

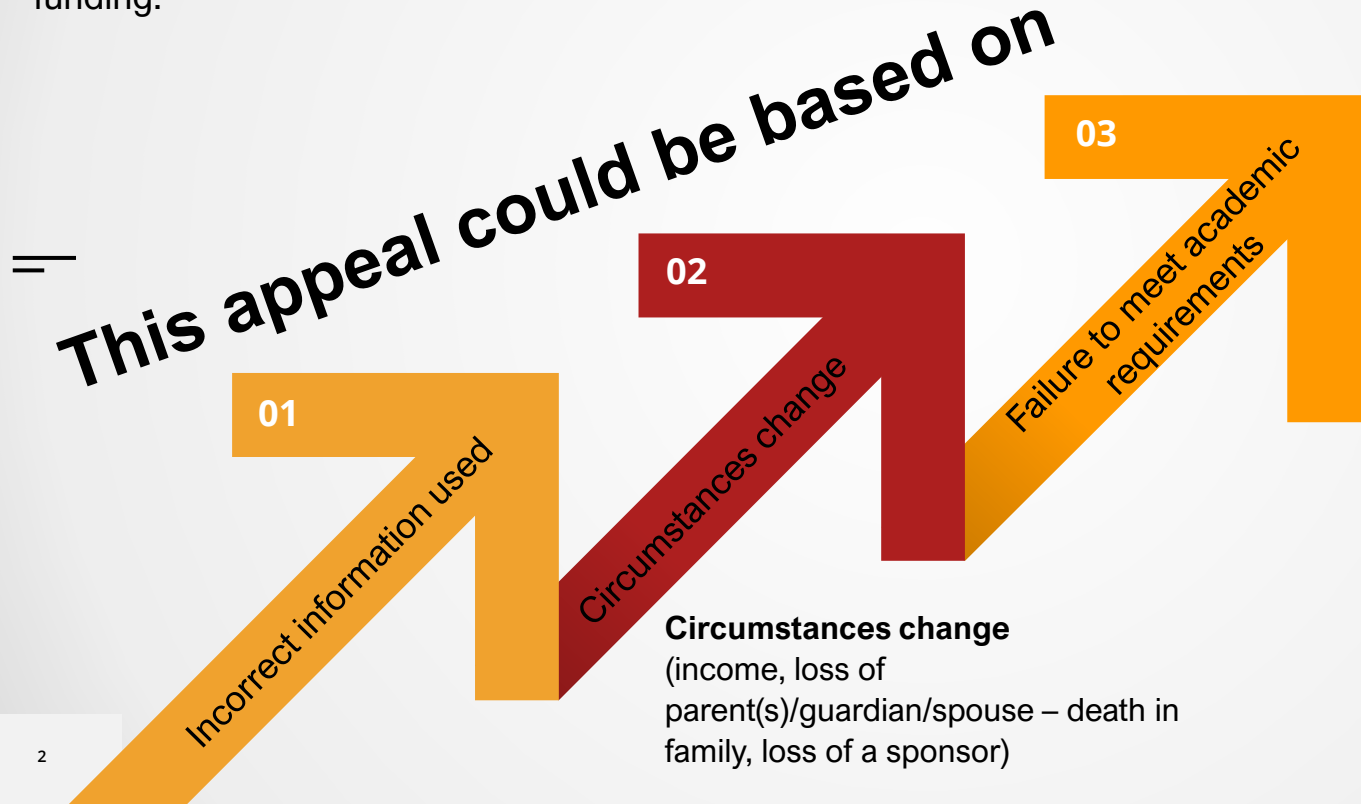
# APPEALS PROCESS 2023

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# What is an appeal?

An **appeal** is a request to review a decision not to fund a student who applied for NSFAS funding.



## **Circumstances change**

(income, loss of parent(s)/guardian/spouse – death in family, loss of a sponsor)

Gap year students – must re-apply for NSFAS Funding

The NSFAS Appeals Policy makes provision for students whose funding has been rejected, to submit an appeal application.

<b>Dependency:</b>	Budget availability
<b>Appeals for funding platform:</b>	NSFAS students' portal (NSFAS website)
<b>Closing date for Appeals submission:</b>	To be communicated
<b>Communication of appeals decisions:</b>	Regularly

# FTEN Student/Applicant

## How to submit an appeal



### LODGE APPEAL

A student must **lodge an appeal** within **30 days** of having been assessed as unsuccessful.



### SUBMIT OUTSTANDING DOCUMENTS

Any **outstanding documentation** related to the appeal must be submitted by the student/applicant within **14 days**

# Steps

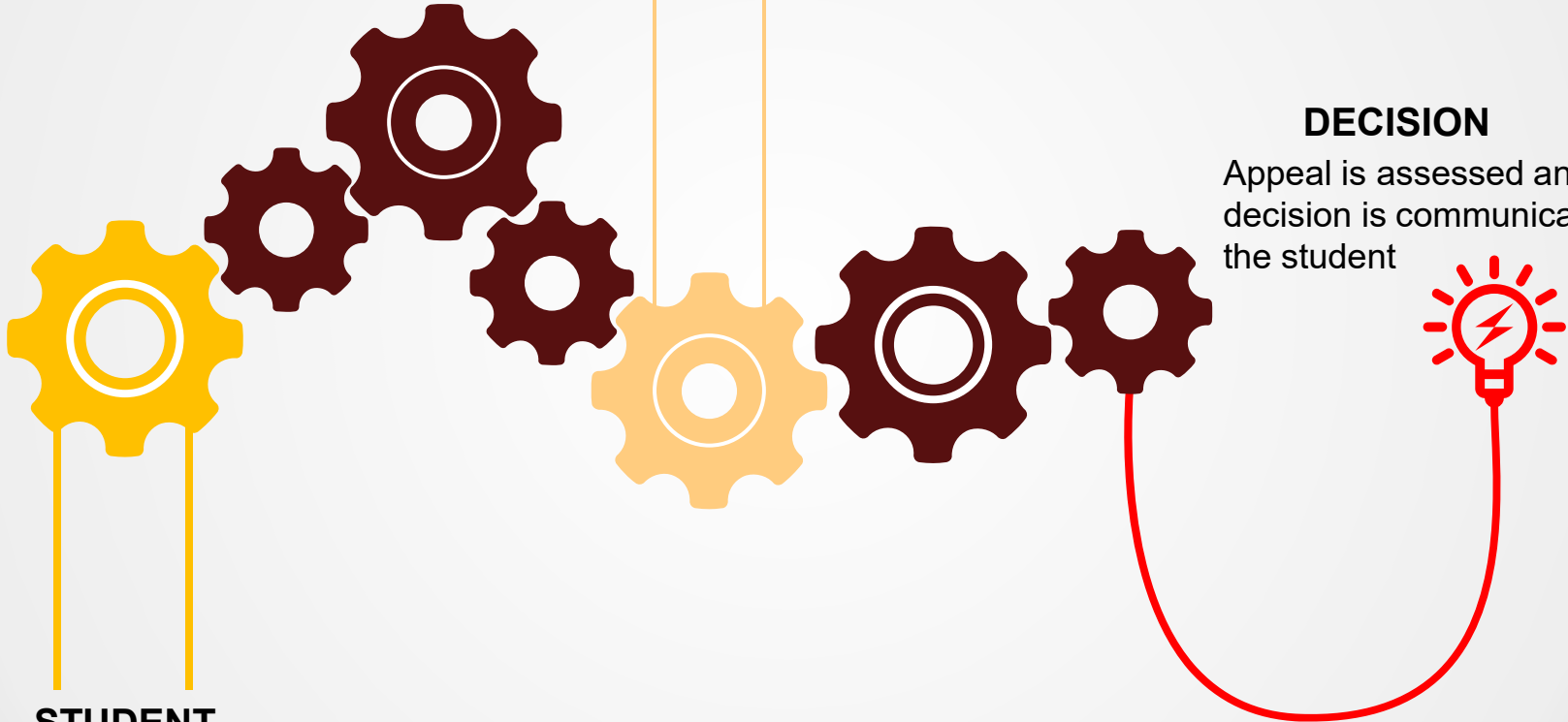
## CASE WORKER

Reviews the appeal against the rejected application

## DECISION

Appeal is assessed and a decision is communicated to the student

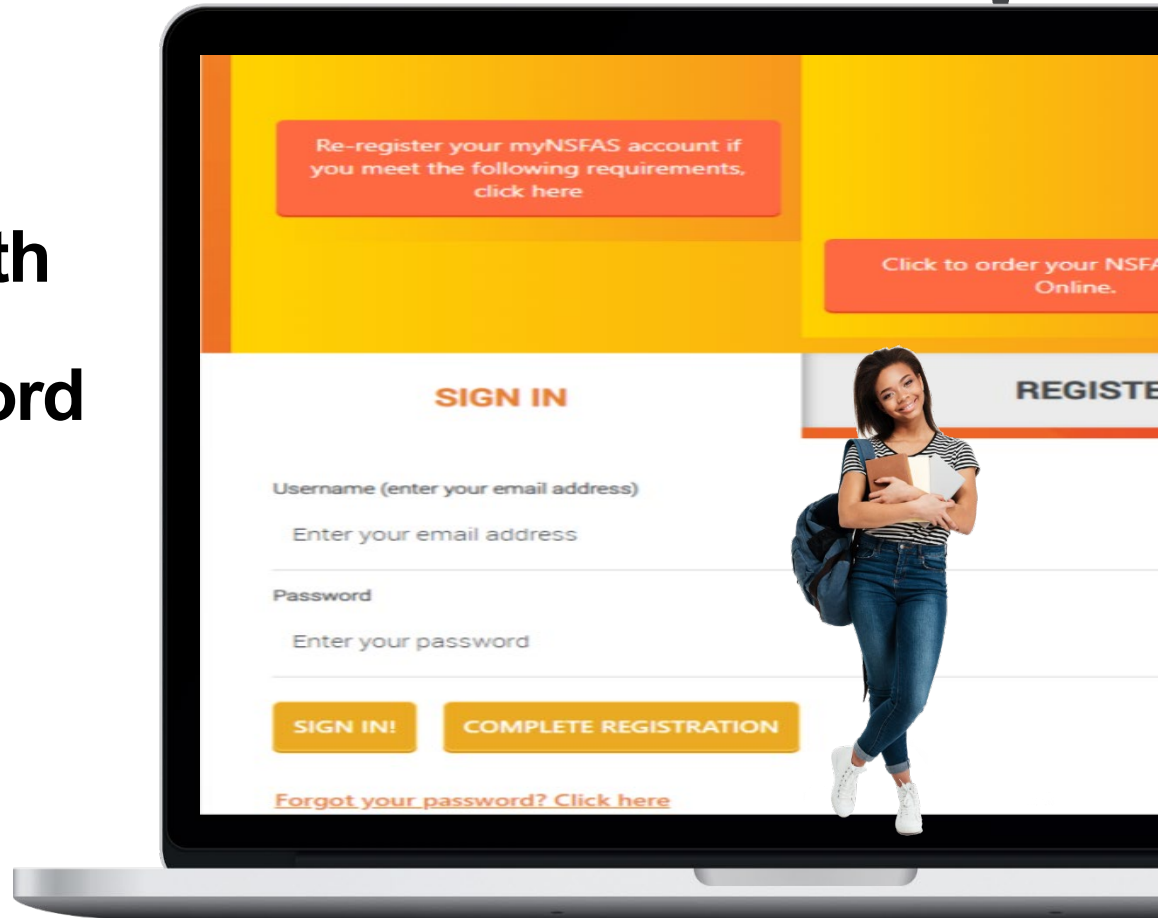
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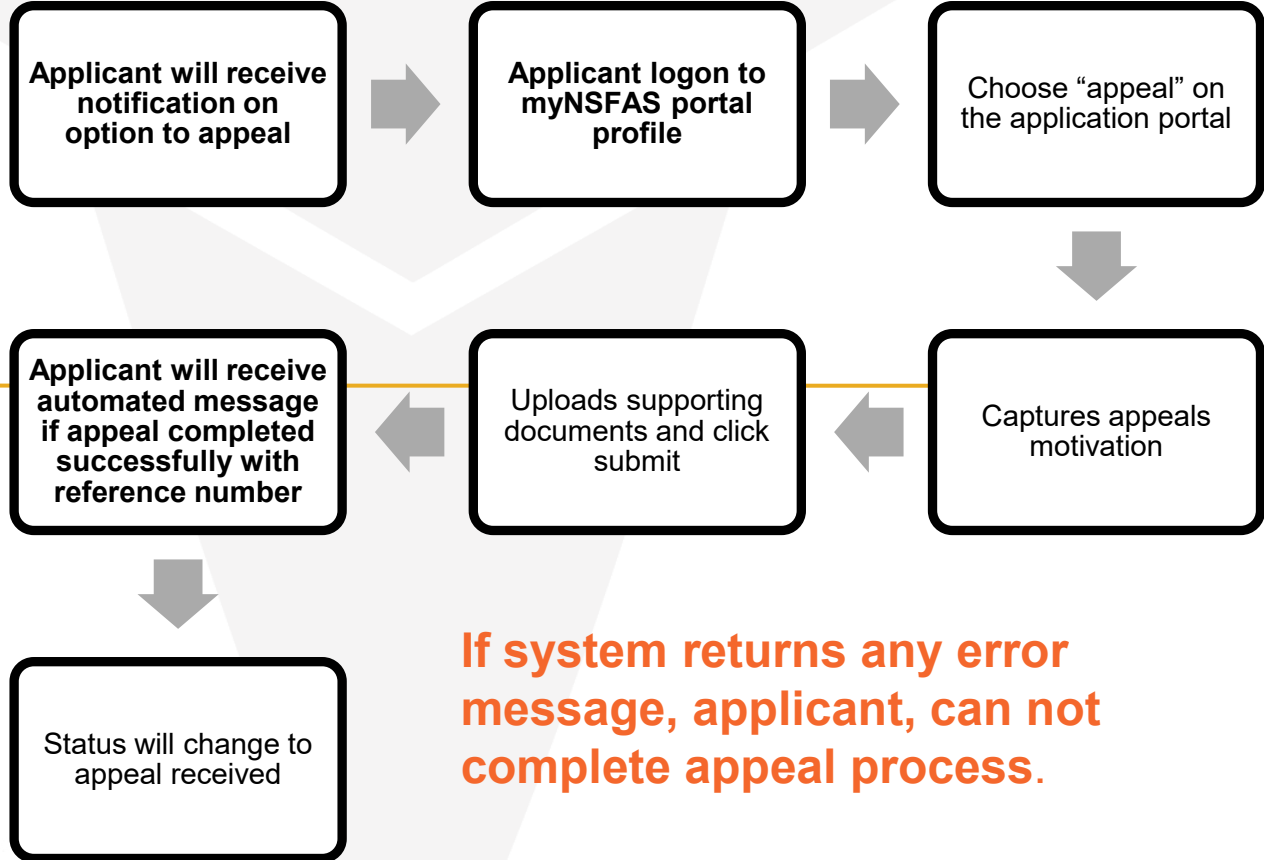
**STUDENT**

Student **sign in**  
to myNSFAS portal with  
his/her  
username and Password

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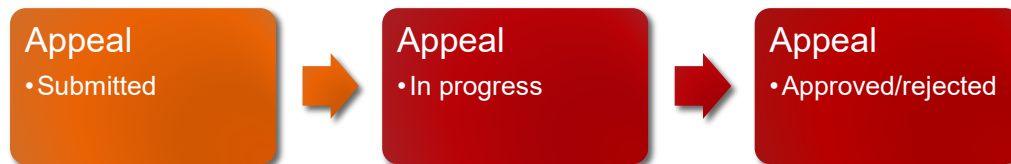


# Appeal acceptance process



**If system returns any error message, applicant, can not complete appeal process.**

# Appeals Status'



## Status' explained

Appeal submitted	Appeal in progress	Appeal Approved/Rejected	Appeal Pending Outstanding Documents	Appeal Withdrawn
The appeal has been submitted and awaiting assessment.	The appeal is being assessed	The appeal is assessed, and a decision communicated to the applicant	The applicant has been requested to submit additional documentation	The Applicant no longer wants to dispute the funding decision and has withdrawn the appeal



# Reject Reasons: **Income threshold**

## **R122 000**

<b>Reject Reason</b>	<b>On screen message</b>
Income above threshold R122 000	Please attach any documentation in support of your appeal:  <b>For example:</b>  Death Certificate  Divorce Decree  Retrenchment letter  SASSA Letter  UIF Letter  Payslips

# Reject Reasons: **Income threshold**

## **R350 000**

<b>Reject Reason</b>	<b>On screen message</b>
Income above threshold R350 000	Please attach any documentation in support of your appeal:  <b>For example:</b>  Death Certificate  Divorce Decree  Retrenchment letter  SASSA Letter  UIF Letter  Payslips

# Reject Reasons: **Income threshold** **R600 000**

<b>Reject Reason</b>	<b>On screen message</b>
Income above threshold R600 000	Please attach any documentation in support of your appeal:  <b>For example:</b>  Death Certificate  Divorce Decree  Retrenchment letter  SASSA Letter  UIF Letter  Payslips