

# Feedback Breakaway Session 3

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# COMMUNICATION

- Communication identified as the biggest challenge
- Inadequate communication by Executive of FAPSA – Institutions to communicate their challenges to FAPSA
- Rope institutions in to be part of communication
- Communicate with SRC's – seek for platform to speak to SRC's/channel communication through SRC
- FAPSA are seen as negative – go back to documentation (reports) that has been presented to NSFAS – check if tone is not too negative – maybe change tone
- The feeling is that the media should be approached
  - ▶ Issues need to be channelled through FAPSA – FAPSA as a unified force should deal with NSFAS

# Stakeholders

- Involve the Minister of Higher Education
- Presented challenges to DHET – no feedback yet – FAPSA to follow up
- Strengthen relationship with Higher Education
- DHET recognize that FAPSA play important role – exploit the relationship – request a meeting between DHET and NSFAS – try and entrench the need for FAPSA and NSFAS to work closer –
- Stakeholders identified HESA and SACPO - FAPSA should approach HESA and SACPO –
  - HESA: Universities
  - SACPO: FET Colleges
  - Submit report to HESA/SACPO – report to – FAPSA Exec to attend this meeting



# Stakeholders (Cont.)

- Raise issue of internet connection at FET Colleges with SACPO
- Institutions to forward all issues and Exco to represent to HESA/SACPO – FAPSA Executive to follow up feedback from these bodies (Set timelines in terms of feedback)
- Establishment of regional/provincial structures – structures should be functional – provinces should be represented in Executive – even if executive becomes larger structure – will enable executive to deal earlier with challenges – Institutions can work through provincial structure

# NSFAS

- NSFAS is creating impression everything is fine with the pilot – NSFAS do not acknowledge they make mistakes – students are reporting that all is not well
- Complicated situation – relationship is between NSFAS and individual institutions and not FAPSA and NSFAS
- FAPSA not members of NSFAS Board – reclaim seat on NSFAS Board
- Seek audience with the NSFAS board
- Currently relationship between FAPSA and NSFAS are different – formal representation helped a lot when FAPSA sat in the Board – not being on the Board gives NSFAS the freedom to decide whether they would like to engage or not



# NSFAS (Cont.)

- Think outside the box in terms of remedying the situation – Institutions are linked to NSFAS and restore to what it was in the past
- Multi-faceted approach – seek audience – Executive members to present report – Open up for questions – Report should show different FAPSA (not a structure that is unwilling to change, etc.) – show FAPSA want to make success and work as a team with NSFAS
- Stop dealing with differentiations by attacking each other – will separate us further
- Fast track accreditation of the organization (will strengthen organization and reinforce respect for FAPSA)
- Diarize working meetings (Quarterly meetings) between NSFAS and FAPSA – formalized partnership

