Procedure Manual
Developed during a IEASA and Department of Home Affairs Workshop

This is a workbook that should form the base for the implementation of standard operation procedures guiding the Management of International Student Visa and other regulations. This should also be read with the IEASA Code of Ethical Practice guiding the management of International Students.
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Introduction
Student mobility forms an important part of Higher Education Internationalization. Student mobility involves different types of mobile students and as such requires different procedures and management principles. It is important that institutions define the different types of International Students and then links the legal requirements to each of these. Although it is important to make sure that compliance with Immigration Regulations is embedded in the institutional administrative processes, it is as important that institutions also apply the necessary rules and regulations as far as the academic admission of international students are concerned.

Section1. Defining different types of International students.

1.1. International Full Degree Seeking Students:

- Description: Non South African citizen enrolling for a full time programme including Diplomas, Degrees, B-Tech, Post Graduate Diplomas or certificates and Post Graduate qualifications.

1.2. Study Abroad and Exchange students:

- Description: Non South African citizen enrolling for higher education non-degree programmes longer than the period of three months.
1.3. **Short Stay Study Abroad Students:**
- **Description:** Non South African citizens enrolling for higher education non degree programme for the length of 12 weeks or less.

1.4. **Post-Graduate Students:**
- **Description:** Non South African Citizens enrolling for full time or part time formal university programmes. E.g. B-Tech, Honours, Masters and PhD.

1.5. **Post Doc Fellows:**
- **Description:** PhD graduates younger than 45 years of age. Type of permit accepted will be confirmed after stakeholder meeting with SARS and DHA.

1.6. **Full degree Post-Graduate students studying from outside of South Africa:**
**Description:** Distance learning students registered at a South African Higher Education learning Institution for research based post graduate studies who are required to visit with their supervisors a few times within a year for less than three months at a time.
Section 2: Differences in types of visas:

2.1. International Full Degree seeking students:
Study visas issued by the South African Department of Home Affairs for the full duration of the period of the degree registered for.

2.2. Study Abroad and Exchange students:
Study visas issued by the South African Department of Home Affairs for the full duration of the period of the degree registered for.

2.3. Short Stay Study Abroad students:

Section 45 of the prescribed Act states:
Prescribed institutions or persons other than organs of state may, in the prescribed manner, be required to endeavour to ascertain the status or citizenship of the persons with whom they enter into commercial transactions, as prescribed, and shall report to the Director-General any illegal foreigner, or any person whose status or citizenship could not be ascertained, provided that such requirement shall not prevent the rendering of services or performance to which illegal foreigners and foreigners are entitled under the Constitution or any law.

Section 38 of the immigration regulations states the following: Other Institutions

38. (1) the institutions or persons contemplated in section 45 of the Act are—
should students be in the country for less than 12 weeks, they are no longer able to just enter the country on a visitor’s visa without the responsible institutions, including learning institutions recording, taking responsibility and reporting it to the office of the DG.

In addition to this, as prescribed by 45 of the prescribed Act and Section 38 of the Immigration Regulations, all international visitors to Higher Education Institutions such as visiting academics must be recorded and reported to the Department of Home Affairs as well. The recording of the international student or visiting academic should entail copies of their passports and visas.

2.4. Post Graduate Students:
Study visas issued by the South African Department of Home Affairs for the full duration of the period of the degree registered for.

2.5. Post-Doctoral Fellows:
There are some conflicting reports on the issue of Post-doc fellows and the types of visas they should apply for. Some institutions are advising Post-doc fellows to apply for study visas in order to get the benefit of the institutional agreement with SARS regarding tax payment on funding received. Other institutions advise Post-doc
fellows to apply for the section 11.4 (e) of the Immigration Act. The visitor’s visa for a visiting professor or academic researcher.

For offices responsible for the admission administration, the letter to the embassy should indicate the full duration of the Post Doc programme.

In addition to this, IEASA will engage with all stakeholders regarding the best practice in communication regarding visas Post-Doc fellows should apply for. This will include the Department of Home Affairs, SARS and institutions.

- 2.6. Full degree Post-Graduate students studying from outside of South Africa:

The following is an example of an admissions letter that such a student should receive when admitted to your institution:

Students should apply for a study visa and with this letter should be exempted from obtaining South African Medical Aid and will be granted a Study Visa. The Directive from DHA will be attached as Appendix I.
Dear Sir/Madam

This letter serves to confirm as per the letter from the Faculty of “NAME OF FACULTY” that “NAME OF STUDENT” student number “STUDENT NUMBER” has been accepted for the “NAME OF DEGREE” programme (Full Time) at the University of the Witwatersrand, Johannesburg.

Please note however, that this student, although registered at our institution, will be a distance learning Post Graduate student, needing to visit our institution for meetings with their promoter or supervisor for periods of less than a month at a time. This student will not be present in any lectures during the South African Academic Year.
This student would therefore not need medical aid within South Africa and would be covered by their home medical aid, medical insurance or travel insurance.

Kindly assist him to obtain a multiple entry study visa from “MONTH, YEAR” until “DATE, MONTH, YEAR” exempt from South African Medical Aid to enable him to register and complete his studies.

As it is the policy of the University, we undertake to notify the Director-General:

i. To provide proof of registration as contemplated in the relevant legislation within 60 (sixty) days of registration; or

ii. in the event of failure to register by the closing date, provide a notification of failure to register within 7 (seven) days of the closing date of registration;

iii. within 30 (thirty) days, that the applicant is no longer registered with such institution; and

iv. within 30 (thirty) days, when the applicant has completed his or her studies or requires to extend such period of study;

We confirm that he is not taking the place of a South African at the University.

Please do not hesitate to contact me should you require any further information. My details are below.

Yours sincerely

“TITLE” “FIRSTNAME” “SURNAME”
Section 3: Communication procedures for different aspects of student cycle:

3.1. Recruitment:

When recruiting students, institutions should ensure that students and partner institutions are aware of the legal requirements in place to study in South Africa. Students and partner institutions should be told that a study visa is needed in order to register for a degree programme or study abroad and exchange programme within South Africa.

The following information is crucial in terms of communication during the recruitment process of a student cycle:

Important documentation required in advance for visa applications such as police clearance documents, medical aid confirmation, and admissions letter from institution they are applying to.

- Contact information of partner institution where processing of applications will be done.
- Full requirements for a study visa.
- Information on how and where to apply for a police clearance document.
- Information on applying for medical aid such as how and where to apply, the application process, the amount payable and the activation and confirmation processes
- Information on current Immigration Act and Regulations.
- Information on how and where to apply for a study visa.
3.2. **Application:**

During the application, the student is being communicated to directly. At this stage, it is crucial to highlight and reiterate the information communicated during the recruitment process.

3.3. **Admission:**

At the admission stage of a student cycle, the student would receive the admissions letter which is a requirement for the visa application.

The following is an example of an admissions letter for a full time full degree seeking returning international student:

“DATE”

Visa Issuing Authority
South African Embassy

“ADDRESS 1”
“ADDRESS 2”
“ADDRESS 3”
“ADDRESS 4”
“ADDRESS 5”

Dear Sir/Madam
This letter serves to confirm as per the letter from the Faculty of “NAME OF FACULTY” that “NAME OF STUDENT” student number “STUDENT NUMBER” has been accepted for the “NAME OF DEGREE” programme (Full Time) at the University of the Witwatersrand, Johannesburg.

Kindly assist him to obtain a study visa from “MONTH, YEAR” until “DATE, MONTH, YEAR” to enable him to register and complete his studies.

As it is the policy of the University, we undertake to notify the Director-General: -

i. To provide proof of registration as contemplated in the relevant legislation within 60 (sixty) days of registration; or

ii. in the event of failure to register by the closing date, provide a notification of failure to register within 7 (seven) days of the closing date of registration;

iii. within 30 (thirty) days, that the applicant is no longer registered with such institution; and

iv. within 30 (thirty) days, when the applicant has completed his or her studies or requires to extend such period of study;

We confirm that he is not taking the place of a South African at the University.

Please do not hesitate to contact me should you require any further information. My details are below.
Yours sincerely

“TITLE” “FIRSTNAME” “SURNAME”

“DESIGNATION”

The following is an example of an admissions letter for full time full degree seeing new international student:

“DATE”

Visa Issuing Authority
South African Embassy

“ADDRESS 1”
“ADDRESS 2”
“ADDRESS 3”
“ADDRESS 4”
“ADDRESS 5”

Dear Sir/Madam

This letter serves to confirm as per the letter from the Faculty of “NAME OF FACULTY” that “NAME OF STUDENT” student number “STUDENT NUMBER” has been accepted for the “NAME OF DEGREE” programme (Full Time) at the University of the Witwatersrand, Johannesburg.
Kindly assist him to obtain a study visa from “MONTH, YEAR” until “DATE, MONTH, YEAR” to enable him to register and complete his studies.

As it is the policy of the University, we undertake to notify the Director-General: -

v. To provide proof of registration as contemplated in the relevant legislation within 60 (sixty) days of registration; or
vi. in the event of failure to register by the closing date, provide a notification of failure to register within 7 (seven) days of the closing date of registration;

vii. within 30 (thirty) days, that the applicant is no longer registered with such institution; and

viii. within 30 (thirty) days, when the applicant has completed his or her studies or requires to extend such period of study;

We confirm that he is not taking the place of a South African at the University.

Please do not hesitate to contact me should you require any further information. My details are below.

Yours sincerely
In addition to the above information in the letters, the information presented during the recruitment stage should be reiterated in email and postal format to the student again.

3.4. Registration:

Communication during the registration process is necessary when checking legal requirements for the visa and registration are complied with by the student.

3.4.1. The following checks are required during pre-registration of International Students:

- Passport
- Study Visa
- Medical Aid.

The above should be checked in terms of expiry dates, name of institution, and correct spelling of name.

3.4.2. Information from checked legal documents to be captured during registration:

- The Passport Number along with the expiry date of the passport.
- The Visa number along with the date of issue and date of expiry
- The Medical Aid Name, the Medical aid number and the expiry date.
Section 4: DHA Reporting Procedures: A reporting responsibility is part of every Higher Education Institution when accepting International Students. The following is stipulated by the regulations:

Section 12 (b) of the Immigration Act Regulations states the following:

An undertaking by the Registrar or Principal of the learning institution to-
(i) Provide proof of registration as contemplated in the relevant legislation within 60 days of registration; or
(ii) In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration;
(iii). Within 30 days of de-registration, notify the Director-General that the applicant is no longer registered with such institution; and
(iv). Within 30 days of completion of studies, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study;
**Illustration A:**

**UNDERTAKING BY THE REGISTRAR OR PRINCIPAL OF THE LEARNING INSTITUTION**

- **Regulation 12(b)(i): 60 Day Proof of Registration**
  - Provide proof of registration as contemplated in the relevant legislation within 60 days of registration

- **Regulation 12(b)(ii): 7 Day Failure to Register Report**
  - In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration

- **Regulation 12(b)(iii): 30 Day De-registration Report**
  - Within 30 days of de-registration, notify the Director-General that the applicant is no longer registered with such institution

- **Regulation 12(b)(iv): 30 Day Completion of Studies Report**
  - Within 30 days of completion of studies, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study

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**4.1. Best Practice Reporting Format:**

The following has been agreed upon as best practice with regard to the reporting procedures as described above:

Reports should be in Microsoft Excel format with the following fields:

- Student Number
- Passport Number
- First Name
- Surname
- Initials
- Gender
- Visa Control/Reference Number
- Expiry Date
- Medical Aid company
- Medical Aid membership number
- Date of Birth
- Citizenship
- Institutional Code. (Please see list of institutional codes in Appendix G).

4.2. Best Practice Reporting Procedures:
Illustration A on page 16 shows the types of reports requested by DHA. The following was decided as best practice in terms of each report.

4.2.1. 60 Day Proof of Registration Report:
- 1 report for under graduate students.
- 1 report for post graduate students.

4.2.2. 7 Day Failure to register report:
- 1 report for all newly admitted undergraduate students.
- 1 report for all continuing undergraduate students.
- 1 report for all newly admitted post graduate students.
- 1 report for all continuing post graduate students.

4.2.3. 30 Deregistration report:
- 1 report for all undergraduate students.
- 1 report for all post graduate students.
4.2.4. 30 Day completion of studies report:
- 1 report for all undergraduate students.
- 1 report for all post graduate students.
- 1 report for all students who need renewals due to having to repeat subjects in the following year.
- 1 report for provisional post grad students who would need their visas renewed.
APPENDIX A:

Department of Home Affairs: Form 8
DEPARTMENT OF HOME AFFAIRS  
REPUBLIC OF SOUTH AFRICA  

APPLICATION FOR VISA TO TEMPORARILY SOJOURN IN THE REPUBLIC  
[Section 10(2)(c) to (k); Regulation 9(1)]

<table>
<thead>
<tr>
<th>CATEGORY OF PERMIT BEING APPLIED FOR</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Visitor's visa</td>
<td>Exchange Visa</td>
</tr>
<tr>
<td>Study Visa (&gt; 3 months)</td>
<td>Business Visa</td>
</tr>
<tr>
<td>Treaty Visa</td>
<td>Work Visa: Critical Skills</td>
</tr>
<tr>
<td>Relative's Visa</td>
<td>Work Visa: General</td>
</tr>
<tr>
<td>Medical Treatment Visa</td>
<td>Work Visa: Intra-company transfer</td>
</tr>
<tr>
<td>Retired Person's Visa</td>
<td></td>
</tr>
</tbody>
</table>

FOR OFFICIAL USE ONLY

<table>
<thead>
<tr>
<th>Office of application:</th>
<th>BLOK:</th>
<th>Track &amp; Trace Ref No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date received:</td>
<td>Date forwarded to Head Office:</td>
<td></td>
</tr>
<tr>
<td>Application quality checked by/on:</td>
<td>Date received at Head Office</td>
<td>Remarks:</td>
</tr>
<tr>
<td>Passport seen/returned by/on:</td>
<td>Decision and date:</td>
<td></td>
</tr>
<tr>
<td>Fee: Currency and amount</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fee received by/on:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receipt no:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. **PERSONAL DETAILS**

<table>
<thead>
<tr>
<th></th>
<th>Mr</th>
<th>Ms</th>
<th>Other (specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Surname/Family name:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Given names:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Maiden name:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Stage name:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Previous/alternative name(s)/aliases, including details:**

**Date of birth:**

Year ................................ Month ................................ Day ................................

**Place of birth:**

Town/City ................................ Country ................................

<table>
<thead>
<tr>
<th>Marital status</th>
<th>Never married</th>
<th>Separated</th>
<th>Legally recognized spousal relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Divorced</td>
<td></td>
<td>Widowed</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Customary</td>
<td>union</td>
</tr>
</tbody>
</table>

**If separated state:**

Whether divorce proceedings have been instituted and when final decree is expected
........................................................................................................................................
........................................................................................................................................

**If divorced, provide:**

Date of divorce: ........................................................................................................

Divorce order must be attached.

If part to a spousal relationship with a citizen or permanent resident, a certified copy of the marriage certificate or a spousal affidavit must be attached.
2. CITIZENSHIP DETAILS

<table>
<thead>
<tr>
<th>Present country of citizenship:</th>
</tr>
</thead>
<tbody>
<tr>
<td>If acquired other than by birth, date and conditions under which acquired:</td>
</tr>
<tr>
<td>............................................................................................................</td>
</tr>
<tr>
<td>............................................................................................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Do you hold any other citizenship? Yes [ ] No [ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>If so, of which country, plus details:</td>
</tr>
<tr>
<td>............................................................................................................</td>
</tr>
</tbody>
</table>

3. PASSPORT DETAILS

<table>
<thead>
<tr>
<th>Passport number:</th>
<th>Country of issue:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of issue: / /</td>
<td>Expiry date: / /</td>
</tr>
</tbody>
</table>

| If you have any other document required by your government, provide details: |
| Type of document: Number: Expiry date: / / |
| ............................................................................................................ |

4. ADDRESSES

<table>
<thead>
<tr>
<th>Residential address:</th>
</tr>
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<tbody>
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<td>............................................................................................................</td>
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<td>............................................................................................................</td>
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<tr>
<td>Postal address:</td>
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<td>............................................................................................................</td>
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<tr>
<td>............................................................................................................</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Postal code:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Postal code:</td>
</tr>
<tr>
<td>Country of usual residence if other than country of origin or above address:</td>
</tr>
<tr>
<td>............................................................................................................</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Telephone No.: Work: (incl. area code) Home: (incl. area code)</th>
</tr>
</thead>
</table>
Other addresses where you have lived during the last ten years other than your current address:

<table>
<thead>
<tr>
<th>Address</th>
<th>Period</th>
<th>Country</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

Do you hold the right of re-entry into your country of origin and/or country of residence if this differs?  Yes [ ]  No [ ]

If no, specify period and present status: ____________________________________________________________

Have you ever applied for asylum or refugee status in SA or any other country?

Yes [ ]  No [ ]  If yes, specify the country: _______________________________________________________

Contact person:

<table>
<thead>
<tr>
<th>Relationship</th>
<th>Friend</th>
<th>Business Associate</th>
<th>Relative</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address:</td>
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</tr>
</tbody>
</table>

Telephone No.: Work: (incl. area code) .................  Home: (incl. area code) ................

Details regarding relatives and/or friends in the Republic, if any.

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Relationship</th>
<th>Identity No</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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4
5. INTENTIONS/PROPOSED DURATION OF STAY IN THE REPUBLIC

| Proposed date and place of departure for the Republic: | / | / |
| Anticipated date and place of arrival in the Republic: | / | / |
| Travelling by: Air | Road | Rail | Sea | Carrier |

What is your intended duration of stay in the Republic:

| Days/weeks/months/or Years | Intended date of departure | / | / |

Outline your proposed activities whilst in the Republic:


6. MAINTENANCE/DEPORTATION

State what funds you have available for maintenance during your stay in the Republic and whether you have a return ticket or other arrangements made for maintenance and return passage:

Available funds (foreign currency): Type: ___________________________ Amount: ___________________________
South African Rand equivalent: ___________________________ (attach bank statement as proof of funds held).
Valid return or onward ticket no: ___________________________ Expiry date: / / 
Other: ________________________________________________________________

7. PARTICULARS OF ANY FAMILY/DEPENDANTS ACCOMPANYING YOU (attach page if space is not enough):

<table>
<thead>
<tr>
<th>Full names</th>
<th>Date of birth</th>
<th>Relationship</th>
<th>Passport No.</th>
<th>Expiry date</th>
<th>Nationality</th>
<th>Occupation</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

-5-
If your spouse and/or other dependants are not accompanying you, do they intend to enter the country at a later stage?

Yes □ On (date) ____/____/____

No □ Details/reason(s):

Have you ever been refused entry into or deported from the Republic: If so, please provide details:

.................................................................

.................................................................

8. SECURITY/HEALTH QUESTIONNAIRE

Have you or any of your dependants accompanying you ever been convicted of any crime in any country? □ Yes □ No

Is a criminal/civil case pending against you or any of your dependants accompanying you in any country? □ Yes □ No

Are you or any of your dependants suffering from tuberculosis, any other infectious or contagious disease or any mental or physical deficiency? □ Yes □ No

Are you an unrehabilitated insolvent? □ Yes □ No

Have you ever been judicially declared incompetent? □ Yes □ No

Are you a member of or adherent to an association or organisation advocating the practice of social violence, or racial hatred? □ Yes □ No

Furnish full particulars if the reply to any of these questions is in the affirmative:

.................................................................

.................................................................
9. ANY ADDITIONAL INFORMATION YOU WISH TO BRING TO THE DEPARTMENT'S ATTENTION:


10. DECLARATION BY APPLICANT

I acknowledge that I understand the contents and implications of this application and solemnly declare that the above particulars given by me as well as all particulars in the attached supporting documentation are true and correct.

__________________________________________  _______________________
Signature of applicant                                  Date
APPENDIX B: Section 13, Immigration Act no. 13 of 2002

Study permit

13. (1) A study permit may be issued to a foreigner intending to study in the Republic months for longer than 3 months.

(a) The Department, as prescribed or at the option of the applicant.
(b) The Department through the registrar’s office or a designated official of an institution of learning where the foreigner intends to study, provided that such institution-
(i) Has been approved by and is in good standing with the Department;
(ii) Certifies that it has received guarantees to its satisfaction that such foreigner's tuition fees will be paid;
(iii) Has received the prescribed guarantees that such, foreigner will have sufficient means to support himself or herself while in the Republic;
(iv) In the case of a minor, provides the name of a person present in South Africa who is, or has accepted to act, as such minor's guardian while in the Republic;
(v) Undertakes to provide a prescribed periodic certification that such foreigner is satisfactorily performing his or her cumculumo of study; and
(vi) Undertakes to notify the Department when such foreigner has completed his or her studies, or is no longer performing them satisfactorily.

When so requested by, and after consultation with, the Department of Education, the Department shall determine an ad hoc fee for the issuance of study permits in respect of institutions publicly funded or subsidised.

(3) A study permit does not entitle the holder to conduct work, provided that if
a) A study permit holder may undertake part-time work for a period not exceeding the prescribed period, if the permit holder is attending a higher education institution;
(b) The work referred to in paragraph (a) may include temporary or full time work during the academic vacation periods.
(c) The Department may, in appropriate cases, authorise the holder of a study permit to conduct work as practical training in a field related to that of his or her studies.
APPENDIX C: Section 9 of the Immigration Amendment Act no. 13 of 2011.

The following section is hereby substituted for section 13 of the principal Act:
"Study visa
13. (1) A study visa may be issued. In the prescribed manner, to a foreigner intending to study in the Republic for a period not less than the period of study, by the Director-General: Provided that such foreigner complies with the prescribed requirements.
(2) The holder of a study visa may conduct certain work as prescribed."
Extract from the regulations:

Study visa
12. (1) An applicant for a study visa to study at a learning institution shall, in addition to submission of Form 8 illustrated in Annexure A, submit-
   (a) An official letter confirming provisional acceptance or acceptance at that learning institution and the duration of the course;
   (b) An undertaking by the Registrar or Principal of the learning institution to-
   (i) Provide proof of registration as contemplated in the relevant legislation within 60 days of registration; or
   (ii) In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration;
   (iii) Within 30 days of de-registration, notify the Director-General that the applicant is no longer registered with such institution; and
   (iv) Within 30 days of completion of studies, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study;
   (c) In the case of a learner under the age of 18 years-
   (i) An unabridged birth certificate;
   (ii) A copy of his or her identity document, if applicable;
   (iii) Proof of physical address and contact number of the adult person residing in the Republic, who is acting or has accepted to act as such learner's guardian, including a confirmatory letter from that guardian; and
   (iv) Proof of consent for the intended stay from both parents or, where applicable, from the parent or legal guardian who has been issued
with a court order granting full or specific parental responsibilities and rights or legal guardianship of the learner;
(d) A police clearance certificate;
(e) In the case of a foreign state accepting responsibility for the applicant in terms of a bilateral agreement, a written undertaking from such foreign state to pay for the departure of the applicant;
(f) Proof of medical cover renewed annually for the period of study with a medical scheme registered in terms of the Medical Schemes Act;
(g) An undertaking by the parents or legal guardian that the learner will have medical cover for the full duration of the period of study; and
(h) Proof of sufficient financial means available to the learner whilst resident in the Republic.

(2) Subject to section 13(1) of the Act-
(a) Visas issued for studies at a learning institution, other than a school contemplated in section 1 of the South African Schools Act, 1996 (Act No. 84 of 1996), shall be issued for the duration of the course for which the applicant has registered;
(b) Visas issued for studies at a learning institution, which is a school contemplated in section 1 of the South African Schools Act, 1996 (Act No. 84 of 1996), shall be valid for the duration of the period of study: Provided that the study visa issued for studies at a primary school shall not exceed eight years and for a secondary school shall not exceed six years.

(3) The holder of a study visa at a learning institution as defined in section 1 of the Higher Education Act, 1997 (Act No. 101 of 1997) and section 1 of the Further Education and Training Colleges Act, 2006 (Act No. 16 of 2006), may conduct part-time work for a period not exceeding 20 hours per week.

(4) A study visa issued in terms of the Act shall automatically lapse if the holder thereof fails to register with or is de-registered from the learning institution at any time during the period for which his or her visa has been issued or if any of the undertakings referred to in sub-regulation (1) (b) are not met.
APPENDIX E:

Police Clearance Application Information:
Police Clearance Documents:

Police Clearance Certificates: Applying for a Police Clearance Certificate

Conditions/Service Description: This service is available to people who require confirmation on their criminal status for emigration purposes or for working abroad. A certificate will be issued stating whether any criminal offences are recorded against the applicant. The taking of the fingerprints is performed at the nearest police station, prior to the analysis thereof and the issuing of the certificate. The issuing of a Clearance Certificate is the sole responsibility of the SAPS Criminal Record Centre in Pretoria.

Process:

- The applicant must provide a full set of their fingerprints, preferable taken at their nearest Police Station. The applicant's full name, surname, date of birth, place of birth and identity number (if available) must also be recorded on the fingerprint form. A copy of the applicant's ID document/passport must accompany the application. The applicant must present their Identity Document at the police station as proof of identity will be required.
- South African citizens living outside the Republic, may apply at any Police Station in that country or at the South African Embassy. Fingerprints should be taken on the official fingerprint forms of the specific country. The fingerprint form must be signed by the person who took the fingerprints. The application must be accompanied by a completed set of fingerprints and a copy of the applicants Identity Document or Passport.
- If the applicant provide his/her cell phone number (currently only South African) on the application for a Police Clearance Certificate he/she will be provided with an SMS indicating that application was received and the reference number that will be allocated to his/her certificate. The applicant can then determine, by making use of the reference number provided, when his/her Police Clearance Certificate has been finalized at the Police Clearance office by making use of the facility on the SAPS web site.

Click here to do an online enquiry

- The police station where the applicant applied will forward the complete application to the Criminal Record Centre. Alternatively the applicant may deliver the completed application in person or mail the application to:

  The Head of the South African Criminal Record Centre
  (For attention: Police Clearance Certificates)
  Private Bag X308
  PRETORIA
  Gauteng
  South Africa
  0001

- The application may also be delivered by courier to:

  The Head of the South African Criminal Record Centre
  (For attention: Police Clearance Certificates)
  Bothongo Plaza West
  CRC Client Service Centre
  1st Floor, Room 14
Hours: New applications for Police Clearance Certificates can be handed in and completed certificates collected 24 hours, 7 days a week.

Cost: This service is rendered at R96-00 per application payable by bank guaranteed cheques bankers draft or electronic payment into the South Africa Police Service account (ABSA cheque account number 4054522787; Branch code 632005; Swift code ABSA ZAJJ) in the favour of the National Commissioner of the South African Police Service. In the case of an electronic payment the initials and surname of the applicant should be indicated as the reference. The letters PCC must be added as reference, which will indicate that the payment is for a Police Clearance Certificate (PCC). An applicant who prefers to make an electronic payment abroad can approach any Bank who can make a telegraphic transfer and request that the relevant fees be paid into above mentioned Bank account. Proof of payment must be sent to this office before the processing of the application will take place.

On completion, the certificate will be mailed to the applicant by post. Individuals abroad are responsible for their own postage. Applicants can arrange for the certificate to be collected via courier service at their own expense. A Police Clearance Certificate can be reissued within six months of the original application yet an additional cost of R96-00 will be required. After six months of the date of the original application a new application must be submitted.

Contact information: Tel South Africa (012) 393 3928
Tel International: 27 12 393 3928
Fax number South Africa (012) 393 3909
Fax number International 27 12 393 3909
E-mail addresses:

- crc-nameclear@saps.gov.za
- crc.clientserv.sec@saps.gov.za
- crc.client@saps.gov.za

Type: This service is rendered on behalf of the Government to Citizen (G2C)

Service Standard: The average time to render this service will take approximately 14 working days from the day that the complete application is received at the Criminal Record Centre until the Clearance Certificate is issued.
APPENDIX F:

Information on VFS Website
OVERVIEW

Study permits are valid for the duration of the course for which they are issued, alternatively 36 months for school and 24 months for other institutions.

As a holder of a study permit you may also apply for permission to work for the purposes of getting work experience, as part of your studies to obtain a diploma or degree by submitting:

- an offer to do practical training
- consent from the educational institution
- proof that you are still a registered student

The Department’s consent to get practical training as part of your studies is issued free of charge provided that you are a registered student and that your study permit remains valid for the entire duration of the training period.

Alternatively, as a foreigner studying at a higher educational institution with a valid study permit, you may work part-time for no more than 20 hours per week. However, you may not work during academic vacations.

The overriding consideration in processing applications for study permits are that:

- No foreigner may displace a South African citizen/resident at a local educational institution
- The student must have proof of sufficient funds to pay for day-to-day living expenses, accommodation as well as tuition fees during his/her stay in South Africa
- The student must have adequate medical cover with a registered South African medical scheme and proof thereof

APPLICATION FEES

<table>
<thead>
<tr>
<th>Category</th>
<th>DHA Application Fee</th>
<th>VFS Service Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study Visa</td>
<td>425</td>
<td>1350</td>
</tr>
<tr>
<td>Study Visa (South African Parent)</td>
<td>0</td>
<td>1350</td>
</tr>
<tr>
<td>Premium Lounge (Optional Service)</td>
<td></td>
<td>500</td>
</tr>
</tbody>
</table>

All fees are inclusive of VAT and to be paid in South African Rand. Above listed fees are non-refundable once the application is received by VFS Global and Department of Home Affairs.
Once all supporting documentation is available as per the documentary checklist kindly proceed to complete the online application form. You will be required to pre-pay a minimum amount of R1350 in order to secure and schedule your appointment online.

Payment to secure your online appointment can be made in two methods:

- Online payment via Debit/Credit card through the secure online portal
- Pre-payment at Standard Bank by downloading and completing the online generated bank receipt and depositing the cash into the nearest Standard Bank

Note: When selecting the pre-payment option, after payment has been done you are required to visit your online application form after 3 working days to proceed to schedule your appointment.

**DOCUMENTS REQUIRED**

**Study visa**

**Section 13 of the ACT**

**Documents required for a Study Visa**

- Duly completed online form. Handwritten forms will not be accepted by Department of Home Affairs.
- Applicants are requested to get original documents for verification while submitting photocopies for any visa / permit category
- Original passport
- Copies of passport and previous visas
- Original Bank payment / Electronic Fund Transfer receipt for each applicant
- Original and Copy of Bank Receipt per applicant in case of Repatriation / Bank Guarantee paid in Department of Home Affairs Account
- Appointment Letter
- Valid passport which expires in no less than 30 days after expiry of the intended date of departure from the Republic
- The application is being submitted in person, no less than 60 days prior to the expiry date of the applicant’s visa and if the visa was issued for less than 30 days, not later than seven working days before the expiry of the visa.
- A yellow fever vaccination certificate if that person travelled or intends travelling from or transiting through a yellow fever endemic area: (Provided that the certificate shall not be required where that person travelled or intends travelling in direct transit through such area)
- Police clearance certificate issued by the police or security authority in each country where the relevant applicant resided for 12 months or longer after attaining the age of 18 years, in respect of criminal records or the character of that applicant, which certificate shall not be older than six months at the time of its submission: (Provided that the certificate shall not be required from a foreign country in the case of renewal or extension of a visa but from the Republic)
- A medical report not older than 6 months
- A radiological report. Provided that a radiological report shall not be required in respect of children under the age of 12 years or pregnant women;
- Marriage certificate or in the case of a foreign spousal relationship, proof of official recognition thereof issued by the authorities of the foreign country of the applicant (where applicable).
- The affidavit where a spousal relationship to a South African citizen or resident is applicable, as well as documentation proving cohabitation and the extent to which the related financial responsibilities are shared by the parties and setting out the particulars of children in the spousal relationship.
- Divorce decree, where applicable.
- Court order granting full or specific parental responsibilities and rights, where applicable.
- Death certificate, in respect of late spouse, where applicable.
- Written consent from both parents and full parental responsibilities, where applicable.
- Proof of adoption where applicable.
- Legal separation order, where applicable.
- An official letter confirming provisional acceptance or acceptance at that learning institution and the duration of the course.
- An undertaking by the Registrar or Principal of the learning institution to-
  1. provide proof of registration as contemplated in the relevant legislation within 60 days of registration; or
  2. In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration;
  3. Within 30 days, notify the Director-General that the applicant is no longer registered with such institution; and
  4. Within 30 days, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study
- Proof of payment of the applicable fee

**In addition to the above requirements, in the case of a foreign state accepting responsibility for the applicant in terms of a bilateral agreement:**
- A written undertaking from such foreign state to pay for the departure of the applicant.
- An official letter confirming provisional acceptance or acceptance at that learning institution and the duration of the course.
- An undertaking by the Registrar or Principal of the learning institution to-
  1. provide proof of registration as contemplated in the relevant legislation within 60 days of registration; or
  2. In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration;
  3. Within 30 days, notify the Director-General that the applicant is no longer registered with such institution; and
  4. Within 30 days, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study
- In addition to the above requirements, in the case of a learner under the age of 18 years-

1. an unabridged birth certificate;
2. a valid passport;
3. proof of physical address and contact number of the adult person residing in the Republic, who is acting or has accepted to act as such learner's guardian, including a confirmatory letter from that guardian; and
4. proof of consent for the intended stay from both parents, or where applicable, from the parent or legal guardian who has been issued with a court order granting full or specific parental responsibilities and rights or legal guardianship of the learner.

5. An undertaking by the parents or legal guardian that the learner will have medical cover for the full duration of the period of study

- Proof of medical cover renewed annually for the period of study with a medical scheme registered in terms of the Medical Schemes Act.

- Proof of sufficient financial means available to the learner whilst resident in the Republic.

Documents required for a Study Visa Renewal

- Duly completed online form. Handwritten forms will not be accepted by Department of Home Affairs.
- Valid passport which expires in no less than 30 days after expiry of the intended date of departure from the Republic
- The application is being submitted in person, no less than 60 days prior to the expiry date of the applicant’s visa and if the visa was issued for less than 30 days, not later than seven working days before the expiry of the visa.
- A yellow fever vaccination certificate if that person travelled or intends travelling from or transiting through a yellow fever endemic area: (Provided that the certificate shall not be required where that person travelled or intends travelling in direct transit through such area)
- Police clearance certificate issued by the police or security authority in each country where the relevant applicant resided for 12 months or longer after attaining the age of 18 years, in respect of criminal records or the character of that applicant, which certificate shall not be older than six months at the time of its submission: (Provided that the certificate shall not be required from a foreign country in the case of renewal or extension of a visa but from the Republic)
- A medical report not older than 6 months
- A radiological report. Provided that a radiological report shall not be required in respect of children under the age of 12 years or pregnant women;
- Marriage certificate or in the case of a foreign spousal relationship, proof of official recognition thereof issued by the authorities of the foreign country of the applicant (where applicable).
- The affidavit where a spousal relationship to a South African citizen or resident is applicable, as well as documentation proving cohabitation and the extent to which the related financial responsibilities are shared by the parties and setting out the particulars of children in the spousal relationship.
- Divorce decree, where applicable.
- Court order granting full or specific parental responsibilities and rights, where applicable.
• Death certificate, in respect of late spouse, where applicable.
• Written consent from both parents and full parental responsibilities, where applicable.
• Proof of adoption where applicable.
• Legal separation order, where applicable.
• An official letter confirming provisional acceptance or acceptance at that learning institution and the duration of the course.

An undertaking by the Registrar or Principal of the learning institution to-

i. provide proof of registration as contemplated in the relevant legislation within 60 days of registration; or

ii. In the event of failure to register by the closing date, provide the Director-General with a notification of failure to register within 7 days of the closing date of registration;

iii. Within 30 days, notify the Director-General that the applicant is no longer registered with such institution; and

iv. Within 30 days, notify the Director-General when the applicant has completed his or her studies or requires to extend such period of study

• Proof of payment of the applicable fee
• An official letter from the Registrar or Principal of the learning institution confirming that the
• Applicant is required to extend his or her period of study and the duration of such study.
• an undertaking by the parents or legal guardian that the learner will have medical cover for the full duration of the period of study

• In the case of a minor (i.e. a person under 18):
  a. proof of physical address -and contact number of the adult person residing in the Republic, who is acting or has accepted to act as such learner's guardian, including a confirmatory letter from that guardian; and

  b. proof of consent for the intended stay from both parents or, where applicable, from the parent or legal guardian, who has been issued with a court order granting full or specific parental responsibilities and rights or legal guardianship of the learner.

• In the case of a foreign state accepting responsibility for the applicant in terms of a bilateral agreement:
  a. A written undertaking from such foreign state to pay for the departure of the applicant.

• Proof of medical cover with a medical scheme registered in terms of the Medical Schemes Act, 1998 (Act No 131 of 1998).
• Proof of sufficient financial means.
• Proof of payment of the applicable fee
PROCESSING TIME

All applications accepted at the Visa Facilitation Centre will have an average processing time of ~8 weeks (approximate timeline) for the decision to be returned from Department of Home Affairs. You can track your application online on VFS Global website to determine status of your application.

APPENDIX G: HIGHER EDUCATION INSTITUTIONAL CODES:
Cape Peninsula University of Technology
University of Cape Town
Central University of Technology
Durban University of Technology
University of Fort Hare
University of the Free State
University of Johannesburg
University of KwaZulu-Natal
University of Limpopo
Nelson Mandela Metropolitan University
North West University
University of Pretoria
Rhodes University
University of South Africa
University of Stellenbosch
Tshwane University of Technology
University of Venda
Vaal University of Technology
Walter Sisulu University
University of the Western Cape
University of the Witwatersrand
University of Zululand
Sol Plaatje University
University of Mpumalanga
Mangosuthu University of Technology
Sefako Makgatho University
APPENDIX H:

IEASA Code of Ethical Practice
INTERNATIONAL EDUCATION ASSOCIATION OF SOUTH AFRICA

(IEASA)

CODE OF ETHICAL PRACTICE

IN

THE PROVISION OF EDUCATION

TO

INTERNATIONAL STUDENTS

BY

SOUTH AFRICAN HIGHER EDUCATION INSTITUTIONS
Signatories to Code of Ethical Practice in the Provision of Education to International Students by South African Higher Education Institutions

South African Universities and Technikons (Universities of Technology)

Code of Ethical Practice in the Provision of Education to International Students by South African Higher Education Institutions

1. Preamble

1.1. The South African Universities and Technikons have formulated this Code to ensure that the potential benefits of the provision of education to international students who choose to study in South Africa are fully realised for both the students and host institutions.

1.2. The offering of fee bearing courses for international students by South African higher education institutions brings with it the ethical business commitment that value for money is provided. Furthermore, it must be recognized that by accepting a place, international students have taken a major step in their lives; they may leave their home countries for long periods, travel considerable distances and undertake considerable expense. The Code has been formulated with these basic considerations in mind.

1.3. The broad principles enunciated in the Code apply equally to formal award courses and to non-formal courses offered by all higher education institutions.

1.4. The signatories believe that it is essential for all institutions offering courses to international students to make a conscious commitment to the Code and to adopt consistent and caring procedures in the recruitment, reception, education and welfare of international students.
1.5. Guidelines, to be read in conjunction with the Code, have been formulated to outline recommended procedures for South African higher education institutions offering courses to international students. The Guidelines provide a check-list to ensure that their practices are consistent with the Code.

1.6. The signatories have also formulated guidelines in respect of fees refunds for international students. These guidelines have been adopted with a view to standardising fees refunds across the higher education system and are to apply to all international students irrespective of who pays the fees.

1.7. The CHE will be requested to establish a Committee which has, amongst other tasks, responsibility for:

1.7.1. Monitoring and reviewing the Code and Guidelines, and recommending, where necessary, amendments to the Code and Guidelines;

1.7.2. Supporting the publicising of the Code both overseas and in South Africa;

1.7.3. Acting as an advisory group to the CHE where cases of questionable ethical practice are brought to the attention of the CHE after all institutional avenues of redress have been exhausted; and providing recommendations to the CHE concerning any remedial action that should be taken.

1.8. A list of the institutions which have agreed to abide by the Code and associated guidelines is provided at the start of this document.

2. The Code

2.1. The marketing of education services overseas should be consistent with the maintenance of academic standards in South African institutions, and the safeguarding of the interests
Of both South African and international students. The international student programme is one component of South Africa’s educational exchange activities, the general objectives of which are educational and cultural as well as economic.

2.2. South African higher education should be promoted accurately and honestly in terms of its quality, its standing and its availability.

2.3. Each institution should have a clearly enunciated policy with respect to the promotion and marketing of its education services overseas.

2.4. Higher education institutions should acknowledge the need for good practice to ensure fairness in the promotion and marketing of educational services overseas with regard to:

2.4.1. Inter-institutional relations;

2.4.2. The interests of both local and international students;

2.4.3. The perceived quality of South African education; and

2.4.4. The cultural and educational relationships between South Africa and other countries.

2.5. Differences between South African higher education institutions should be portrayed in a comprehensive, comprehensible and accurate way so as to project a cooperative marketing image to the target countries. No false or misleading comparisons will be drawn with any other provider.

2.6. Selection criteria for international students should be such as to maintain the institution’s academic standards and to encourage a high success rate.

2.7. South African institutions should recognize their on-going responsibilities for the education and welfare of international students. Institutions should ensure that the
academic programmes, support services and learning environment offered to international students will encourage them to have a positive attitude about South African education and South Africa when they return home at the conclusion of their studies.

2.8. Institutions should establish an appropriate infrastructure to be the focal point for all enquiries and to ensure both the effective implementation of the institution’s international student programme and the provision of all necessary support services.

2.9. Institutions should provide to prospective international students accurate and comprehensive information on the institution, admission requirements and procedures, the courses available, tuition and living costs, living conditions, accommodation and other services. Advertisements and promotional literature should not include misleading or ambiguous statements about the nature of the course, or its costs.

2.10. Staff members working with international students and representing South African institutions outside the country should be carefully selected and be:

2.10.1. Sympathetic and clear communicators with a thorough knowledge of their own institution’s courses and procedures and of the South African education system generally;

2.10.2. Sensitive to the culture and customs of the target country, and aware of its historical and political background and educational systems; and

2.10.3. Knowledgeable, experienced and competent in the administration of student policy and in face-to-face dealings with students.

2.11. To the extent that it is relevant, the spirit of this Code also is intended to apply to institutions and their national and international partner institutions which offer courses through twinning arrangements, exchange agreements, distance education or other modes.
Guidelines for Higher Education Institutions Offering Courses for International Students

The following guidelines, to be read in conjunction with the preceding Code of Ethical Practice in the Provision of Education to International Students by South African Higher Education Institutions, outline recommended procedures for South African higher education institutions offering courses to international students. Institutions should use the guidelines as a checklist to ensure that their practices are consistent with the Code of Ethical Practice.
1. **Institutional Infrastructure**

1.1. Depending on its nature, size, and the extent of its involvement with international students, each institution should identify appropriate contact officers and appropriate units to be responsible for all matters relating to the implementation of the institution’s international student programme in particular:

1.1.1. Enquiries relating to international student programmes;

1.1.2. The efficient administration of admission procedures;

1.1.3. Arrival, accommodation and orientation arrangements for new students;

1.1.4. The organisation of appropriate English language and academic bridging Programmes;

1.1.5. The ongoing social, cultural and other welfare needs;

1.1.6. Liaison with local groups for international student welfare;

1.1.7. The monitoring and review of the performance and graduation rates of international students; and

1.1.8. Post-course advice to international students to assist in any necessary re-adjustments prior to their return to their home country, including appropriate aftercare.

1.2. To enable staff to carry out effectively the tasks for which they are allocated responsibility, institutions should make every effort to:

1.2.1. Ensure that all staff involved with international students are competent to deal with the students’ special circumstances;
1.2.2. Develop training programmes appropriate to the different levels of involvement and responsibility among staff; and

1.2.3. Ensure, through the relevant academic department, that for higher degree research students, adequate supervision and facilities will be available for the duration of candidature.

2. Promotion

2.1. Institutions should ensure that South African Diplomatic Missions and other appropriate education agencies overseas are fully cognizant of their involvement in promoting and marketing education, and that such involvement meets all official aspects of participating that will result in good, positive practices in the country concerned.

2.2. Institutions should ensure that their promotions and advertisements are honest, do not include misleading or ambiguous statements about the nature of the course and that statements about the comparative merits of other courses and institutions are not unfair, misleading or malicious.

3. Promotional and Recruitment Visits

Promotional and recruitment visits by institutional representatives should be planned with the maximum possible coordination between institutions.

3.1. Institutions should ensure that:

3.1.1. Adequate notice is given to South African Diplomatic Missions and appropriate educational agencies together with appropriate consultation as necessary;

3.1.2. Accommodation is appropriate for promotional exercises which attract large crowds;
3.1.3. People undertaking visits abroad are familiar with educational systems and membership requirements of professional bodies; and

3.1.4. Adequate and relevant information materials are prepared for distribution.

4. **Agents**

4.1. Before entering into contractual arrangements with agents, institutions should make every reasonable effort to ensure their complete satisfaction that the agents are competent, well informed, reputable and will act at all times in the best interests of applicants and the institution.

4.2. Agency agreements involving fees paid by institutions and by potential students should be carefully scrutinised.

4.3. The relevant South African Diplomatic Mission should be kept informed of any relationships with agents an institution may have. The Mission should be advised in the event of any misrepresentation by agents.

4.4. Institutions should ensure that their relationships with agents comply with local laws and regulations.

5. **Information for and Counselling of Students**

Institutions should provide to prospective students accurate information covering the following issues:

5.1. **Academic Matters**
5.1.1. The institution’s educational goals and current activities;

5.1.2. Course summaries for the degrees, diplomas and certificates offered, and length of courses;

5.1.3. Registration and/or accreditation status of courses by professional associations and other relevant associated bodies;

5.1.4. Methods of study and assessment;

5.1.5. Admission requirements, prerequisites, application and acceptance procedures;

5.1.6. Credit transfer;

5.1.7. English language requirements; and

5.1.8. Relevant dates, including academic terms or semesters, registration and dates for withdrawal without financial penalty.

5.2. Living Arrangements

5.2.1. Geographic location and climate;

5.2.2. Accommodation options;

5.2.3. Living costs; and

5.2.4. Social customs and mores.

5.3. Legal Requirements and Entitlements
5.3.1. Conditions of entry and stay in South Africa;

5.3.2. Employment regulations; and

5.3.3. Mandatory health-care insurance and health-care arrangements.

5.4. **Fees and Refunds**

5.4.1. cost of courses and other compulsory charges;

5.4.2. Method of payment;

5.4.3. Policy on increases to fees;

5.4.4. Procedures for dealing with exceptional cases related to the payment or refund of fees; and

5.4.5. Procedures for cancellation of enrolment and obtaining refund of fees together with details of financial and academic penalties which may result from cancellation.

5.5. **Services**

5.5.1. Support services available to all students of the institution;

5.5.2. Support services specific to international students; and

5.5.3. Grievance procedures available for international students.
6. Admission

6.1. Institutions should have standards and procedures to ensure students have every chance of success and are capable of benefitting from the course.

6.2. Institutions should publish the selection criteria for admission, including specific criteria for particular courses and for international students.

6.3. Institutions should be satisfied that candidates selected for admission are suitably qualified academically.

6.4. Candidates for admission should be competent in English. Institutions should have clear, well established guidelines on their English language requirements.

6.5. Institutions should facilitate swift responses to enquiries and applications and ensure that all necessary documentation is sent at the earliest possible time.

6.6. Before admitting international students to postgraduate research degree programmes institutions should clarify the proposed research area with the student and provide a firm written undertaking to provide appropriate supervision and facilities for the duration of the project and make appropriate arrangements for access to ancillary support (laboratory, computing and library facilities). The nature of supervision and facilities should be communicated to the student in the offer of candidature.

7. Pre-Arrival Information

7.1. In the period before international students arrive at the institution, institutions should provide easily understood, up-to-date, accurate and professionally presented information covering such issues as:

7.1.1. Names and telephone numbers of relevant staff to contact in the event of problems on arrival in South Africa;
7.1.2. Cost of living;

7.1.3. Accommodation;

7.1.4. Clothing and food;

7.1.5. Payment of fees;

7.1.6. Travel arrangements from point of arrival in South Africa to the institution;

7.1.7. Information to meet specific needs, e.g. legal, medical, dental, and social security;

7.1.8. Work prospects and casual employment; and

7.1.9. Contact names for further information.

8. Arrival and Orientation

8.1. In order to ensure that new international students are able quickly and effectively to settle in with minimal problems, institutions should:

8.1.1. Where appropriate, arrange for the students to be met on arrival at point of entry into the city or centre in which the institution is located;

8.1.2. Provide suitable orientation programmes which will seek to reinforce material already provided in written form; and
8.1.3. Where necessary, make appropriate arrangements for temporary accommodation for the students.

9. **Student Support - Welfare**

9.1. Institutions should encourage a supportive environment.

9.2. Institutions should develop appropriate support services, including professional counselling services, which will:

9.2.1. Promote the successful adjustment by international students to life and study in South Africa;

9.2.2. Assist students to resolve problems which could impede successful completion of their study programmes; and

9.2.3. Endeavour to ensure that students return home with a positive image of South Africa and its educational opportunities.

9.3. Support services should include:

9.3.1. Adequate provision of:

* Advice (including advice on personal budgeting, accommodation, medical insurance and the availability of health-care services);

* On-arrival orientation and related assistance;

* Additional assistance with the English language;
* Additional assistance with study skills;

* The organisation of activities which enable international students to experience South African culture and mix with South Africans;

* The promotion of on-campus international student networks and organisations to assist new arrivals; and

* Local community involvement to provide social support; and

9.3.2. The development of resource directories to meet specific needs, e.g. accommodation, medical, dental and legal.

10. Return Home

10.1. It should be assumed that all international students returning home can do so without any difficulty and therefore institutions should:

10.1.1. are sensitive to the circumstances the student will encounter upon return;

10.1.2. Provide advice and assistance where possible on re-orientation; and

10.1.3. Encourage the alumni association concept and maintain an aftercare programme.

10.1.4. Provide assistance and guidance with transferring credits to home institutions when appropriate.
Guidelines for Fees Refunds: International Students

The signatories have adopted the following guidelines in respect of fees refunds for international students. These guidelines are, as far as possible, to be implemented by higher education institutions and are to apply to all international students irrespective of who pays the fees.

1. **Total Refunds**

1.1. In the event that an offer of a place is withdrawn or the institution is unable to provide the course, all tuition fees paid for the semester are fully refundable, unless the offer was made on the basis of incorrect or incomplete information being supplied by the applicant/student in which case the institution reserves the right to retain up to 10% of the fee for one semester.

1.2. A student who fails to meet degree/diploma progression rules and who is thus not permitted to re-enroll will be eligible for a refund of fees paid for the next phase of the course, if payment has been received in advance of notification of exclusion.

1.3. A notice of withdrawal due to exceptional circumstances (see 3.1 below) may be accepted as grounds for a total refund of tuition fees paid less deductions for foreign exchange transactions.

2. **Partial Refunds**

(Note: The guidelines for partial refunds apply equally to commencing students and continuing students).

2.1. Where a student after accepting an offer of a place, gives a minimum of four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid are refundable less an administrative fee of up to 10%.

2.2. Where a student gives less than four weeks written notice before the commencement of the semester of an inability to undertake the course, all tuition fees paid are refundable less 50% (including an administrative fee of up to 10%).
2.3. Where a student withdraws from a course within the first two teaching weeks of a semester, all tuition fees are refundable less 50% (including an administrative fee of up to 10%).

3. **Grounds for Refunds**

3.1. A notice of withdrawal due to exceptional circumstances, including:

3.1.1. inability to obtain a study permit;

3.1.2. illness or disability;

3.1.3. death of the student or a close family member (parent, sibling, spouse or child); or

3.1.4. a political, civil or natural event which prevents full payment of fees may be accepted as grounds for either a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund.

4. **Fees Refunds related to International Students who obtain Permanent Resident Status in South Africa**

4.1. If the student has already paid the tuition fees applying to international students for the semester, a partial refund of these fees as determined by the institution will be payable to the student if the student has obtained Permanent Resident status by the start of that semester; and

4.2. If the student obtains Permanent Resident status after the start of a semester, the student will be classified as an international student for the remainder of that semester. The student will be liable to pay the tuition fees applying to international students for that semester. From the following semester, the student will be classified as a Permanent Resident and will be liable to pay the subsidized fee.
5. **Agreements between Institutions and International Students regarding Fees Refunds**

Institutions should ensure that there is a signed agreement between the institution and each international student to accept the institution’s stated fees refunds policy.

**Payment of Refunds**

6.1. Where there is a written agreement between the institution and the international student regarding the institution’s fees refund policy, the terms of that agreement will apply to the payment of refunds.

6.2. Where there is no such written agreement between the institution and the international student, payment of refunds should be made as follows:

6.2.1. where the institution defaults, within two weeks after the date of withdrawal of the offer of a place or notification that the institution is unable to provide the course; and

6.2.2. where the student defaults, within six weeks after receiving a written claim from the institution in accordance with these guidelines.

6.3. Refunds should be reimbursed in the same currency as the fees were originally paid less exchange costs and will be made in the student’s home country except in exceptional circumstances.

7. **Appeals Process related to Fees Refunds**

Institutions should ensure that there is a clearly defined appeals process related to the refund of fees, whereby the institution’s decisions regarding fees refunds can be appealed if the student believes that the institution has not honoured its stated fees refund policy or not all of the relevant information has been taken into account.
APPENDIX I:
DHA Directive on Post Graduate Students studying outside of South Africa...
To be inserted in June, 2016