



NAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY

# OFFICE OF THE BURSAR



## Cancellation process

- Should be in writing and students *strongly* advised to retain cancellation slip (tear off)
- Cancellation by 16 April & 17 September, respectively, then 100% of tuition refundable, otherwise 50% if cancelled by 14 May & 15 October, respectively
- **Year courses**: 100% refundable by 21 May & 50% refundable by 17 September
- In any other circumstance, which requires documentary proof, the student can apply to the Registrar for the wavering or cancellation, if satisfied of the evidence provided



## Residences

- Selection and placement in the residences is responsibility of Student Services
- Breakage deposit charged to every students placed in the residences
- Utilised to recover for incidental losses caused by the student
- Refundable when vacating the room, unless indicated otherwise
- Rooms are priced differently, depending on size
- Meals: 50% compulsory and charged to every resident student. Full meals charged upon request but unutilised credit refunded, if applicable
- Student has an option to take up only 50% meals per semester.
- Management can take steps to recover debts resulting from residing in the residences.
- Cancellation of residences – Student Services has procedures to follow
- Finance dept. refunds any credit to student or donor/funder



# NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## Payment methods

- ▶ Cash
- ▶ Point of sale (swiping machine)
- ▶ EFT

## WHERE?

- ▶ Cashiers at the NUST WHK Campus, Admin Building, ground floor
- ▶ All Regional Distance Learning or COLL centres
- ▶ Direct deposit or electronic transfer into the designated bank account
- ▶ Account details: FNB current account # 555 00 126 319, branch code 280-172.
- ▶ **Always state your correct student number as**

## **REFERENCE**



## FINANCIAL INCENTIVES

1. 10 % discount on tuition on full payment by 28 Feb and 31 July
2. 10% of subject fee if you obtain at least 85% final mark in examination
3. Two or more siblings, with same parents, with no financial assistance and studying on full time basis (legal adoption is considered), on application to the Bursar.
4. Members of the student leadership (SRC, HC)
5. Dependents and/or spouses of office bearers of the Institution



## Refund process

- Should be in writing and students *strongly* advised to retain proof of claim
- Mostly done through EFT, unless otherwise stated
- Refund to student only if account is in credit
- All sponsor/funder must be given permission in writing from the sponsor before the refund is granted
- In any other circumstance, which should be proven, the student can apply to the Registrar for the waiving or cancellation of courses with credit



# NAMIBIA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## For further information

- Fee booklet 2021
- Student Services

### Where to find us:

NUST main campus, Administration Building, Ground floor

Contact us: [studentdebtors@nust.na](mailto:studentdebtors@nust.na) or otherwise at  
[bursar@nust.na](mailto:bursar@nust.na)

Tel. 061- 207 2110

207 2062

207 2210



## What to report

- Name and shame
- Examples:
  - ✓ Bad (poor, offensive, etc.) behaviour portrayed by the officers
  - ✓ Unclear or inappropriate responses given
  - ✓ Non-attendance to your query, esp. on email
  - ✓ Unanswered telephone calls
  - ✓ Long wait at front desk, i.e. cashier
  - ✓ Etc.
  - ✓ Email: **studentdebtors@nust.na**





**PAMIBIA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY**

**You hold the key to your future, right here, right now!!**

**Seize the Opportunity!!**

**Do it right, the first time!!**

