



Quick Reference Guide

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

Last updated: 17.06.2021

DOCUMENT REQUIREMENTS for immigration and fee clearance.

Immigration documents

Required immigration documents if you are traveling to South Africa for studies/research OR if you hold a valid visa for studies at UCT:

- Passport bio page
- Relevant visa endorsed for UCT (i.e. study visa, endorsed for study at UCT or visitors' visa endorsed for research)
- Entry stamp confirming date of most recent entry into South Africa, if travelled here
- 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)

Required immigration documents if you are enrolling in a UCT programme or completing research from outside of South Africa:

- Passport bio 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.

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

Note:

- **Students who hold valid asylum seeker or refugee permits for South Africa are exempt from needing to submit visa and medical aid information.**

Proof of payment documents

Required documents for fees clearance

- Bank receipt confirming tuition fees deposited or credit card payment. More information on the required [initial fee payments and deadline dates](#).
- Payment should be made into the University of Cape Town's bank account at Standard Bank, Rondebosch; Branch Code: 025009, Account No: 07 148 0234, Swift Address: SBZAZAJJ. The student name/alphanumeric applicant number must be quoted on the transfer.
- Scholarship/Bursary award letter (stamped by UCT Postgraduate Funding Office for Postgraduate awardees). Including postdoctoral fellowship award letter (in the case of postdoctoral fellows)
- 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: Postdoctoral Research Fellows are required to submit the fellowship award letter to facilitate pre-registration fee clearance.

Initial fees must be paid prior to the course registration dates communicated by the respective faculty offices. Students should allow 14-days for fee payment to be cleared and reflect in UCT's bank account. Only once the funds are reflected will the fee clearance be processed.

▶ Note The turn around time for processing the pre-registration service requests is 3-5 working days. During peak periods, leading up to the start of each semester, the turn -around times may be longer.



Lesson 1: Submitting your IAPO Service Request

- Login to the **PeopleSoft Student Administration Self Service:**
studentonline.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

Student Homepage Service Requests

My Service Requests

My Service Requests						Personalize Find View All [Print] [Calendar]	First [Down Arrow] 1 of 1 [Up Arrow] Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		
Create New Request							

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

Academic Institution

Academic Institution: University of Cape Town

Select a Request Category

Select a Request Category		Personalize Find View All [Print] [Calendar]	First [Down Arrow] 1-5 of 5 [Up Arrow] Last
Request Category			
<input type="radio"/>	Change of Curriculum Applications		
<input type="radio"/>	Deferred Examination Applications		
<input type="radio"/>	Leave of Absence (LOA) Applications		
<input type="radio"/>	Thesis/Dissertation related matters		
<input checked="" type="radio"/>	International Student Pre-registration Applications		

Cancel

Next >

- The **Select Request Type** page appears

Academic Institution: University of Cape Town

Select a Request Category

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.

Select a Request Type		Personalize Find View All [Print] [Calendar]	First [Down Arrow] 1-5 of 5 [Up Arrow] Last
Request Type			
<input type="radio"/>	Upload Immigration Documents		
<input type="radio"/>	Upload Proof of Payment Documents		
<input checked="" type="radio"/>	International Student Pre-registration Applications		

Cancel Next >

▶ Note

It is very important that you read the note in the pop-up message box.

Academic Institution

Select a Request Type

Select a Request Type		Personalize Find View All [Print] [Calendar]	First [Down Arrow] 1-2 of 2 [Up Arrow] Last
Request Type			
<input type="radio"/>	Upload Immigration Documents		
<input type="radio"/>	Upload Proof of Payment Documents		

Cancel

< Previous

Next >

- There are **two request types** that are available for selection **Upload Immigration Documents** and **Upload Proof of Payment Documents** (see **Document Requirements** section at the end of this guide for details on the support documents required for each request type).
- Select the relevant request type
- Click on the **OK** button

Select a Request Type

1 - 2 - 3

Select a Request Type Personalize | Find | View All | [Print] [Refresh] First 1-2 of 2 Last

Request Type	
<input checked="" type="radio"/>	Upload Immigration Documents
<input type="radio"/>	Upload Proof of Payment Documents

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 | [Print] [Refresh] First 1 of 1 Last

Attachments Audit [Add]

Attached File	View	Add Attachment
	View	Add Attachment

Submit Cancel

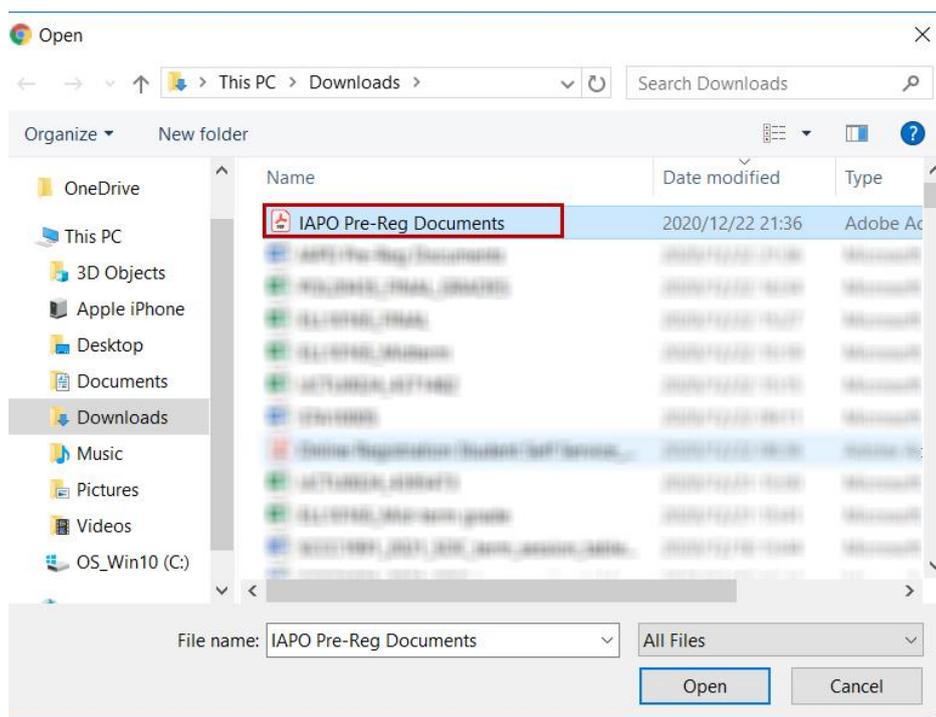
- Comments can be added in the **Comment** box
- Click on the **Add Attachment** hyperlink to upload your documents (see *Document Requirements* section at the end of this guide for details on the support documents required for each request type).

Note

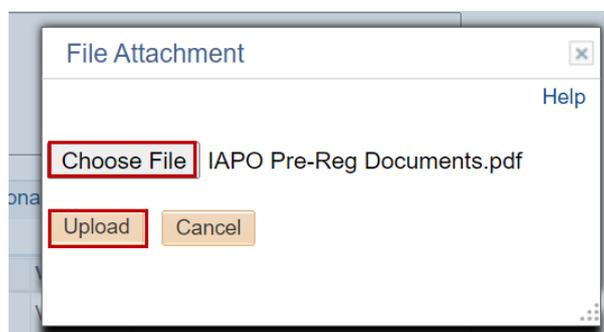
Save your documents as a single PDF and add attachment. **You will be required to upload these documents in a single PDF attachment.**



- 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				

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



Home / Requests

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Grid	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.

Home / Requests

My Service Requests

My Service Requests						Personalize	Find	View All	Print	Grid	First	1-2 of 2	Last
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date								
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.

Note

Your status can change to the following:

RECEIVED – this means that the service request was submitted and received
INCOMPLETE – this means that the supporting documentation is incomplete and more or other documents are required. You will be able to upload the outstanding documents by adding them to the same service request, when in this status.

REJECTED/ DECLINED – this means that the service request is rejected because the supporting documentation is missing or incorrect. You will need to submit a new service request.

ACCEPTED – this means that the required supporting documentation was submitted and accepted. Once both service requests, for immigration documents and proof of fee payment, is accepted, you will be pre-registered and cleared for online registration.

An Incomplete Status

My Service Requests

My Service Requests						1-5 of 5	View All
Request Number	Request Type	Request Subtype	Request Date	Status	Status Date		
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 corrected appeal documentation.

Home / My Request

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications **Request Number** 47092
Type Upload Proof of Payment Documents **Request Date** 22/12/2020
Subtype None **Status** Incomplete

Status Date	Comment	By
		Staff

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below

File Attachments Personalize | Find |   First 1 of 1 Last

Attachments	Audit	
Attached File	View	Add Attachment
	View	Add Attachment 

[Save](#) [Cancel](#)

- 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

Home / My Request

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications **Request Number** 47092
Type Upload Proof of Payment Documents **Request Date** 22/12/2020
Subtype None **Status** Incomplete

Status Date	Comment	By
		Staff

[Add Comment](#) [Update Last Comment](#)

Enter Comment Below

Additional documents attached

File Attachments Personalize | Find |   First 1 of 1 Last

Attachments	Audit	
Attached File	View	Add Attachment
	View	Add Attachment 

[Save](#) [Cancel](#)

- Click on the  **Add a New Row** icon to add the correct documentation
- Re-submit the additional documents and continue to monitor your service request status.
- If status is marked declined, a new service request needs to be submitted

My Request Detail

My Request Detail

University of Cape Town

Category International Student Pre-registration Applications**Request Number** 47092**Type** Upload Proof of Payment Documents**Request Date** 22/12/2020**Subtype** None**Status** Incomplete

Status Date	Comment	By
		Staff

Add Comment

Update Last Comment

Enter Comment Below

additional documents attached

File Attachments Personalize Find View All First 1 of 1 Last

Attached File	Description	View
IAPO_Pre-Reg_Documents.pdf	IAPO_Pre-Reg_Documents.pdf	View

Save Cancel

- Click on the **Save** button

My Service Requests

My Service Requests Personalize Find View All First 1-3 of 3 Last

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.