Quick Reference Guide

International Academic Programme Office (IAPO) Pre-Registration Service Request Upload – Student Guide

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NOTE: **The turnaround time for processing pre-registration requests is 3-to-5 working days once we receive all the required documents.**

DOCUMENT REQUIREMENTS for immigration and fee clearance.

Immigration documents

If you are travelling to South Africa and completing your studies/research in-person:
- Passport personal details page
- Relevant visa endorsed for UCT (i.e. study visa, endorsed for study at UCT or visitors' visa endorsed for research)
- Medical aid cover from a South African medical aid scheme, valid for the full duration of the visa and study programme, renewed annually (specifically for holders of study visas who reside in South Africa)

If you are completing your studies/research remotely, from outside of South Africa:
- Passport personal details page
- Letter from your UCT enrolling faculty office or academic supervisor confirming that you will be completing your studies and/or research from outside of South Africa for this academic year OR
- Letter from your UCT enrolling faculty office or academic supervisor confirming that you will be registering remotely and intend on travelling to South Africa later.
- You can submit the completed and signed IAPO remote pre-registration application form in place of the letters from your UCT enrolling faculty. The form is available: https://uct.ac.za/sites/default/files/content_migration/international_uct_ac_za/63/files/IAPO_remote_preregistration_application_2022.pdf
- **You will be required to upload these documents in a single PDF attachment.**

NOTE:

All immigration documents to be certified by a Commissioner of Oaths or a Notary. The certification stamp must include: the name of the Commissioner of Oaths, their designation and signature, the date, and wording along the lines of 'the following documentation is a true and accurate reflection of the original'. The certification stamp cannot be more than six months old at the time that the documents are submitted for pre-registration.

For those who hold **Refugee, Asylum Seeker, Permanent Residence status or citizenship for South Africa**, we will accept certified copies of these documents only; no passport bio page and proof of medical aid is required however, if it is submitted the information will be captured.

Proof of payment documents accepted

Initial fees must be paid prior to your course registration dates communicated by your enrolling UCT faculty office. More information on the required initial fee payments and deadline dates, see: https://uct.ac.za/international/student-support/fees

If you are charged UCT tuition fees or receive UCT funding for studies/ postdoctoral research, submit the following documents to obtain fees clearance before you enroll in your programme:

- If you are charged fees we recommend payment via credit card (https://payonline.uct.ac.za/) OR the Flywire payment platform. Flywire is a safe and convenient way to make international education payments to the University of Cape Town. Pay securely from any country, any bank and in your own currency! More information on a step-by-step guide how to make payment. Pay using this link: https://payment.flywire.com/pay/payment (this option is not applicable for Semester Study Abroad and Exchange students).
- If you choose to pay via EFT into the University of Cape Town's bank account, we will require a bank receipt confirming tuition fees deposited into the bank account. The payment must be reflected in the bank account before you can be pre-registered. Payments made from international bank accounts must be made at least 14-days in advance to allow sufficient time for the funds to be

cleared.
- If you are a recipient of a scholarship or bursary, upload the award letter
- UCT administered scholarship/bursary award letters must be endorsed by the Postgraduate Funding Office.
- Postdoctoral Research Fellowship award letter must be endorsed by the Postgraduate Funding Office.

ACCOUNT DETAILS
Standard Bank, Rondebosch; Branch Code: 025009, Account No: 07 148 0234, Swift Address: SBZAZAJJ.
The student's name/alphanumeric applicant number must be quoted on the transfer.

NOTE: A letter of sponsorship is not accepted in lieu of payment.
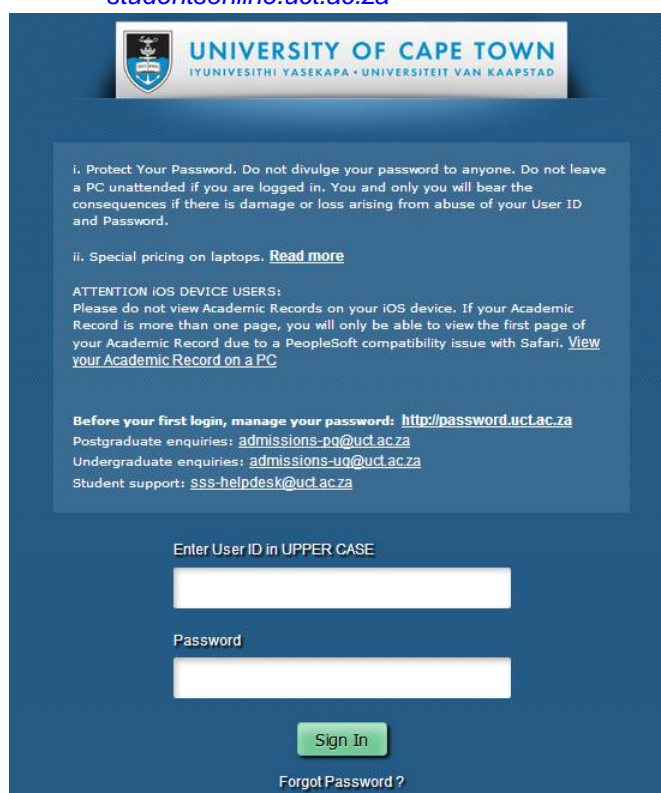
- For those registering for programmes with the Graduate School of Business, please consult the GSB directly for more on the required initial fee payments and relevant dates: info@gsb.uct.ac.za

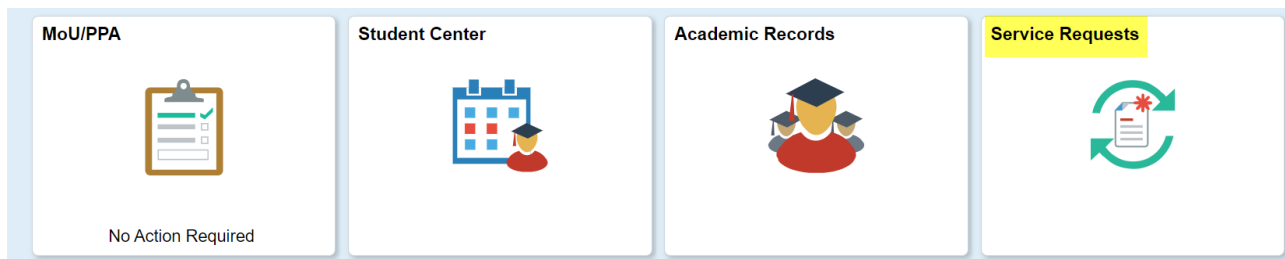**You will be required to upload these documents in a single PDF attachment.**

NOTE: The turn around time for processing the pre-registration immigration and fee service requests is 3-5 working days, once we receive all the required documentation.

Submitting your IAPO Service Request

- Login to the **PeopleSoft Student Administration Self Service:**
  studentsonline.uct.ac.za

- Enter your student number in the **Enter User ID (also known as your CAMPUS ID or Applicant number) in UPPER CASE** field e.g. **XXXYYY001**
- Enter your UCT password in the **Password** field
- Click on the **Sign In** button
- The **Student Homepage** appears

- Click on the **Service Requests** tile

- Click on the **Create New Request** button
- Select the **International Student Pre-Registration Applications** button
- Click on the **Next** button

- The **Select Request Type** page appears

International Student Service Requests

International Student Pre-registration Applications

Please note – You must create and submit both the Immigration and Proof of Payment Request Types that follow. Each request must be accompanied by the required documentation. You will be pre-registered only when both requests are received and accepted. After you are successfully pre-registered you can proceed with registration of your courses.

NOTE: It is very important that you read the note in the pop-up message box.
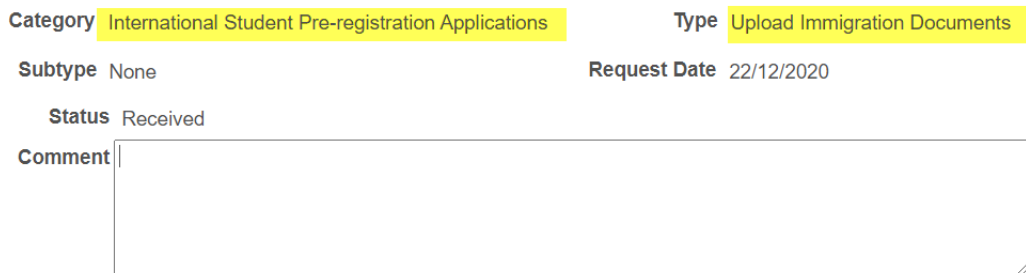
- There are **two request types** that are available for selection **Upload Immigration Documents** and **Upload Proof of Payment Documents**
- Select the relevant request type
- Click on the **OK** button

Select a Request Type

	Request Type
●	Upload Immigration Documents
○	Upload Proof of Payment Documents

Personalize | Find | View All | 🖻 | 🔣   First ◀ 1-2 of 2 ▶ Last

Cancel   < Previous   Next >

- Select the **Upload Immigration Documents**
- Click on the **Next** button

My Request Detail

Category International Student Pre-registration Applications   **Type** Upload Immigration Documents

Subtype None   **Request Date** 22/12/2020

Status Received

Comment |

File Attachments   Personalize | Find | 🖻 | 🔣   First ◀ 1 of 1 ▶ Last
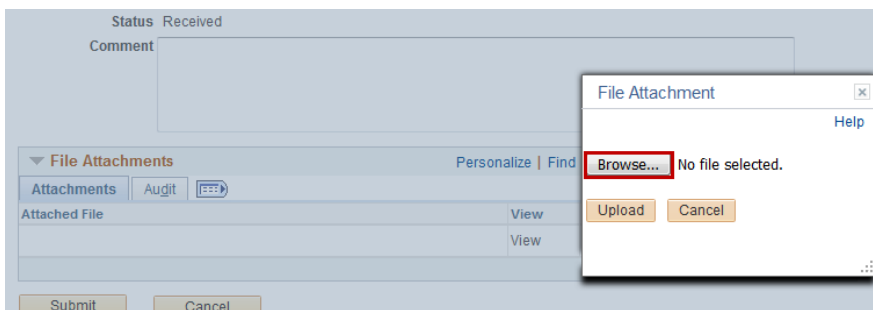
Attachments	Audit	
Attached File	View	Add Attachment
	View	Add Attachment	➖

Submit   Cancel

- Comments can be added in the **Comment** box
- Click on the **Add Attachment** hyperlink **to upload your documents**

NOTE: Save your documents as a single PDF and add attachment.

Status Received
Comment

File Attachment   Help

Browse...   No file selected.

Upload   Cancel

File Attachments   Personalize | Find
Attachments | Audit
Attached File   View
View

Submit   Cancel

- Click on the **Browse** button to locate the file
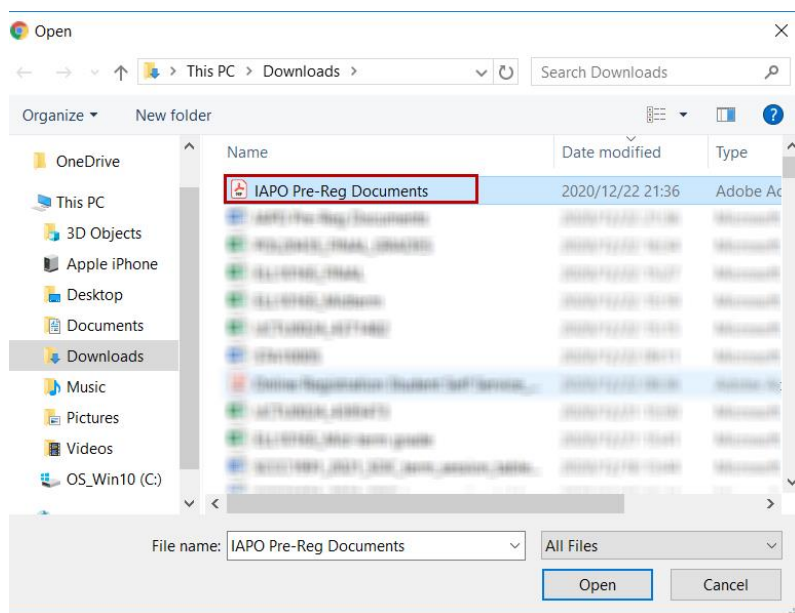
- • Click on the **Open** button

- • Click on the **Upload** button

My Request Detail

Category International Student Pre-registration Applications   **Type** Upload Immigration Documents

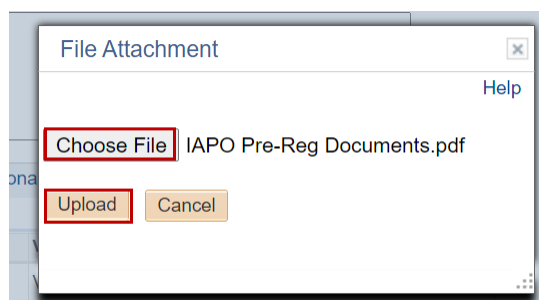**Subtype** None   **Request Date** 22/12/2020

Status Received

Comment

| File Attachments | Personalize | Find | 🔲 | 🔢 | First | 1 of 1 | Last |

Attachments	Audit	
Attached File	**Description**	**View**
IAPO_Pre-Reg_Documents.pdf	IAPO_Pre-Reg_Documents.pdf	View −
		+

Submit   Cancel

- • To review your document, click on the **View** button
- • Click on the **Submit** button

My Service Requests

My Service Requests				Personalize	Find	View All	🔲	🔢	First	1 of 1	Last
Request Number	**Request Type**	**Request Subtype**	**Request Date**	**Status**	**Status Date**
47090	Upload Immigration Documents		22/12/2020	Received	22/12/2020

Create New Request

- • The **Status** column will indicate **Received,** which means that you have successfully created your

Upload Immigration Documents service request and a notification has been sent to the relevant administrator to process the request.

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
			My Service Requests Personalize | Find | View All | 🔲 | 🔳 First ◄ 1-2 of 2 ► Last		
47091	Upload Immigration Documents		22/12/2020	Pending	22/12/2020
47090	Upload Immigration Documents		22/12/2020	Received	22/12/2020

Create New Request

- Check your service request **Status** column timeously to monitor updates.

Your status can change to the following:

▶ Note

RECEIVED – this means that the service request was submitted and received

SUBMISSION INCOMPLETE – this means that the supporting documentation is incomplete and additional documents are required. You will be able to upload the outstanding documents by adding them to the same service request, when in this status.

SUBMISSION REJECTED/ DECLINED – this means that the service request is rejected because the supporting documentation which were uploaded are incorrect. You will need to submit a new service request.

SUBMISSION APPROVED – this means that the required supporting documentation was accepted. Once both service request types are accepted (i.e., immigration documents and proof of fee payment) you will be pre-registered and cleared for online registration.

An Incomplete Status

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
			1-5 of 5 ⌄ View All		
47089	Upload Immigration Documents		22/12/2020	Incomplete	28/12/2020
47087	Upload Immigration Documents		11/12/2020	Accepted	21/12/2020
47086	Upload Immigration Documents		10/12/2020	Declined	11/12/2020
47079	Upload Proof of Payment Documents		09/12/2020	Received	09/12/2020

- An **Incomplete** status indicates that your application has outstanding documentation which is required before your application can be accepted.

- Click on the request type hyperlink to view the administrator's comments and upload the outstanding documents.

- The comment/s will be displayed in the comment field
- Click on the **Add Comment** button to update a note advising that you have uploaded the corrected document/s. Browse and Upload the correct document/s

- Click on the ⊞ Add a New Row icon to add the **additional** document**s**
- Click on the Save butto**n**
- Once your service request has been saved**,** the status will be updated to Acknowledged.
- **Continue to monitor your service request status for updates. If there are no further outstanding documents, your service request status will be changed to accepted.**

My Service Requests

Request Number	Request Type	Request Subtype	Request Date	Status	Status Date
47092	Upload Proof of Payment Documents		22/12/2020	Acknowledged	22/12/2020

NOTE: Once your service request has been saved with the updated documentation and comment, the status will be updated to Acknowledged. When the service request has been Accepted you will receive notification that the pre-registration process has been completed.

NOTE: When the immigration and fee service requests are accepted, the IAPO holds are removed from your record and you can proceed with online registration.