



National Student Financial Aid Scheme

**OFFICE OF THE CHIEF OPERATIONS OFFICER**  
**COMMUNIQUE NO. 1 OF 2021**  
**(FOR TVET COLLEGES ONLY)**

---

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

**FROM:** MRS NTHUSENG MPHAHLELE  
CHIEF OPERATIONS OFFICER

**DATE:** APRIL 30, 2021

**SUBJECT:** COMMUNIQUE ON THE APPEAL PROCESS FOR TVET COLLEGE CONTINUING STUDENTS

---

The purpose of this communique is to communicate the 2021 process of appeal submissions for continuing students.

**CONTINUING STUDENT 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. TVET colleges that require support to implement this process must advise NSFAS by Wednesday, May 05, 2021.

**Appeal reason: Appeals on failure to meet academic performance requirements.**

Students will submit the appeal form to the Financial Aid Office (FAO) who will review and assess all progression appeals and make a recommendation to the National Student Financial Aid Scheme (NSFAS). This submitted recommendation must be signed-off by the Financial Aid Committee/ Bursary Appeals Committee Chairperson on behalf of the institution. Submissions by TVET colleges to NSFAS must be made no later than **May 17, 2021, for a final decision.**

**Appeal reason: Any other appeals other than academic performance**

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 Committee Chairperson on behalf of the institution. Submissions by TVET colleges to NSFAS must be made no later than **May 17, 2021, for a final decision.**

**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 of **May 17, 2021**.

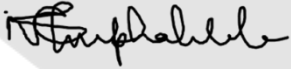
This closing date is the date by which all appeals templates must have been uploaded on the "myNSFAS Manager" portal by institutions, after having concluded all linked student processes.

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

No new applicants must be allowed to appeal at institutions 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.

All institutions requiring assistance please liaise with your Servicing Administrators. All operational enquiries should be directed to your Servicing Administrator and for escalations to 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,



**Mrs Nthuseng Mphahlele**  
Chief Operating Officer