

TSHWANE UNIVERSITY OF TECHNOLOGY

SRC & SFC ELECTIONS 2026

ELECTION AGENTS GUIDELINE

ONLINE ELECTION DAY SUPPORT

Election Dates: 9–11 September 2026

Voting Hours: 08:00 – 16:00

Election Management: Institute of Election Management Services in Africa (IEMSA)

1. PURPOSE OF THE GUIDELINE

This guideline provides election agents and representatives of contesting organisations with a clear framework for their participation and conduct during the TUT SRC Online Elections.

The purpose is to ensure that all election agents understand:

- their role and responsibilities during the election period;
- the procedures for raising election-related concerns;
- the appropriate channels for reporting incidents;
- the principles governing online voting;
- the importance of protecting voter confidentiality;
- the prohibition against influencing, directing or interfering with voters; and
- the procedures for receiving updates and communicating with the Election Management Team.

Election agents play an important role in promoting confidence in the electoral process. Their conduct must therefore contribute to a peaceful, transparent, credible and fair election.

2. ROLE OF ELECTION AGENTS

An election agent is an authorised representative of a contesting organisation who has been designated to observe and monitor the election process on behalf of that organisation.

In an online election environment, the role of an election agent differs from that of an agent physically stationed inside a polling station.

Election agents **observe and monitor the integrity of the process** but do not operate the voting system, access voters' ballots, or interfere with individual voters.

Election agents shall:

1. Observe the election process within the limits of the election rules and this guideline.
2. Monitor the general accessibility and functioning of the online voting process.
3. Report suspected technical, procedural or electoral irregularities through the prescribed channels.
4. Maintain professional communication with IEMSA, TUT officials and other authorised stakeholders.
5. Respect the secrecy and confidentiality of every voter's ballot.
6. Refrain from directing or assisting voters in making their electoral choices.
7. Keep accurate records of incidents they report.
8. Comply with the TUT SRC Election Code of Conduct and all lawful instructions issued by the Election Management Team.

3. ELECTION AGENT ACCESS AND IDENTIFICATION

Only duly authorised and registered election agents may participate in the official election-day support arrangements.

Each organisation shall ensure that its designated agents:

- have been properly accredited or authorised;
- use the contact details provided to the Election Management Team;
- participate in the designated election-day communication channels; and
- identify themselves when reporting an incident or making a formal enquiry.

Election agents may not transfer their access, credentials or communication channels to unauthorised persons.

4. ONLINE VOTING PROCESS

The TUT SRC Elections will be conducted through the approved online voting platform.

The online voting platform will be available:

09 September 2026 at 08:00

until

11 September 2026 at 16:00.

Election agents should familiarise themselves with the general voting process before election day so that they can understand and appropriately report any difficulties experienced by voters.

Election agents must understand, however, that they are **not authorised to vote on behalf of another student or operate the voting platform on behalf of a voter.**

5. VOTER ASSISTANCE

Election agents may assist with directing students to the **official election communication channels or technical support mechanisms**, where appropriate.

However, election agents must not:

- select candidates on behalf of a voter;
- recommend or influence a voter's choice;
- request to see a voter's ballot;
- request screenshots showing how a voter voted;
- obtain or record a voter's voting credentials;
- vote on behalf of another student;
- instruct a voter which candidate or organisation to select; or
- remain involved in a voter's voting decision.

Where a voter experiences a technical problem, the voter should be directed to the official election support mechanism.

The principle is simple:

Election agents may assist with access to the process, but may not influence the choice made by a voter.

6. VOTER CONFIDENTIALITY AND SECRECY OF THE BALLOT

The secrecy of the ballot must be protected throughout the election.

Election agents must not attempt to establish:

- whether a particular student voted;
- who a particular student voted for;
- how a particular student voted;
- the contents of an individual voter's ballot; or
- any information that could compromise the confidentiality of a voter's choice.

Election agents must also discourage voters from sharing screenshots or other evidence of their completed ballots.

Any attempt to compromise the secrecy of the ballot must be reported immediately to the Election Management Team.

7. CAMPAIGNING ON ELECTION DAYS

Campaigning must be conducted strictly in accordance with the applicable TUT SRC Election Rules and Code of Conduct.

Election agents must not use their election-day role to:

- campaign through official election support channels;
- intimidate or harass voters;
- distribute unsolicited campaign material through election support channels;
- pressure students to vote for a particular organisation or candidate;
- impersonate election officials;
- interfere with the voting process; or
- falsely represent themselves as members of IEMSA, TUT or the Election Management Team.

Official election-day communication channels are for **election administration, technical support and incident reporting**, and must not be used for campaigning.

8. REPORTING TECHNICAL PROBLEMS

Election agents are encouraged to report genuine technical problems promptly.

Examples may include:

- inability to access the voting platform;
- problems with authentication;
- difficulty accessing the ballot;
- ballot display problems;
- system errors;
- unexpected system behaviour;
- inability to submit a vote; or
- widespread technical difficulties affecting students.

When reporting an incident, the election agent should provide:

1. Date and time of the incident;
2. Campus or affected student population, where relevant;
3. Description of the problem;
4. Approximate number of students affected, if known;
5. Any error message displayed;
6. Whether the problem is ongoing; and
7. Any other relevant information that can assist the technical team.

Election agents should **not attempt to independently troubleshoot, manipulate or interfere with the election platform**.

9. REPORTING ELECTORAL IRREGULARITIES

Where an election agent believes that an electoral irregularity has occurred, it must be reported through the official election-day communication channel.

Examples may include:

- suspected impersonation;
- attempts to vote more than once;
- interference with voters;
- intimidation;
- misuse of election credentials;
- unauthorised access to the voting platform;
- campaigning through official election support channels;
- attempts to compromise ballot secrecy; or
- any conduct that may undermine the integrity of the election.

Reports should be factual and objective.

Election agents should avoid making allegations based solely on rumours or unverified information.

10. INCIDENT REPORTING PROTOCOL

To ensure efficient management of election-day incidents, election agents should use the following format:

ELECTION AGENT INCIDENT REPORT

Organisation:

Agent Name:

Date:

Time:

Campus:

Nature of Incident:

Description:

Number of Students Affected:

Immediate Action Taken:

Additional Information:

Where supporting evidence is available and can lawfully be shared without compromising voter secrecy or personal information, it may be submitted to the Election Management Team.

11. ESCALATION OF INCIDENTS

Incidents should be escalated according to their seriousness.

Level 1 – Individual Technical Problem

A problem affecting an individual voter.

Action:

Refer the matter to the designated technical/election support channel.

Level 2 – Multiple Voters Affected

A technical or procedural problem affecting a number of students.

Action:

Immediately notify the designated IEMSA Election Support Team.

Level 3 – Serious Electoral Incident

An incident potentially affecting the integrity, security or credibility of the election.

Examples include suspected manipulation, widespread system failure, impersonation, unauthorised access or serious interference.

Action:

Immediately escalate the matter to the Chief Electoral Officer/Election Management Team.

Election agents should not attempt to resolve serious electoral disputes themselves.

12. COMMUNICATION WITH IEMSA

The official election-day communication channel will be used for:

- election updates;
- technical support;
- incident reporting;
- clarification of election procedures;
- communication of operational notices; and
- other election-related matters.

Election agents are requested to keep communication concise and professional.

Urgent matters should be clearly identified as **URGENT**.

Routine questions should not be repeatedly posted across multiple communication channels.

13. ELECTION AGENT ELECTION-DAY CHECKLIST

Before voting opens, election agents should ensure that they:

- ☐ Have access to the designated communication channel.
- ☐ Know how to report an incident.
- ☐ Understand the voting process.
- ☐ Understand the rules relating to voter confidentiality.
- ☐ Understand the prohibition against influencing voters.
- ☐ Have the contact details for the designated election support team.

During voting:

- ☐ Monitor the process without interfering.
- ☐ Report genuine technical problems.
- ☐ Record significant incidents accurately.
- ☐ Protect voter confidentiality.
- ☐ Maintain professional conduct.
- ☐ Avoid using election support channels for campaigning.

At the close of voting:

- ☐ Observe the formal closure process as communicated by IEMSA.
- ☐ Do not attempt to access or interfere with election systems.
- ☐ Await official communication regarding counting, verification and results.
- ☐ Record any outstanding incidents requiring follow-up.

14. CLOSURE OF VOTING

Voting will close at **16:00 on 11 September 2026**, in accordance with the approved election timetable.

Once voting has closed, election agents must not attempt to:

- access the voting platform for purposes outside their authorised role;
- influence the counting or results process;
- interfere with election data;
- obtain confidential voting information; or
- communicate unofficial results as official results.

Any post-election procedures, including verification, counting, audit processes and announcement of results, will be managed in accordance with the approved election programme and applicable election rules.

15. PROVISIONAL AND OFFICIAL RESULTS

Election agents must distinguish between:

Provisional Results – results communicated pending completion of the applicable verification and/or validation processes; and

Official/Final Results – results formally declared by the authorised Election Management authority.

Election agents and contesting organisations must not present unofficial calculations, screenshots, projections or internal party estimates as official election results.

16. CODE OF CONDUCT

All election agents are expected to conduct themselves in a manner that promotes:

- political tolerance;
- respect for fellow students;
- respect for opposing organisations;
- respect for election officials;
- non-intimidation;
- non-disruption;
- honesty and integrity;
- confidentiality; and
- acceptance of lawful election procedures.

Any conduct that undermines the integrity of the election may be referred to the appropriate authority for consideration in accordance with the applicable rules and Code of Conduct.

17. IMPORTANT PRINCIPLE

The role of an election agent is to **observe, report and safeguard the integrity of the electoral process – not to control or interfere with it.**

Election agents should therefore remember:

Observe. Report. Do not interfere. Protect the voter. Respect the process.

The credibility of the TUT SRC Elections depends not only on the election system and Election Management Team, but also on the responsible conduct of all participating organisations and their representatives.

18. ELECTION-DAY SUPPORT

For election-day assistance, election agents should use the official communication and support channels provided by IEMSA.

All incidents should be reported promptly and should contain sufficient factual information to enable the Election Management Team to investigate and respond appropriately.

Election Management:

Institute of Election Management Services in Africa (IEMSA)

Election Period:

9–11 September 2026

Voting Hours:

08:00–16:00

WhatsApp Hotline: 069 286 1381

Email Address: tutelections@iemsas.co.za

Elections Website: www.tutsrc-elections.co.za

