



National Student Financial Aid Scheme

PRESS RELEASE

MARCH 17, 2020

NSFAS PREVENTATIVE MEASURES AGAINST THE SPREAD OF COVID-19 VIRUS

The National Student Financial Aid Scheme (NSFAS) will be implementing safety and precautionary measures to combat Covid-19 epidemic as per national government directive by the South African President, Cyril Ramaphosa, on Sunday March 15, 2020. A follow up briefing was held by various Department's Ministers, including the Minister of Higher Education, Science and Technology Dr Blade Nzimande outlining the impact, holistic measures and approach in support of the national plan. NSFAS has developed preventative measures to lower the risk of spreading the virus.

NSFAS is cognisant of the fact that students may be concerned that the current pandemic will affect the allocation of their funding. We can firmly confirm that NSFAS is implementing measures to ensure that payments and processing of applications is not affected. We will continue to focus on ensuring business continuity and adequate support for our stakeholders who require assistance during this time.

As from Tuesday March 17, 2020, NSFAS staff members will be segmented into priority groups to lower human interaction at the NSFAS Wynberg (Cape Town) Head office. Fifty percent (50%) of staff members will be required to report to the office and limit contact amongst each other. Although the NSFAS Contact Centre will be reducing the number of staff members, the interaction on alternative platforms will be greatly strengthened.

Clients, students and applicants are encouraged to engage NSFAS on the online platforms prior to attempting to call the Contact Centre.

The above strategy enables the organisation to continue the allocation of funding, protect staff members and their families, as well as the students.

The following alternative communication channels will be available from 08h30 to 17h00, Monday to Friday.

- Email: info@nsfas.org.za
- Facebook: National Student Financial Aid Scheme
- Twitter: myNSFAS
- Instagram: myNSFAS

NSFAS will also limit local travel for all NSFAS employees. Government and business stakeholders will preferably be contacted using alternative channels of engagement as and when required. We will continue to communicate with the public through our online platforms to provide the latest funding progress updates.

ISSUED BY: NSFAS ADMINISTRATOR, DR RANDALL CAROLISSEN

The above contact details are to be used for media purposes only. For any other inquiries contact 0800 067 327

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E: info@nsfas.org.za
W: www.nsfas.org.za

OFFICE OF THE ADMINISTRATOR

The appointment of Dr Randall Carolissen as the Administrator to the National Student Financial Aid Scheme is in terms of Section 17A to 17D of the NSFAS Act (Act 56 of 1999 as amended), effective from August 21, 2019 as published in the Government Gazette by the Minister of Higher Education, Science and Technology, Dr Bonginkosi Emmanuel Nzimande, MP.