| PRESENTATION | | 2020/21 APP | |
|-------------------------|----------------------|--------------------------|-------------------------|
| INDICATOR | ANNUAL TARGET | INDICATOR | ANNUAL TARGET |
| 1.1 External audit | Unqualified audit | 1.1 External audit | Qualified audit opinion |
| Opinion | (slide 25 of the | Opinion | (page 34 of the APP) |
| | presentation) | | |
| 1.2 Level of maturity | Level 2 | | Level 1 |
| in terms of the | | | (page 34 of the APP) |
| corporate governance | (slide 25 of the | | İ |
| of information and | presentation) | | |
| communication | | | |
| technology (CGICT) in | | | |
| framework | | | |
| 1.3 Level of maturity | Level 1 | 1.3 Level of maturity | Level 0 |
| with respect to cyber | (slide 25 of the | with respect to cyber | (page 34 of the APP) |
| security | presentation) | security | |
| 3.2 Level of brand | 40% (slide 27 of the | 3.2 Level of brand | (no target set) |
| awareness | presentation) | awareness | (page 34 of the APP) |
| 4.1 Number of poor | University = 427 851 | 4.1 Number of poor | University = 426 268 |
| and working class | TVET = 310 900 | and working class | TVET = 308 168 |
| students, as per | (slide 29 of the | students, as per NSFAS | (page 35 of the APP) |
| NSFAS eligibility | presentation) | eligibility criteria, in | |
| criteria, in approved | | approved programmes | |
| programmes in public | | in public universities | |
| universities and TVET | | and TEVET Colleges | |
| Colleges funded by | | funded by NSFAS per | |
| NSFAS per academic | | academic year | |
| year | | | |
| 4.3 Total rand value in | R1.7 billion | 4.3 Total rand value in | R1, 680, 527, 309 |
| funding administered | (slide 30 of the | funding administered | (page 35 of the APP) |
| in addition to funding | presentation) | in addition to funding | |
| received from DHET, | | received from DHET, | |
| for financial aid | | for financial aid | |
| annually | | annually | |

| PRESENTATION | | 2020/21 APP | |
|-----------------------|------------------|-----------------------|----------------------|
| INDICATOR | ANNUAL TARGET | INDICATOR | ANNUAL TARGET |
| 4.4 Total rand value | R0.8 billion | 4.4 Total rand value | 776, 732, 004 |
| recovered and | (slide 30 of the | recovered and | (page 35 of the APP) |
| allocated to loan | presentation) | allocated to loan | |
| accounts annually | | accounts annually | |
| 4.5 Level of partner | <mark>15%</mark> | 4.5 Level of partner | No target set |
| collaboration with | | collaboration with | (page 35 of the APP) |
| NSFAS | | NSFAS | |
| 4.6 Percentage | 15% | 4.6 Percentage | No target set |
| reduction in the | | reduction in the | (page 35 of the APP) |
| number of complaints | | number of complaints | |
| or queries from NSFAS | | or queries from NSFAS | |
| students escalated to | | students escalated to | |
| the NSFAS tier 2 | | the NSFAS tier 2 | |
| student query | | student query | |
| resolution team | | resolution team | |