

## Frequently asked questions (FAQs)

### STUDENT DEBTORS

Question	Answer
Where can I make payments?	<p>TUT does not accept cash on any of its campuses for the payment of tuition, meals and residence fees.</p> <p>Cash payments will, however, still be accepted for the payment of:</p> <ul style="list-style-type: none"><li>• Proof of registration</li><li>• Library and traffic fines</li><li>• Bus tickets</li><li>• Academic records and results</li><li>• Student account statements</li></ul> <p>Direct deposits can be made by using the preprinted slips that form part of the fee statements.</p> <p>Electronic funds transfers (internet transfers) for tuition, meals and residence fees can be done at any branch of ABSA Bank, Standard Bank, and the Post Office everywhere in South Africa. TUT's banking details are:</p> <ul style="list-style-type: none"><li>• <b>ABSA Bank</b> Account holder: Tshwane University of Technology Account number: 405 314 2603 Branch code: 632005 Account type: Cheque (current) account Reference: Your student number</li><li>• <b>Standard Bank</b> Account holder: Tshwane University of Technology Account number for <b>student class fees</b>: 011 414 154 Account number for <b>meals</b>: 011 418 893 Branch: West End Branch code: 010345 Account type: Cheque (current) account Reference: Your student number</li><li>• <b>Post Office SA</b> Account holder: Tshwane University of Technology Account number <b>for student class fees only</b>: 024 Branch code: 0001 Reference: Your student number</li></ul> <p>Credit cards, debit cards and (bank guaranteed) cheques are still acceptable forms of payment and can be used at all the University's campuses.</p>

Can I pay with my debit or credit card?	Credit cards and debit cards are still acceptable forms of payment and can be used at any of the University's campuses.
Can I make stop order or debit order arrangement?	Yes. Please enquire at the Student Debtors Desk at any of our campuses for assistance, or phone our Student Debtors officers at 012 382 5794 or 012 382 5664.
Where can I make stop order or debit order arrangements?	At the Student Debtors Desk at any of the University campuses.  Alternatively, you can arrange with your own bank to link our banking details with your profile.
What is the minimum amount payable for registration?	A minimum initial payment of <b>R1 500</b> is payable before registration, as a first instalment of the total tuition fees. Payment will reflect on the student account 24 hours after a bank deposit has been made. The payments of students who pay at the counters will reflect on their accounts immediately.
Can I register without paying the minimum amount?	No, unless you receive financial aid ( a sponsor or a bursary).
What will the cost of my studies be?	Before registration, you can request a quotation from the University Information Office.  After registration at the University, you can request an updated student account statement at any Student Debtors Desk.
Where can I get a quote for my studies?	At the University Information Office – every campus has one.
Where do I enquire about subject prices?	Before registration, you can enquire at the University Information Office at any campus.  After registration, you can enquire at any Student Debtors Desk at any campus.
What is the “extracurricular activity fee”?	The student extracurricular fee (SEF) levy, as defined in paragraph 4.9 of the VAT Act, is payable upon registration. This fee is compulsory for all registered TUT students.
What is the “electronic resource centre fee”?	This is an amount charged per student per annum (not applicable to postgraduate and experiential learning students). Postgraduate students are excluded from paying the additional registration and electronic resource levy, but if they want to use the electronic resource centres, they have to pay for such use.

<p>Do I pay the extracurricular activity fee even though I'm not a full-time student on campus?</p>	<p>Yes. This fee is compulsory for all registered TUT students.</p>
<p>Do I pay the electronic resource centre fee even though I'm not a full-time student on campus?</p>	<p>Postgraduate and experiential learning students are the only students who do not have to pay this fee. Postgraduate students are excluded from paying the additional registration and electronic resource levy, but if they want to use the electronic resource centres, they have to pay for such use.</p>
<p>When should payments be made to settle the student fees account?</p>	<p><b>First-semester programmes</b> The balance of the class fees is payable in three (3) instalments, on 28 February, 31 March and 30 April respectively.</p> <p><b>Second-semester programmes</b> The balance of the class fees is payable in three (3) instalments, on 31 August, 30 September and 31 October respectively.</p> <p><b>Year programmes</b> The balance of the class fees is payable in nine (9) instalments from 28 February up to and including 31 October.</p> <p><b>Mini-dissertation, dissertation or thesis</b> The balance is payable in nine (9) instalments from 28 February up to and including 31 October.</p>
<p>Is there any discount for early settlement of the student fees account?</p>	<p><b>Year programmes</b> A discount of five percent (5%) will be granted if the full amount of the class fees for year programmes is paid in full by 30 April (excluding bursaries from the Financial Aid Bureau and NSFAS allocations). The application for a discount should reach the Student Debtors Department before 30 April.</p> <p><b>Semester programmes</b> A discount of five percent (5%) will be granted as follows (excluding bursaries from the Financial Aid Bureau and NSFAS allocations):</p> <p style="padding-left: 40px;"><b>First semester:</b> Payment of the full account by 28 February.</p> <p style="padding-left: 40px;"><b>Second semester:</b> Payment of the full account before 31 August.</p> <p>Application for a discount should reach the Student Debtors Department before 31 August.</p>
<p>Is there family discount?</p>	<p>Family discounts apply to class fees only. If two (2) or more members of the same household study simultaneously at the University, they are eligible for the following discounts:</p> <p><b>Second student:</b> 15% discount.</p> <p><b>Third and successive students:</b> 25% discount each.</p> <p>Applications for discounts should be submitted to the Student Debtors Department in writing, supported by certified copies of the following documentation:</p> <ul style="list-style-type: none"> <li>- Birth certificate(s) of student(s)</li> </ul>

	<p>- ID document of parents Discounts will be granted in the registration period for the specific year only and not retrospectively.</p>
<p>What will happen if my account falls into arrears?</p>	<p>If instalments are in arrears, interest at the banker's prime rate less 1% will be charged on overdue instalments after the last payment date of the account.</p> <p><b>Refusal to render services</b> In cases where students' accounts or other fees, as approved by the EMC, have not been settled or the replacement fee has not been paid by the set dates, the University reserves the right to refuse to –</p> <ul style="list-style-type: none"> <li>• register such students;</li> <li>• issue such students with student cards; and</li> <li>• accommodate such students in residences.</li> </ul> <p>The examination results of such students may also be withheld, and the TUT may refuse to issue them with a certificate of good conduct or to confer a diploma or degree on them.</p>
<p>Where can I make arrangements for outstanding fees?</p>	<p>At any Student Debtors Desk at all campuses.</p>
<p>What happens to "money due to you" on the student statement of account?</p>	<p>A credit balance on a student's account will be paid out on the written request of the student, the student's sponsor, a parent (if a minor) or an employer.</p> <p>Cancellation of a programme does not mean that residence accommodation is automatically cancelled, as well. The student should actually sign off at the residence.</p> <p>Reductions of accommodation fees will be granted only if a resident signs off at the residence on the actual day on which he or she leaves the residence.</p>
<p>How do I apply for a refund?</p>	<p>Complete a refund form obtainable at any Student Debtors Desk at all campuses.</p>
<p>What will it cost if I cancel my registration?</p>	<p>The following cancellation credits apply when a student discontinues his or her studies before the end of the semester or year:</p> <p><b>YEAR SUBJECTS</b> <b>Acceptance fee</b> A student will forfeit <b>R220</b> of the <b>R1 500</b> initial payment if he or she does not turn up (non-registered students – newcomers) after the closing date for registration.</p> <p><b>Initial payment on registration</b> Cancellation before 15 February: The student will not be liable for any percentage of the full tuition fee for the year, but will forfeit <b>R220</b> of the initial payment.</p> <p><b>Tuition fee</b> Cancellation from 16 February to 31 March: The student will be</p>

	<p>liable for <b>30%</b> of the full tuition fee for the year.  Cancellation from 1 April to 27 July: The student will be liable for <b>50%</b> of the full tuition fee for the year.  Cancellation, in exceptional cases and with permission from Student Administration, from 1 August: The student will be liable for <b>100%</b> of the full tuition fee for the year.</p> <p><b>FIRST SEMESTER</b></p> <p><b>Acceptance fee</b>  A student will forfeit <b>R220</b> of the <b>R1 500</b> initial payment if he or she does not turn up (non-registered students – newcomers).</p> <p><b>Initial payment</b>  Cancellation before 15 February: The student will not be liable for any percentage of the tuition fee for the semester, but will forfeit <b>R220</b> of the initial payment.</p> <p><b>Tuition fee</b>  Cancellation from 16 February to 15 March: The student will be liable for <b>60%</b> of the full tuition fee for the semester.  Cancellation, in exceptional cases and with permission from Student Administration, from 16 March: The student will be liable for <b>100%</b> of the full tuition fee for the semester.</p> <p><b>SECOND SEMESTER</b></p> <p><b>Acceptance fee</b>  A student will forfeit <b>R220</b> of the <b>R1 500</b> initial payment if he or she does not turn up (non-registered students – newcomers).</p> <p><b>Initial payment</b>  Cancellation before 15 August: The student will not be liable for any percentage of the tuition fee for the semester, but will forfeit <b>R220</b> of the initial payment.</p> <p><b>Tuition fee</b>  Cancellation from 16 August to 15 September: The student will be liable for <b>60%</b> of the full tuition fee for the semester.</p> <p><b>Tuition fee</b>  Cancellation, in exceptional cases and with permission from Student Administration, after 16 September: The student will be liable for <b>100%</b> of the full tuition fee for the semester.</p> <p><b>POSTGRADUATE STUDENTS</b>  No credit for cancellation – dealt with according to merit.</p>
<p>When is the last date of cancellation of subjects and registration corrections with or without penalties?</p>	<p>The following cancellation credits apply when a student discontinues his or her studies before the end of the semester or year:</p> <p><b>YEAR SUBJECTS</b></p> <p><b>Acceptance fee</b>  A student will forfeit <b>R220</b> of the <b>R1 500</b> initial payment if he or she does not turn up (non-registered students – newcomers) after the closing date for registration.</p> <p><b>Initial payment on registration</b>  Cancellation before 15 February: The student will not be liable for any percentage of the full tuition fee for the year, but will forfeit <b>R220</b> of the initial payment.</p> <p><b>Tuition fee</b>  Cancellation from 16 February to 31 March: The student will be liable for <b>30%</b> of the full tuition fee for the year.  Cancellation from 1 April to 27 July: The student will be liable for</p>

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<p>What will it cost if I discontinue my studies?</p>	<p>The following cancellation credits apply when a student discontinues his or her studies before the end of the semester or year:</p> <p><b>YEAR SUBJECTS</b></p> <p><b>Acceptance fee</b> A student will forfeit <b>R220</b> of the <b>R1 500</b> initial payment if he or she does not turn up (non-registered students – newcomers) after the closing date for registration.</p> <p><b>Initial payment on registration</b> Cancellation before 15 February: The student will not be liable for any percentage of the full tuition fee for the year, but will forfeit <b>R220</b> of the initial payment.</p> <p><b>Tuition fee</b> Cancellation from 16 February to 31 March: The student will be liable for <b>30%</b> of the full tuition fee for the year. Cancellation from 1 April to 27 July: The student will be liable for <b>50%</b> of the full tuition fee for the year. Cancellation, in exceptional cases and with permission from</p>

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<p>What will it cost to change the course for which I have registered?</p>	<p>No cost</p>