The University of Venda** and **Bulawayo Polytechnic** are thrilled to announce the **Inaugural International Research Conference**, set to take place from **06-07 March 2025** at the stunning **Victoria Falls Safari Lodge in Victoria Falls, Zimbabwe!**

This landmark event promises to be a **game-changer**, bringing together thought leaders, researchers, and innovators worldwide to explore the theme: **“The Role of Higher Education in Promoting Innovation and Entrepreneurship for Industrialisation.”**

Get ready to engage in ground-breaking discussions, explore new perspectives, and witness how higher education can drive change in **innovation and entrepreneurship**. This is more than just a conference – it’s a celebration of knowledge, collaboration, and the power of education to shape the future!

Stay tuned for more details – this is an event you won’t want to miss!

#UnivOfVenda #BulawayoPolytechnic #InternationalResearchConference #Innovation #Entrepreneurship #HigherEducation #VictoriaFalls2025

**If you spot anything out of the ordinary on campus - contact the University Hotline by calling toll free number 0800 212 755 or email: [univenhotline@tip-offs.com](mailto:univenhotline@tip-offs.com)**

### **Improper conduct includes the following...**

- 1. Financial misconduct,**
- 2. Misuse or misappropriation of University assets,**
- 3. Health and safety risks,**
- 4. Plagiarism,**
- 5. Fraud and corruption.**