



National Student Financial Aid Scheme

For Immediate Release

18 October 2018

NEW NSFAS SERVICE CENTRE WITH IMPROVED SYSTEMS

On Thursday 18 October the Deputy Minister of Higher Education and Training (DHET) Mr Buti Manamela, and the National Student Financial Aid Scheme (NSFAS) Administrator Dr Randall Carolissen officially opened the new NSFAS Service Centre at NSFAS Head offices in Wynberg, Cape Town.

The new NSFAS service centre has been upgraded with the latest technology which will assist in speeding up the application process and general inquiries. Equipped with 14 computers and a scanner, the centre consists of a waiting area, self-service cubicles, and the consultation cubicles, will accommodate over 30 seated visitors at a given time.

“This centre has been operational since the 08 of October 2018, this was done to allow us to tests the new technology, and systems which were installed to improve the overall experience for visitors.’ Said NSFAS Administrator Dr Randall Carolissen during the launch.

The establishment and opening of the Service Centre is a significant milestone for the organisation, in order to improve accessibility to students, applicants. To date the centre has had more than 322 visitors who were successfully assisted.

Speaking to the visitors Deputy Minister Mr Buti Manamela encouraged them to apply for 2019 funding on time, before the 30 November 2018 closing date. Manamela said that he was impressed with the work of the new Administrator and NSFAS team with regards to the new systems that were introduced to simplify the lives of students, and applicants.

After the opening of the service centre both Deputy Minister Buti Manamela and Administrator Randall Carolissen took the opportunity to respond students via a Twitter chat #FreeEdu, which was a platform to discuss and deal with twitter inquiries from students and applicants.

The NSFAS service centre is open Mondays to Fridays from 08:00 to 17:00. For more information TOLL FREE number 08000 NSFAS (67327), Facebook NSFAS, or Twitter @MyNSFAS.

**Issued by
Office of the Administrator
NSFAS, Cape Town**

Media inquiries

Phatisa Ntlonze Media Liaison Officer

media@nsfas.org.za

10 Brodie Road, House Vincent
2nd Floor, Wynberg, Cape Town, 7800
Private Bag X1, Plumstead, Cape Town, 7801

T: 0860 067 327 | 021 763 3200
E: busisiwec@nsfas.org.za
W: www.nsfas.org.za

OFFICE OF THE ADMINISTRATOR

The appointment of Dr Randell Carolissen as the Administrator to the National Student Financial Aid Scheme is in terms of Section 17A (3)(a) of the NSFAS Act (Act 56 of 1999 as amended), effective from August 23, 2018 as published in the Government Gazette by the Minister of Higher Education and Training, Mrs Naledi Pandor, MP.