



## higher education & training

Department:  
Higher Education and Training  
REPUBLIC OF SOUTH AFRICA

### KNOW YOUR RIGHTS AS A STUDENT

#### EVERY STUDENT IS PROTECTED BY THE FOLLOWING:

1. The Constitution of the Republic of South Africa.
2. The Higher Education Act, 1997 (Act No. 101 of 1997) and its Regulations.
3. The Continuing Education and Training Colleges Act, 2006 (Act No. 16 of 2006) and its Regulations.
4. The Consumer Protection Act, 2008 (Act No. 68 of 2008), which protects consumers from unconscionable, unfair, unreasonable, unjust or otherwise improper trade or practices; and deceptive, misleading, unfair or fraudulent conduct. This Act, further highlights the following:
  - Consumer's right to cancel advance reservation, booking or order;
  - Consumer's rights with respect to delivery of goods or supply of service;
  - Right to information in plain and understandable language;
  - Right to fair and honest dealing;
  - Right to fair, just and reasonable terms and conditions; and
  - Right to fair value, good quality and safety.

**CONSUMER COMMISSION: 0861 843 384**



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### HOW TO CLAIM A REFUND FROM AN UNREGISTERED COLLEGE

#### DO THE FOLLOWING:

1. Inform the Department of Higher Education and Training (DHET), get written confirmation from the Department that the programme/college is not registered.
2. Request the college principal for a refund, failing which you have to approach the courts.
3. For amounts up to R12 000.00, you can approach the Small Claims Court with the letter of confirmation from the Department.
4. For amounts above R12 000.00, you must engage an attorney. Students who cannot afford legal fees may approach the **Legal Aid Board at 0800 110 110**.
5. For disputes on a contractual agreement, you must contact the **Office of Consumer Affairs** in your region or the office of the National Consumer Commission (NCC) at **012 761 3000** or [complaints@thenc.org.za](mailto:complaints@thenc.org.za).
6. Inform the nearest Police Station, sign an affidavit, and open a case, if you wish noting that the Department will open a case on your behalf.
7. Any dispute arising out of a contractual agreement must be settled in a court.

The register of private higher education institutions is available at  
<http://www.dhet.gov.za/SitePages/DocRegisters.aspx>

**DHET TOLL FREE NUMBER: 0800 87 2222**