

## FREQUENTLY ASKED QUESTIONS

### I have loaded my ID number, name and surname, but I cannot continue with my application

The system validates all information as received from the Department of Home Affairs. Ensure that you type in your ID number, name/s and surname exactly as they appear on your ID document or birth certificate.

### Do my documents need to be certified?

No. Due to the current COVID-19 pandemic, NSFAS has removed the requirement for documents to be certified.

### I applied last year, and I was not approved for funding. Can I apply for 2022?

Yes, you can apply again as this may mean your household circumstances has changed and you are in need for funding for 2022, you may apply again.

### My application for NSFAS funding was approved, but I did not register during the time I was approved for NSFAS. Do I have to reapply for 2022?

Yes. After your NSFAS application is approved, you have a year to register at a TVET college or university. If your NSFAS funding application for the 2020 academic year was approved and you failed to register for a full year, you need to apply again.

### I studied at a TVET college this year but want to proceed and study for a university qualification in 2022, do I need to apply?

Yes. To be funded for an approved university qualification in 2022, you need to have passed and completed your TVET qualification. You also need to ensure that you apply at the university for a NSFAS funded course.

### How can I apply for funding if I don't have a cellphone?

To apply for NSFAS funding, you will need a functioning cellphone, a valid cellphone number and your own email address. You may also use a tablet or computer. If you don't have a cellphone, you may use the cellphone of a trusted guardian or relative, but it is best to have your own cellphone number. No two applicants may use the same cellphone number or email address. This information is needed to create a myNSFAS account which you will use to apply for funding.

### I am not receiving the One Time Pin (OTP). How do I access it?

You can click on the option to resend an OTP for another one to be sent to you.

### How long does it take for NSFAS to verify my information with the Department of Home Affairs (DHA)?

The verification of your ID number, name and surname is done immediately when creating your myNSFAS account. We use the verified details from DHA, if the information is incorrect, you will need to contact DHA to rectify it.

### If my parent, guardian or spouse is a taxi driver, what proof of income should I upload?

You will be required to submit a letter of employment stating his or her income.

### What if I have an existing myNSFAS account but I have forgotten my old username, password and cellphone number. How do I reset my profile?

Follow the steps below to reset your myNSFAS login details:

**STEP 1** – Go to : [www.nsfas.org.za](http://www.nsfas.org.za) , click on 'myNSFAS' and then click on 'forgot password'.

**STEP 2** - Type in your **ID number** and choose what you require help with: **password** or **username** or both and then click on 'submit'.

**STEP 3** - The **username** and the link to change your **password** will be sent via **SMS** and **email**.

**STEP 4** - Open the link and you'll be **redirected** to the **reset password** page.

**STEP 5** - **Reset your password** by following the prompts on your screen.



## PROTECT YOURSELF AGAINST FRAUD

- Keep your **personal details** such as your **ID number, myNSFAS account login** details and income information safe by not sharing them with anyone.
- Don't leave your **personal information exposed** and **unattended**.
- Log out of your **myNSFAS account** when you are not using it

To **submit information** on fraud or corruption you have experienced or witnessed, contact the **Vuvuzela Fraud & Corruption hotline**:

**Tel No.: 0860 247 653**  
**Email: [nsfas@thehotline.co.za](mailto:nsfas@thehotline.co.za)**  
**Fax2Email: 086 726 1681**  
**SMS Call Back Number: 30916**  
**[www.thehotlineapp.co.za](http://www.thehotlineapp.co.za)**  
**[www.thehotline.co.za](http://www.thehotline.co.za)**

**FOR MORE INFORMATION ON HOW TO GET YOUR SHOT @NSFAS FUNDING, VISIT OR CONTACT NSFAS VIA THE PLATFORMS BELOW:**

- **myNSFAS Portal** : [www.nsfas.org.za](http://www.nsfas.org.za) and log into your **myNSFAS account**
- **Facebook**: **National Student Financial Aid Scheme**
- **Twitter page**: **@myNSFAS**
- **Instagram**: **@myNSFAS**
- **Email**: **[info@nsfas.org.za](mailto:info@nsfas.org.za)**
- **Website**: **[www.nsfas.org.za](http://www.nsfas.org.za)**



## Applications

Get your shot @NSFAS funding





## Who is NSFAS?

NSFAS is a public entity reporting to the Department of Higher Education and Training. We provide financial assistance to deserving students who wish to study or are already studying at TVET colleges and public universities

## What does the NSFAS funding shot cover?

Applicants who are approved for NSFAS funding are covered for:

- Registration fees
- Tuition fees

After your funding is confirmed, you may also receive allowances for the following:

- Living allowance
- Learning Material
- Personal Care
- Accommodation or Transport

Visit [www.nsfas.org.za](http://www.nsfas.org.za) to see the list of NSFAS funded qualifications and institutions



## Get Your Shot @NSFAS Funding

The nation's move towards normal life during the ongoing pandemic has taught us that, despite disasters, life continues, and certain things cannot wait. Another important area of your life that will not slow down and requires your attention is your dreams to further your studies at an institution of higher learning. The lack of financial support faced by poor students existed before the pandemic and continues to stand in the way of academically deserving yet disadvantaged students.

Many students have trusted the National Student Financial Aid Scheme (NSFAS) with their higher education's financial needs. Do yourself a favour and follow in their footsteps by getting your shot at the NSFAS funding for the **2022 academic year**.

**Get your shot @NSFAS funding** and protect yourself and family from the worries that comes with university and TVET college fees.

Keep reading to find out what **1. the NSFAS shot offers, 2. how to get the shot 3. the various application sites if you do not have access to the internet and a digital device, 4. what documents are needed to complete the application process, amongst others.**

## Who qualifies to take a shot at the NSFAS funding?

You qualify to a get shot of the NSFAS funding if you are a South African citizen or permanent resident who plans on registering or already studying at a public university or TVET college in Mzansi and you fall within one or more of the below categories:

- SASSA grant recipients (the SASSA COVID-19 grant does not count).
- Persons whose combined gross household income is not more than **R350 000** per year.
- Persons living with disabilities with a combined gross household income not more than **R600 000** per annum.

**The correct supporting documents are important in ensuring that NSFAS process your funding application in time for your registration at an institution of higher learning. Go through the list of required supporting documents below and ensure that you have all of them before you start with the application process:**

- 1.** All applicants must provide a **copy of ID**. A temporary ID issued by the Department of Home Affairs will be accepted.
- 2. Non-SASSA applicants** must provide ID copies of parent/s, legal guardian/guardian or spouse.
- 3. Smart ID cards:** a copy with both sides of the smart ID must be provided.
- 4. Proof of income:** applicant and/or parents/legal guardian/spouse (where applicable (non-SASSA) should provide latest payslip not older 3 months, UIF letter, appointment letter, retrenchment letter (applicant and/or parent(s), legal guardian/spouse).
- 5.** Person with disabilities: to complete **Disability Annexure A form**.

**NB: No affidavits will be accepted as proof for any funding requirement.**

## How and where to apply

Getting your shot @ NSFAS is easy, quick and safe.

**YOU CAN APPLY ONLINE VIA [WWW.NSFAS.ORG.ZA](http://WWW.NSFAS.ORG.ZA) USING A CELLPHONE, TABLET AND COMPUTER. FOLLOW THESE SIMPLE STEPS TO APPLY:**

**Step 1:** Go to [www.nsfas.org.za](http://www.nsfas.org.za) and click on the 'myNSFAS' tab

**Step 2:** Create a **myNSFAS account**

**Step 3:** Click on the 'APPLY' tab and complete the sections on the screen

**Step 4:** Upload **required supporting documents** where applicable

**Step 5:** Click on 'Submit'

If you do not have a digital device or access to the internet, do not stress, simply pop into your nearest **National Youth Development Agency (NYDA)** or **Thusong Centre** to apply following the same steps.

**APPLICATIONS CLOSE ON 07 January 2022 – APPLY NOW AND GET YOUR SHOT @NSFAS FUNDING.**

