



National Student Financial Aid Scheme

**OFFICE OF THE CHIEF OPERATIONS OFFICER
COMMUNIQUE NO. 4 OF 2021
(FOR TVETS ONLY)**

TO: COLLEGE PRINCIPALS
CC: CHIEF FINANCIAL OFFICERS, FINANCIAL AID OFFICIALS, STUDENT SUPPORT SERVICE MANAGERS

FROM: NTHUSENG MPHAHLELE
NSFAS CHIEF OPERATIONS OFFICER

DATE: OCTOBER 05, 2021

SUBJECT: TRIMESTER THREE APPLICATION CYCLE AND SUBMISSION OF SEMESTER TWO
TRIMESTER THREE NEW AND CONTINUING STUDENT APPEALS

The purpose of this communique is to advise on the following:

- Semester 2 new and continuing students appeals will remain open from October 04, 2021 and close on October 15, 2021.
- 2021 Trimester 3 applications window which will open on October 04, 2021 and close on October 22, 2021.
- Trimester 3 new and continuing students appeals will open on October 11, 2021 and close on October 29, 2021.

PLEASE NOTE: Should you have exceeded your tuition and allowance allocation or are at a risk of fully utilising your tuition and allowance as at end of September 2021, you will not be granted access to the system to apply for Trimester 3 funding and lodge appeals for Trimester 3.

Below are the options available to assist students with this application cycle:

Option 1: Walk-In Online Application Platform (Super User)

The proposed application process will be accessed by students through the college's computer lab and the student will capture their own application directly using officials' log in details. We request college officials to use their approved super user login details or apply for one if they do not have access this platform. These login details can be used on multiple computers for students to apply themselves.

Option 2: Assistive Capture Application Platform

We note the infrastructure challenges, registration queues and access to digital application platforms encountered by students at times and thus seek to provide an alternative to students who would not ordinarily be able to access the super user/computer lab platform. In the case of assistive capture applications, students may be assisted by college officials in completing and submitting the manual application form and the college official must ensure the form is captured on the NSFAS application portal and scanned on RS Web. It is important to ensure that all supporting documents are available to accompany the NSFAS application form. NSFAS will avail soft copies of the application form on request.

Application Checklist for students:

- South African birth certificate (preferably unabridged) for underage applicants or ID Copy (If Smart ID, both sides must be visible on the copy)
- Copy of parents and/or guardian's ID (or death certificate if applicable). (If Smart ID, both sides must be visible on the copy) Proof of income such as pay advice, letter of employment, pension advice or SASSA letter.
- A student recognised as a Vulnerable Child (Orphan) must submit a completed Vulnerable Child Declaration Form, which is attached to this correspondence.
- Students with a Disability must submit a completed Disability Annexure A form, which is attached to this correspondence.
- Note that students must have access to their own (unique) cell number as this will be used for payment purposes (this does not apply to students in colleges in the Western Cape).

NSFAS will arrange for Metrofile to collect the completed application forms that have been captured on the NSFAS application portal and scanned on RS Web from college with supporting documents, immediately after the closing date.

Please note, if an official applied for access to Super User during the 2021 Walk-In Application window, they do not need to fill in the NSFAS System Access Form, but they will however need to send an email to servicedesk@nsfas.org.za for their account to be re-activated.

For officials who require access for the first time in 2021, they will need to fill in the NSFAS System Access Form and send it to servicedesk@nsfas.org.za.

Attached to this communicate are the following documents:

- NSFAS 2021 Application Form
- Disability Annexure A Form
- Vulnerable Child Declaration Form
- NSFAS System Access Form
- RSWeb User Guide
- 2021 TVET S2 Process User Guide

TVET colleges are reminded that the 2021 TVET Trimester 3 Applications submissions will not be accepted by NSFAS after October 22, 2021. No extension will be granted.

NEW STUDENTS APPEALS

New students whose applications for 2021 Semester 2 and Trimester 3 NSFAS funding were unsuccessful must submit their appeals directly to NSFAS online through the myNSFAS portal using the following process:

1. Log into your 'myNSFAS' account on www.nsfas.org.za
2. Click the 'Track Funding Progress' tab
3. Check the application progress tabs
4. If your application status reflects as unsuccessful you may submit an appeal by clicking on the 'Submit Appeal Tab'
5. Once you are on the 'Application Appeal' page, you can see the reason for your unsuccessful application
6. You are then able to motivate in writing the reasons for appealing your application outcome
7. Your motivation must not exceed 1000 characters (words including spaces)
8. Then upload certified supporting documents to support your motivation. You may submit up to 5 documents.

9. Then click 'Submit Appeal '

10. You may now track the progress of the appeal on your myNSFAS account.

No new applicants must be allowed to appeal at the TVET college given that these students are able to appeal directly to NSFAS through the myNSFAS portal which can be accessed on the NSFAS website: www.nsfas.org.za. TVET colleges are encouraged to guide this category of students on the correct appeal channel to avoid creating the backlog of unprocessed appeals due to the lack of documentation and adherence.

Appeal submissions for new students must be made via the portal by no later than:

- **Semester 2, October 15, 2021.**
- **Trimester 3, October 29, 2021.**

CONTINUING STUDENTS' APPEALS

Upon receipt of this memo, TVET colleges may immediately distribute the accompanying appeals form to their continuing students who wish to lodge an appeal. Students will submit the appeal form together with relevant supporting documents to the Financial Aid Office, who will review and evaluate the appeal submission and make a recommendation to NSFAS. The submitted recommendation must be signed-off by the Financial Aid Committee/ Bursary Appeals Committee Chairperson on behalf of the institution.

Appeal submissions by TVET colleges' financial aid office for continuing students to NSFAS must be made via the MyNSFAS Manager portal by no later than:

- **Semester 2, October 15, 2021.**
- **Trimester 3, October 29, 2021.**

Continuing students' appeal recommendation to NSFAS by TVET colleges need to be accompanied by the following documents:

- A letter of recommendation signed by the Chairperson of the institution's Financial Aid Committee/ Bursary Appeals Committee or any duly authorised official. This letter must state the number of appeals received and recommended for funding.
- A completed 2021 Continuing Student Appeals Template

NSFAS has developed a user interface to process appeals for continuing students to enable easy submission and tracking of individual student appeals. Institutions must log in to the myNSFAS Manager portal and click on the Appeal tab to download the 2021 Continuing Student Appeals Template. The appeal letter of recommendation and the completed 2021 Continuing Student Appeals Template must be submitted through the online portal "myNSFAS Manager" before the closing date stated above.

*** All TVET colleges must archive completed appeal forms and supporting documents submitted by students for future auditing purposes.**

CYCLE 2 REGISTRATION DATA LOADING

For NSFAS to finalise the payment of tuition and allowances for cycle 2 (new and returning students), TVET colleges are requested to upload the full registration templates via the myNSFAS manager urgently. The payment date will depend on how quickly institutions upload the registration templates and will be communicated in due course.

EXCEPTIONS

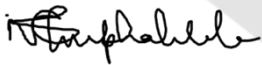
NSFAS has already provided TVET colleges with a list of students whose registration data is stuck in funding condition exceptions. These are registrations exceptions of students who seem to be repeating courses and some registered for lower level courses than the ones they were registered for in the previous year, and Servicing

Administrators have been engaging with you on possible solutions needed to resolve the discrepancies.

From the efforts made thus far, with some colleges still returning the data of these students unchanged, NSFAS concludes that these students are indeed repeating courses or are indeed registered for courses lower than the ones previously done and thus do not for 2021 funding. We do require your urgent assistance and confirmation in this regard, to ensure proper resolution.

All operational enquiries should be directed to your servicing administrator and for escalations Ms Lungisa Sishi at lungisas@nsfas.org.za or Ms Phumla Tshilenge at phumlat@nsfas.org.za

Yours Sincerely,



Nthuseng Mphahlele
CHIEF OPERATIONS OFFICER