



National Student Financial Aid Scheme

**OFFICE OF THE CHIEF OPERATIONS OFFICER**  
**COMMUNIQUE NO. 3 OF 2021**  
**(FOR TVET COLLEGES ONLY)**

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**TO: PRINCIPALS**

**CC: CHIEF FINANCIAL OFFICERS  
FINANCIAL AID OFFICIALS/ STUDENT SUPPORT SERVICE MANAGERS**

**FROM: NTHUSENG MPHAHLELE  
CHIEF OPERATIONS OFFICER**

**DATE: 30 SEPTEMBER 2021**

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

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

- Semester 2 New and Continuing students appeals will remain open from the 4<sup>th</sup> October 2021 and close on the 15<sup>th</sup> of October 2021.
- 2021 Trimester 3 applications window which will open on the 4<sup>th</sup> October 2021 and close on the 22<sup>nd</sup> of October 2021.
- Trimester 3 New and Continuing students appeals will open on the 11<sup>th</sup> October 2021 and close on the 29<sup>th</sup> of October 2021.

**PLEASE NOTE:** Should you have exceeded your Tuition and Allowance allocation or are at a risk of fully utilizing 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 the students through the college's computer lab and the student will capture their own application directly. We request college officials to use their approved super user login details or apply for one if they do not have to access this platform. These login details can be used on multiple computers for students to apply themselves.

***Application Checklist for students***

- South African birth certificate (preferably unabridged) for underage applicants or ID. Copy of both sides of the ID Smart Card is required.

10 Brodie Road, House Vincent  
2nd Floor, Wynberg, Cape Town, 7800  
Private Bag X1, Plumstead, Cape Town, 7801

T: 0800 067 327 | 021 763 3200  
E: [info@nsfas.org.za](mailto:info@nsfas.org.za)  
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**Board Members:** Mr. Ernest Khosa - Chairperson | Mr. Andile Nongogo - Chief Executive Officer | Mr. Bamanye Matiwane | Ms. Jullie Beya | Ms. Lindiwe Matlali | Mr. Nceba Maxwell Fuzani | Ms. Pretty Makukule | Prof. Pumela Msweli | Ms. Reshma Mathura | Ms Lisa Seftel | Mr Melosi Baloyi | Mr. Sanele Zondi | Mr. Sibonelo Cyril Madiba | Mr. Yonke Twani

- ID's of parents and/or guardian (or death certificate if applicable). Copy of both sides of the ID Smart Card is required.
- 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.
- Students with a Disability must submit the Disability Annexure A form, which is attached.
- 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 colleges in the Western Cape).

### **Option 2: Assistive Capture Application Platform**

We note the infrastructure challenges, registration queues and access to digital platforms sometimes encountered by students 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.

The student must have the following documents before completing the application:

- South African birth certificate (preferably unabridged) for underage applicants or ID. Copy of both sides of the ID Smart Card is required.
- ID's of parents and/or guardian (or death certificate if applicable). Copy of both sides of the ID Smart Card is required.
- 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.
- Students with a Disability must complete and submit the Disability Annexure A form, which is attached.
- 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 colleges in the Western Cape).

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

Please note, if you applied for access during the 2021 Walk-In Application window, you do not need to fill in the NSFAS System Access Form, you will need to send an email to [servicedesk@nsfas.org.za](mailto:servicedesk@nsfas.org.za) for your account to be re-activated.

For officials who require access for the first time in 2021, you will need to fill in the NSFAS System Access Form and send it to [servicedesk@nsfas.org.za](mailto:servicedesk@nsfas.org.za).

Attached to this communicate are the following documents:

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- 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 2021 TVET Trimester 3 Applications submissions will not be accepted by NSFAS after 22 October 2021. No extension will be granted.**

## **NEW STUDENTS APPEALS**

New students whose applications for 2021 Semester 2 and Trimester 3 NSFAS funding were unsuccessful need to 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](http://www.nsfas.org.za)
2. Click the 'Track Funding Progress' tab
3. Check the application progress tabs
4. If your application status reflects an unsuccessful message, 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 status
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 student myNSFAS portal which can be accessed on the NSFAS website [www.nsfas.org.za](http://www.nsfas.org.za). TVET colleges are encouraged to guide this category of students accordingly on the correct appeal channel to avoid creating the backlog of unprocessed appeals due to the lack of documentation and adherence.

Submissions for new students appeals to NSFAS must be made via the portal by no later than:

- **Semester 2, the 15<sup>th</sup> of October 2021.**
- **Trimester 3, the 29<sup>th</sup> of October 2021.**

## **CONTINUING STUDENTS' APPEALS**

Upon receipt of this memo, Technical and Vocational Education and Training (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 FAO, 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

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Committee Chairperson on behalf of the institution.

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

- **Semester 2, the 15<sup>th</sup> of October 2021.**
- **Trimester 3, the 29<sup>th</sup> of October 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 authorized 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 finalize 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 your Servicing Administrators have been engaging with you on possible solutions, in order to resolve the discrepancies.

From the efforts done 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 should not be qualifying for 2021 funding. We do require your urgent assistance in this regard, so that we come to a proper resolution.

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

Sincerely,



**Nthuseng Mphahlele**  
**CHIEF OPERATIONS OFFICER**

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