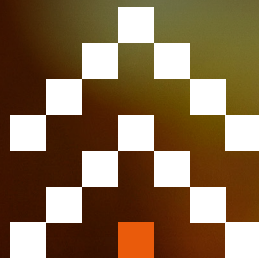


UJ Student Finance Frequently Asked Questions



**The Future
Reimagined**

Frequently asked questions

Help topics

1. NSFAS
2. FUNZA Lushaka
3. Bursaries (Internal & External)
4. Student Debtors
5. Refunds

Need Help?

Can't find the answer you're looking for? Don't worry, we are here to help, visit any of our Student Finance Offices. Or call our call center on 011 559 7300/1/2, or Email us on: studentaccounts@uj.ac.za

All you need to know about NSFAS

Applying for NSFAS

The University of Johannesburg UJ NSFAS Application Form can be obtained by visiting www.nsfas.org.za. The forms are available online and can be accessed after creating a mynsfas Account. Students are encouraged to apply as early as possible since NSFAS does not accept late Applications.

What does the bursary cover:

Accommodation, Transport (up to 40 km from institution), living allowances, book allowances, registration, Tuition fees, for more info contact your nearest NSFAS Office.

Who qualifies for NSFAS funding?

- All South African citizens
- Applicants whose combined household income is not more than R350 000 per annum
- Person with disability with a combined income not more than R600 000 per annum
- Students who have started studying before 2018 whose household income is not more than R122 000 per annum

Follow us on Social Media for the latest NSFAS info:

Facebook: National Student Financial Aid Scheme

Twitter: myNSFAS

Instagram: myNSFAS

Toll Free number: 08000 67327

NSFAS – Contact Info

APB: Tel: 011 559 7301 | Office: Block A Red 30

APK: Tel: 011 559 7300 | Office: E-Ring 133

DFC: Tel: 011 559 7302 | Office: 181 Maropeng Building 1st Floor

SWC: Tel: 011 559 7303 | Office: ADA/104 Ukhamba Building

NSFAS – Bursary consent for allowances

Types of Accommodation

1. On-Campus Accommodation
2. Accredited Off-Campus Accommodation
3. Travel is mutually exclusive to Accommodation i.e. Student can either stay in Accom or chose Travelling allowance.

Very Important:

When choosing Off-Campus accommodation please verify and be 100% sure the accommodation you need is accredited to offer UJ student accommodation, verify with POSA (Student Welfare).

Student Allowances

On Campus Accommodation, please accept your NSFAS Consent for allowances on your ULink profile choose Select Accommodation and **NO** to Staying in UJ Accredited Accommodation.

For Offsite-Accredited Accommodation select Accommodation and **YES** to UJ Accredited accommodation. Search for your Accommodation code, verify if it is the correct accommodation name and code, upload your documents and save to be able to receive all your required Allowances.

Travelling – Select Travelling and **NO** to UJ Accredited accommodation and save, in order to receive your allowances.

Please note the above info is very vital for you to receive your allowances, if any of the steps above are not followed you will not receive your allowances, for assistance please visit your nearest UJ finance offices.

NSFAS – Frequently Asked Questions & Answers

Q1: Do I need to reapply for NSFAS Funding at the beginning of each academic year?

A1: No, the financial need of the student will be assessed at the point of first application, while the student does not need to resubmit application, NSFAS conducts continuous assessment of financial need which may result in the funding being stopped if they no longer meet the criteria.

Q2: Do I have to reapply for NSFAS If I am currently funded by NSFAS, studying at a TVET college and I am applying for admission at UJ?

A2: Yes

Q3: Will NSFAS fund both my qualifications if I am enrolled at two institutions simultaneously?

A3: A student can only be funded for one qualification at one Institution at any given academic year.

Q4: Do I qualify for DHET Bursary if I was registered before 2018 and my family income threshold is under R 350 000?

A4: No, The threshold of R 350 000 family income per annum only applies to students who were first time entry students from 2018 prospectively. Students who were enrolled prior to 2018 qualify for a grant based on previous set criteria i.e. the family income threshold of R 122 000 per annum subject to funding cap.

Q5: Does NSFAS fund short courses?

A5: No, NSFAS only funds formal programs at Universities, please see link below of NSFAS funded programmes. Link to be provided.

Q6: *Do approved NSFAS students pay registration fee?*

A6: No, they do not need to pay registration fee provided they are registered for a funded qualification.

Funza Lushaka Bursary

- Funza Lushaka is administered by the Faculty of Education
- Student Finance liaise with DBE and NSFAS regarding administration issues.
- Tuition fees and allowances are paid according to the Cap - Amount as per Bursary instructions.

How to contact us?

Visit our offices at Student Finance in Soweto Campus (SWC) and the Faculty of Education at SWC and Auckland Park Kingsway Campus (APK) or contact us via email as per below:

APK: funzalushaka@uj.ac.za

SWC: monicam@uj.ac.za | aliciat@uj.ac.za | sngcobo@uj.ac.za

Funza Lushaka Bursary – Frequently Asked Questions & Answers

Q1: *How much is registration fee for bursary students?*

A1: R3870.00 if the sponsor hasn't sent funded report.

Q2: *Do I need a bursary letter for registration.*

A2: No, Department of Basic Education (DBE) send funded report to the University for student to proceed with registration.

Q3: *Why can't I be unblocked if I have a sponsor whilst I have previous year's debts?*

A3: The debt needs to be settled first because the funded report applies for the current year.

Q4: *Why can't I see my results in June and December whilst I'm sponsored?*

A4: Funded students remains unblocked, unless if they are owing fees for previous years.

Q5: *How long does it take for me to receive the allowances especially cash allowances?*

A5: Food, Accommodation, book allowances should take 5 days from the date of upload to reflect in the Fundi account. Cash allowances are paid on the first week of every month.

Q6: *What is the capped amount?*

A6: The capped amount is stipulated by DBE on the Funza Lushaka Bursary Programme Policy and Processes.

Q7: *When will we receive our remaining balances?*

A7: Students must first complete the Bursary Agreement Form (BAF) and send according to instruction. Student Finance will ONLY pay the remaining balances once a complete and accurate BAF is received.

Q8: *Where can I apply for a bursary?*

A8: All applications must be made online at www.funzalushaka.doe.gov.za.

Internal Bursaries

1. Staff concession – A fee remission for staff members and dependents, applications are done via HR
2. Merit bursaries for undergraduate and postgraduate students
3. Processing of all faculty & departmental payments
4. SRC Trust Fund – This is the funding available to assist missing middle students with registration fee only.
5. UJenius payments
6. Orange carpet
7. Processing of monthly payments for researchers
8. Processing of Fundi payments

How to contact us?

Visit our offices at APK student finance or contact us via email as per below: magdelinek@uj.ac.za | rkruger@uj.ac.za | yolandat@uj.ac.za | lusiweg@uj.ac.za

Internal Bursaries – Frequently Asked Questions & Answers

Q1: *How much is registration fee for staff members & dependents?*

A1: R1040.00

Q2: *I'm an NRF bursary recipient and would like to apply for the full amount to be refunded instead of receiving monthly payments.*

A2: NRF bursaries are administered by the Post Graduate Centre, and any changes regarding your contracts needs to be approved by them. Contact: Mr. T. Masango on thabisom@uj.ac.za

Q3: *Can Merit bursaries for UJ Senior students (i.e. y2/y3/y4) be processed before the first instalment of fees is due, so that the merit award offsets the outstanding debt?*

A3: University policy, merit awards are processed between April and August. Students are required to pay the amount at the end of April to prevent interest charges and results being with held. See link below to access the booklet: https://www.uj.ac.za/wp-content/uploads/2021/10/under-and-post-graduate-booklet-2022_05-nov-2021-005.pdf

Q4: *How long does Fundi take to make payment to UJ?*

A4: Payments are made within 35 working days.

Q5: *My monthly payment was processed a week ago but hasn't reached my bank account yet. What is the delay?*

A5: Monthly payments are due to be paid on the last working day of the month. Payments are processed timeously to ensure that the funds reach the bank account by month-end.

Q6: *My supervisor submitted the form to student finance, but my bursary has not been allocated. What is the delay?*

A6: Please ensure the bursary form is approved by the financial business partner before submitting to us.

- Q7. My supervisor submitted the form to student finance, but my bursary has not been allocated. What is the delay?*
- A7. Please ensure the bursary form is approved by the financial business partner before submitting to us.*
- Q8. Will I be fully funded by the SRC Trust Fund?*
- A8. SRC Trust Fund assist students with the registration fee only.*
- Q9. I received confirmation of approval of my trust fund application via sms. Can I be unblocked?*
- A9. Once application is approved, further analysis is conducted by student finance. Once this process is finalized, students are unblocked and the list is published on U-link.*
- Q10. Why was my trust fund reversed after I received a full bursary?*
- A10. SRC Trust Fund is available to assist students who do not possess any other funding.*

External Bursaries

- Administrative Bursaries that Students have
- Processing Allowances as per Sponsors' instructions
- Facilitate bursaries opportunities sourced by the institution
- Liaise with sponsors regarding administration issues
- Supplying sponsors with academic records for their bursars
- Supplying sponsors with Financial statements for their bursars

How to contact us?

Visit our offices at student finance or contact us via email as per below:

APK: motaungt@uj.ac.za | lithaq@uj.ac.za | kabelop@uj.ac.za

APB: sibonelon@uj.ac.za

DFC: eldiud@uj.ac.za

SWC: mildredm@uj.ac.za

External Bursaries – Frequently Asked Questions & Answers

- Q1: How much is registration fee for bursary students?*
- A1: R3870.00 if the sponsor hasn't sent bursary letters or bursar lists for unblocking.*
- Q2: Do I need a bursary letter for registration.*
- A2: Yes, the student needs a bursary letter or sponsor confirmation then a student can be unblocked for registration*
- Q3: Why can't I be unblocked if I have a sponsor whilst I have previous year's debts?*
- A3: The debt needs to be settled first because the sponsor letter applies for the current year.*
- Q4: Why can't I see my results in June and December whilst I'm sponsored?*
- A4: Sponsors are required to have made payments towards the students tuition in order for student finance to lift the exam block in order to enable the students to view their results.*

Q5: *How long does it take for me to receive the allowances especially cash allowances?*

A5: Food, books and accommodation allowances will take approximately 5 working days to reflect on the Fundi statement, provided that the student has uploaded the correct allowance documents and invoices as per sponsor confirmation. Cash allowances are released within the 1st week of each month.

Q6: *Where can I apply for a bursary?*

A6: <https://www.uj.ac.za/admissions-aid/student-finance/bursaries/external-sponsorship-bursaries/>

Student Debtors & Collections

- Student Account Balance Queries on Current Debt refer to the link <https://ulink.ac.za>
- Student Account Balance Queries on Handed Over Debt
- Interest Charges on outstanding fees
- Acknowledgement of Debt/Debit Order arrangements refer to the link: www.uj.ac.za/studyatUJ/Student_Finance/Pages/Fees.aspx

Student Debtors Queries

Q1: *What is my student balance?*

A1: Please log on to u-link for a latest account statement see link: <https://ulink.ac.za>.

Q2: *Can i sign an acknowledged of debt(AOD) for the current year fees?*

A2: Yes you can sign a debit order for current year debt, follow the Online process on the following link. <https://www.uj.ac.za/admission-aid/student-finance/acknowledgement-of-debt-application/>

Q3: *Why is my account blocked?*

A3: You have outstanding fees, or your account was handed over to external collectors

Q4: *Can my interest be reversed?*

A4: Approval for interest reversal can be negotiated by a line manager upon payment of account.

Student Debtors & Collections – Frequently Asked Questions & Answers

Q1: *What does it mean if my student account is handed over?*

A1: If your student account is outstanding for more than two years or more, the account will be handed over to External collectors. The External collectors will contact the student for payment arrangements.

Q2: *Which student accounts can be handed over to debt collectors?*

A2: ALL accounts for students who are not registered for the current academic year but are still owing the University from the previous year of study.

Q3: *Who do I make a payment arrangement with once the account is handed over to external debt collectors?*

- A3: Payment arrangements must be made with the company that the debt is handed over to.
- Q4: *Can I still pay my outstanding fee at the university if my account is handed over?*
- A4: Yes, however you are encouraged to pay with the collecting company
- Q5: *Where do I submit proof of payment after I have made a payment on my handed over account?*
- A5: Proof of payment must be forwarded to the collection company that your account is handed over to.
- Q6: *Will I be able to register if my account is still handed over?*
- A6: No, the handed over amount must be settled in full before you can register again
- Q7: *Is there a settlement discount?*
- A7: No, there is no settlement discount on student fees
- Q8: *Will the External Collectors charge the collection fee on my account?*
- A8: No.
- Q9: *What alternative means are available to assist in settling the outstanding balance?*
- A9: You can arrange a payment plan with the collection company that your account has been handed over to.

Refunds – Frequently Asked Questions & Answers

- Q1: *Can I apply for a refund if I lost proof of payment?*
- A1: Please visit the nearest bank to request for a reprint of your lost proof of payment.
- Q2: *How much is refundable if I cancel my registration?*
- A2: The refundable amount will be based on what will be available on your statement after you have successfully cancelled your studies. Please further refer to the UJ Fee Booklet on the UJ website for policies regarding cancellations.
<https://www.uj.ac.za/studyatUJ/Student-Finance/Pages/default.aspx>
- Q3: *Why am I required to upload proof of payment if the payment is reflecting on my financial statement?*
- A3: The proof of payment is used to determine the payer before processing a refund.
- Q4: *How do I claim a refund if I do not have proof of payment because my sponsor/bursary made a direct deposit into the UJ tuition fee account?*
- A4: Your sponsor must provide you with the proof of payment and a refund letter authorizing the refund payment

