

4.6 APPEALS

4.6.1. A student whose application for financial aid is rejected, or continuing student who did not meet academic progression criteria, may lodge an appeal with the NSFAS.

4.6.2. Appeals must be received within the specified timelines to be considered.

4.6.3. Appeals will only be considered for students who applied to NSFAS financial aid.

4.6.4. Appeals from students who exceed the income thresholds will only be considered if:

4.6.4.1. The financial circumstances of their household have changed since the submission of their application and evidence of this is provided to NSFAS.

4.6.4.2. Students can provide evidence that their household income is indeed below the threshold.

4.6.4.3. A key contributor to their household income has become incapacitated or is deceased since the submission of their application.

4.6.4.4. The student/ applicant has been declared independent of their biological parents by a court and the court has determined that the parents are not responsible for the student's/ applicant's maintenance, including the cost of his/ her education.

4.6.4.5. The student/ applicant is from a child headed household and this is substantiated by a report from a social worker registered with the Department of Social Development.

4.6.5. Appeals from students who failed to meet the academic eligibility criteria will only be considered if:

4.6.5.1. The student is a continuing student who was not a FTEN or FTF student in their previous academic term of study; AND

4.6.5.2. The student's failure to complete their academic term successfully is due to severe ill health for an uninterrupted period of two or more months of the academic term or during examinations, or there has been death in his/ her immediate family during the academic term, or the student was the subject of a violent crime, or the student was pregnant and gave birth during the academic term, and the institution has evaluated the student and completed the NSFAS standard propensity letter confirming the student will complete their qualification within an additional academic term; OR

4.6.5.3. The student with disability must submit a medical report indicates that the student failed to complete their academic term due to the nature of their disability and the institution
OR

4.6.5.4. The student can provide evidence that the academic results received by NSFAS are incorrect.

4.6.5.5. A continuing student who was a FTEN or FTF student in their previous academic term of study does not need to appeal as the student will automatically be funded for their next academic term, provided that all other eligibility criteria are met.

4.6.6. Appeals from students who no longer meets the N+ Rule will only be considered if:

4.6.6.1. The student's failure to complete their academic term successfully is due to severe ill health for an uninterrupted period of two or more months of the academic term or during examinations, or there has been death in his/ her immediate family during the academic term, or the student was the subject of a violent crime, or the student was pregnant and gave birth during the academic term, OR

4.6.6.2. A student with a disability and a medical report which indicates that the student failed to complete their academic term due to the nature of their disability and the institution has evaluated that the student has the propensity to complete their qualification within the additional academic term.

4.6.6.3. The student is a university student who can prove that he/ she has 50% or less final year course credits to complete and achieve his/ her qualification and the institution has evaluated that the student has the propensity to complete their qualification within an additional academic term. University students who fall into this category will be funded similar to distance university students, provided that their appeal is successful; OR

4.6.6.4. The TVET student who can prove that he/ she has two or less subjects left to complete their Report 191 qualification or three or less subjects to complete their NC(v) Qualification and the institution has evaluated that the student has the propensity to complete their qualification within an additional academic term. TVET students who fall into this category will be funded similar to distance TVET students, provided that their appeal is successful; AND

4.6.7. In situations where a student has not been allowed to progress academically by an institution, appeals in relation to this must be directed at the institution.

4.6.8. Appeals from students who were rejected for financial aid by NSFAS due to data or information errors submitted by them will only be considered if:

4.6.8.1. The error does not relate to an error in the ID number, first name or surname of the student entered on the application – students must submit their correct identity details as it appears on their ID documentation. Failure to do so will result in applications being rejected. Should the application window still be open, students may reapply for funding.

4.6.8.2. Students provide sufficient evidence that the data or information submitted was indeed incorrect.

4.6.9. Students are not permitted to appeal if:

4.6.9.1. They are registered for a qualification that NSFAS does not fund.

4.6.9.2. They have reached N+2 (N+3 in the case of a student with disability).

4.6.9.3. The detail of the appeal indicates that the student is disclosing different parental or legal guardian information than disclosed in the application, or if the student is now indicating that he/she is independent which is different to the application.

4.6.9.4. The institution has not submitted their registration record or submitted an incorrect registration record to NSFAS – such queries must be directed to the institution.

4.6.10. Failure to provide sufficient and substantive evidence in support of an appeal as required within the time frames required will lead to an appeal being rejected.

4.6.11. NSFAS reserves the right to validate all appeal documentation to confirm the validity of the appeal, including third party data sources, and will reject an appeal where the supporting evidence cannot be validated or confirmed.

4.6.12. NSFAS reserves the right to reject supporting evidence based on affidavits.