

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

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