



Applying for Readmission on the Student Portal

Capability: Readmissions

Target audience: Students

Version control: version 1

Release date: 09 December 2025

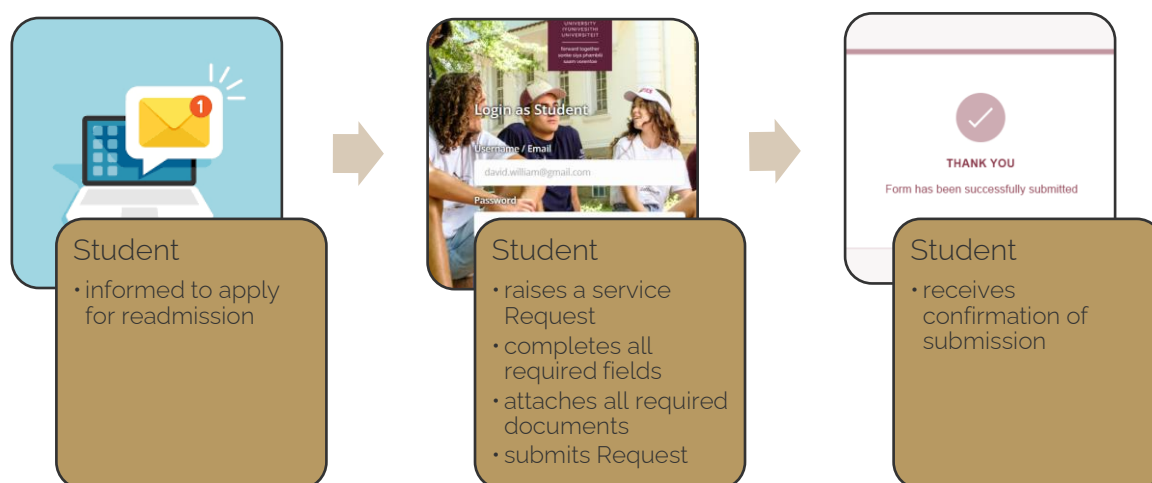
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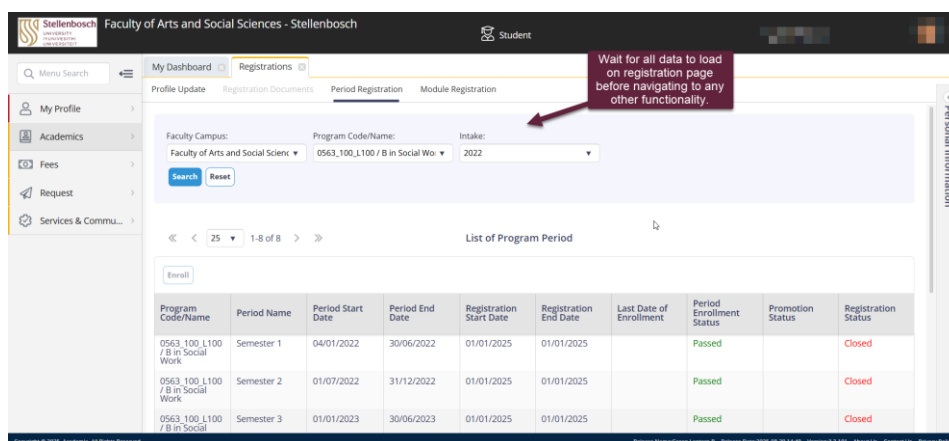
## Introducing the Readmission application process

Students receive a letter regarding their promotion status. **Not Promoted** students must go to the Student Portal and apply for readmission.



## Very important notice

When entering the student portal, ensure that the **Registrations** page is fully loaded before you navigate to any other section on the portal. The **Registrations** page receives real-time information from SUNStudent, and it takes a while to load. Please be patient and wait until all the relevant registration information is displayed on the page. If you do not wait and navigate to the **Requests** section too soon, you will not be able to raise a request. This is not a system error. The data download must be completed before you can proceed.

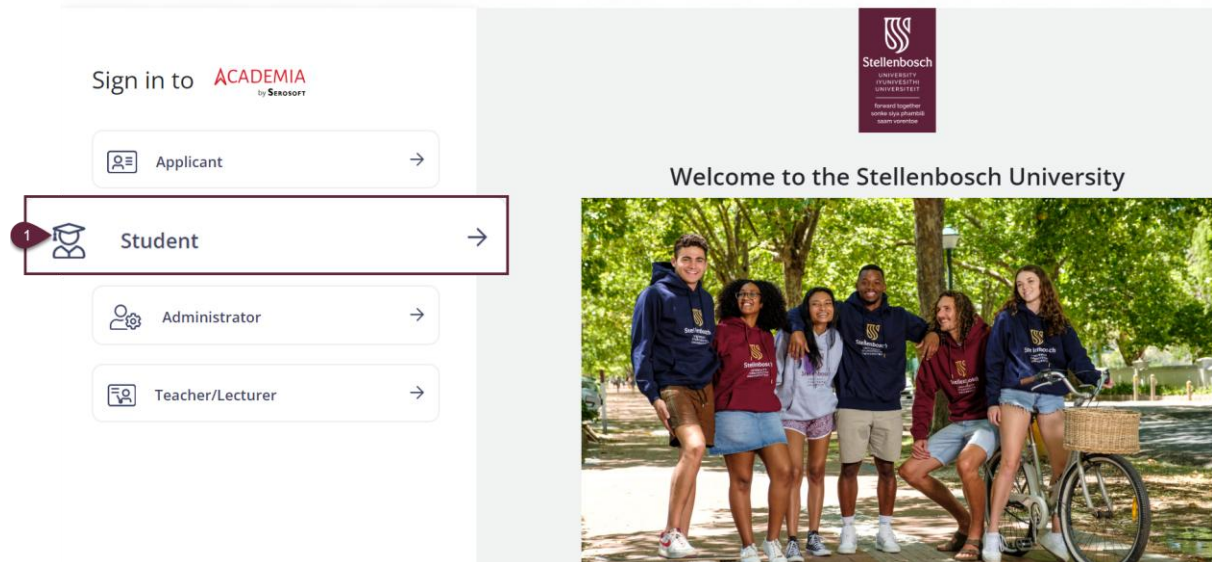


The screenshot shows the 'Registrations' page in the Student Portal. A red arrow points to a warning box that says: 'Wait for all data to load on registration page before navigating to any other functionality.' The page displays a 'List of Program Period' table with columns for Program Code/Name, Period Name, Period Start Date, Period End Date, Registration Start Date, Registration End Date, Last Date of Enrollment, Period Enrollment Status, Promotion Status, and Registration Status.

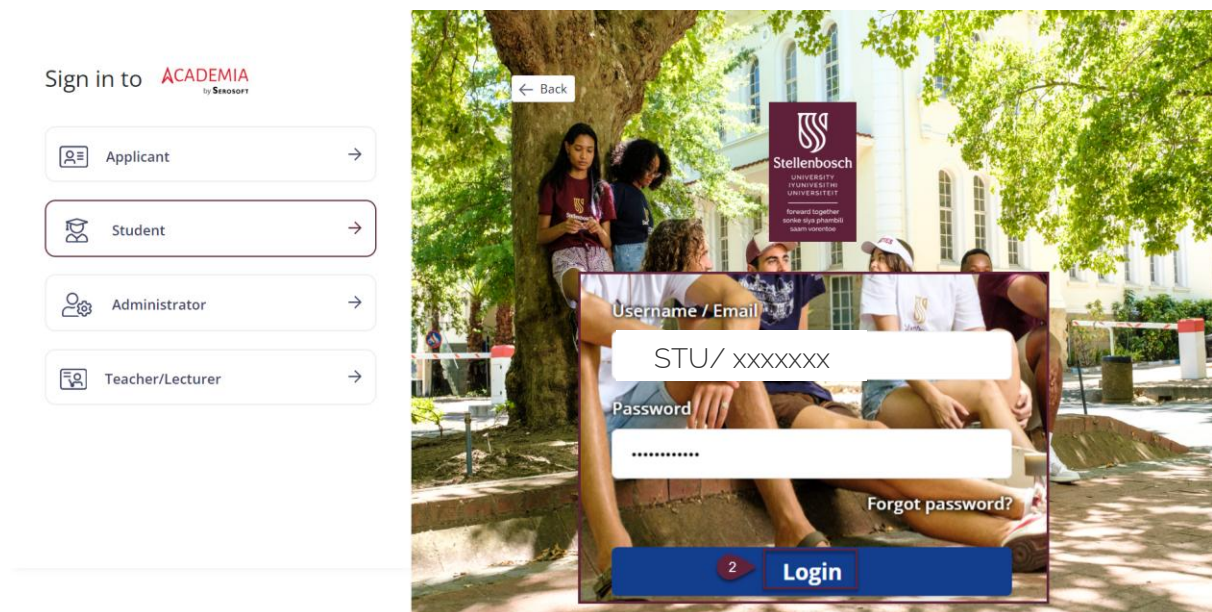
Program Code/Name	Period Name	Period Start Date	Period End Date	Registration Start Date	Registration End Date	Last Date of Enrollment	Period Enrollment Status	Promotion Status	Registration Status
0563_100_L100 / B in Social Work	Semester 1	04/01/2022	30/06/2022	01/01/2025	01/01/2025		Passed		Closed
0563_100_L100 / B in Social Work	Semester 2	01/07/2022	31/12/2022	01/01/2025	01/01/2025		Passed		Closed
0563_100_L100 / B in Social Work	Semester 3	01/01/2023	30/06/2023	01/01/2025	01/01/2025		Passed		Closed

# How to login to SUNStudent Student Portal

**STEP 1:** In your web browser, go to <https://student.sun.ac.za/> and click on the **Student** icon.

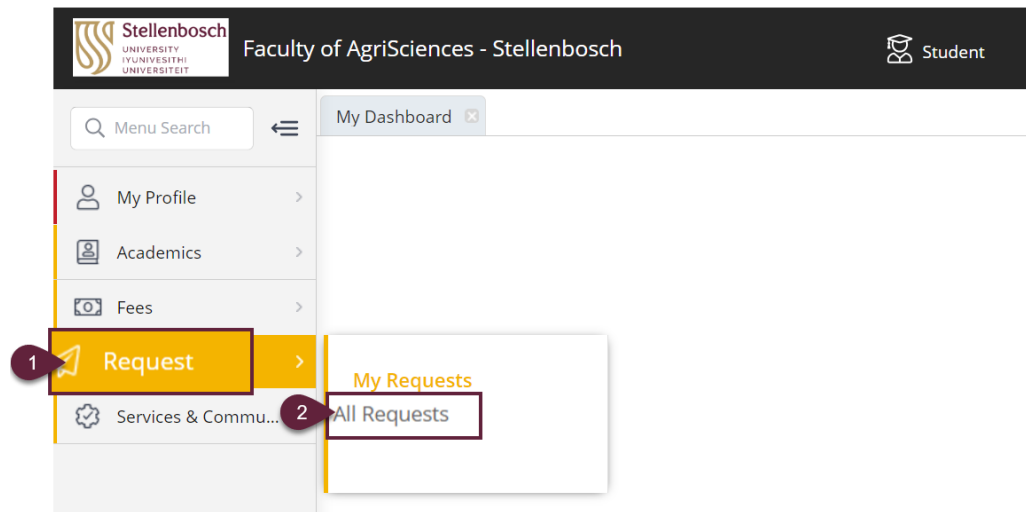


**STEP 2:** Complete your student login details and select **Login**.

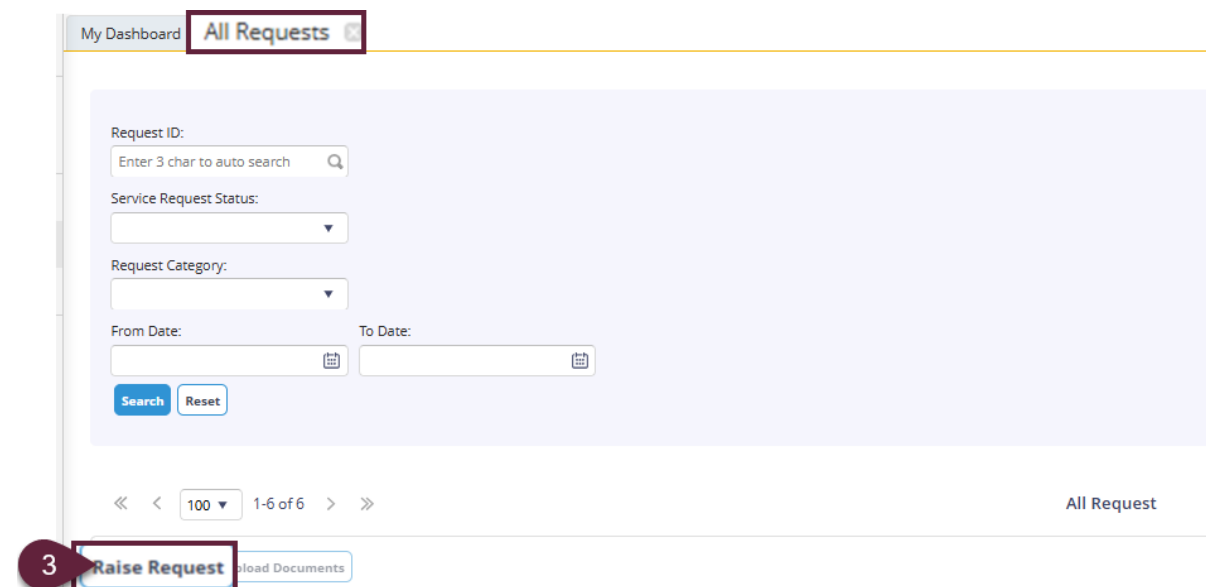


# Process 1: How to apply for Readmission

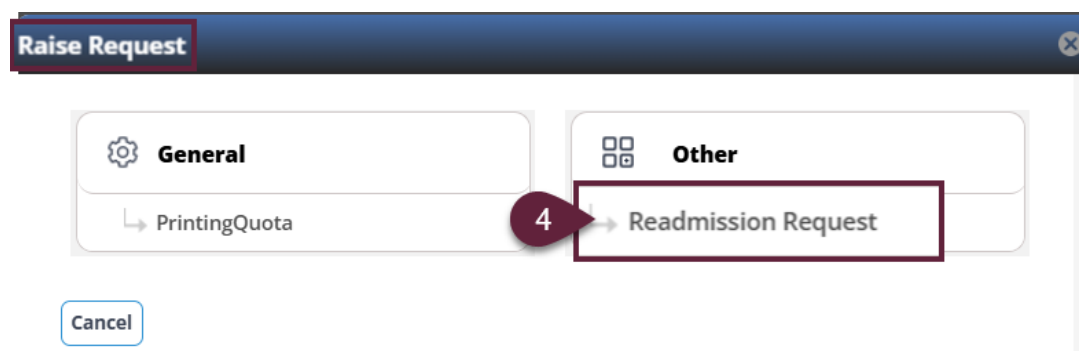
**STEPS 1 & 2:** On the Navigation panel, select **Request** and then select **All Requests**.



**STEP 3:** On the **All Requests** screen, click on **Raise Request**.

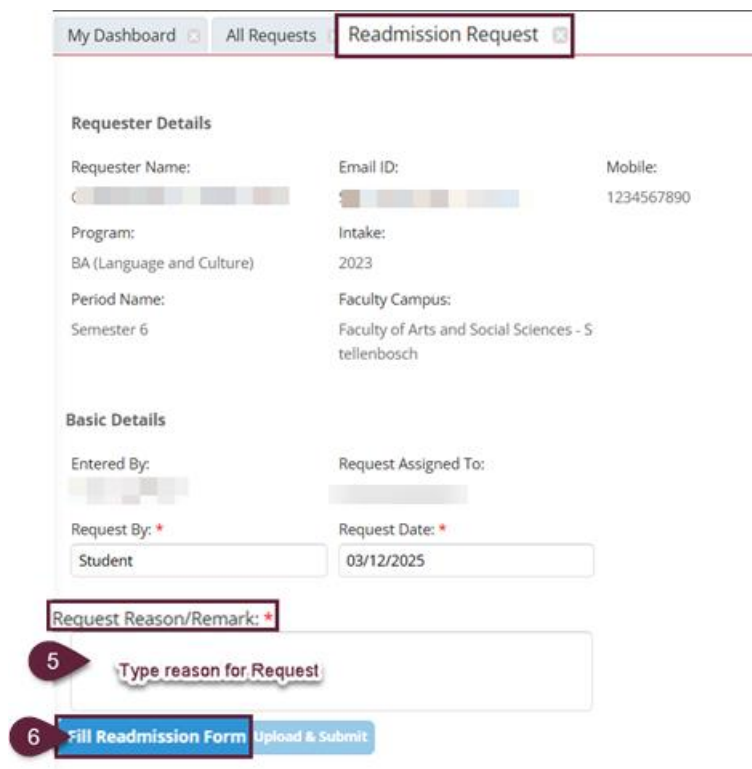


**STEP 4:** On the **Raise Request** pop-up screen, click on **Readmission Request**.



## How to apply for Readmission (continued)

**STEPS 5 & 6:** On the **Readmission Request** screen, complete the **Request Reason/Remark** section. Provide the reason for your readmission request and click on **Fill Readmission Form**.



My Dashboard All Requests **Readmission Request**

**Requester Details**

Requester Name: Email ID: Mobile: 1234567890

Program: BA (Language and Culture) Intake: 2023

Period Name: Semester 6 Faculty Campus: Faculty of Arts and Social Sciences - Stellenbosch

**Basic Details**

Entered By: Request Assigned To:

Request By: \* Student Request Date: \* 03/12/2025

**Request Reason/Remark: \***

5 Type reason for Request

6 **Fill Readmission Form** Upload & Submit

The **Application for Readmission as a Student** form opens.



**Note:** You need to complete ALL questions in the **Application for Readmission**

**application form** that are marked with a red asterisk \* to indicate that the field is compulsory.

All fields now have a restriction on the number of words and characters that are allowed. Pay attention to the **Max word limit** and the **Max Character Length** at the bottom of the field. For

instance: **Max word limit - 0 / 350** **Max Character Length - 0 / 3000**



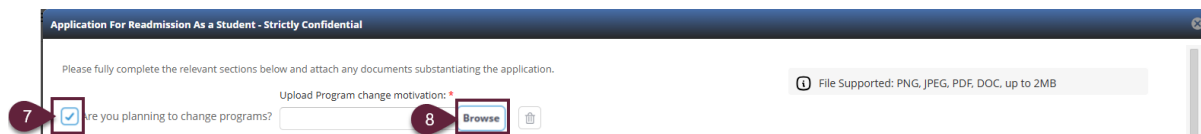
## How to apply for Readmission (continued)

**STEPS 7 & 8:** If you would like to change to another academic programme:

On the **Application for Readmission as a Student** form, click the tick box next to the question: **Are you planning to change programs?** Upload your motivation and continue to the next question.

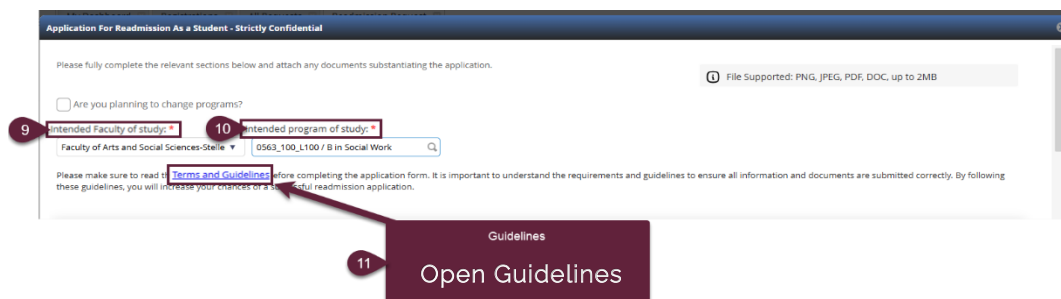


**Note:** Please check the requirements for the new programme you are planning to follow — readmission cannot be granted if you do not meet the requirements for the new programme.



If you plan to continue with the same programme, **DO NOT** tick the box — simply continue to the next question.

**STEPS 9 – 11:** Select your **Intended Faculty of study** from the drop-down list. Select your **Intended program of study** and click on the **Terms and Guidelines** hyperlink to download a PDF document that will guide you through the completion of the Readmission application.

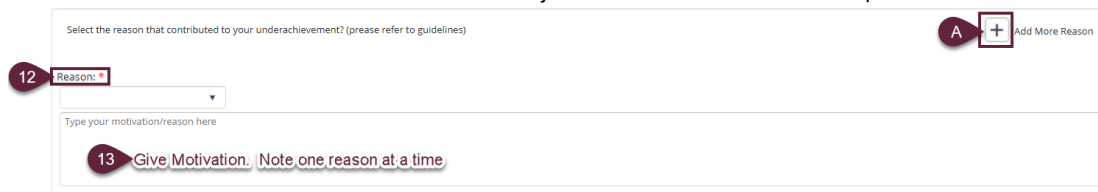


Scroll down to the next question.

**STEPS 12 & 13:** Select a **reason** from the drop-down menu. Type a **Motivation**. Scroll down to the next question.



**Note:** Please limit your main reason to one, but if you have to add more than one reason, click on **+** to add another reason. Only one reason can be completed at a time.



## How to apply for Readmission (continued)



**Note new functionality:** It is now possible to save the information captured on the **Readmission application** form before submission by clicking on the **Save** button at the

bottom of the page.



When you click **Save**, the form returns to the **Readmission Request** screen – from where you can close the **Request**. The request will not show on the **All Requests** screen, as the application has not yet been submitted. You can, however, return to the saved application form to complete your application at a later stage by clicking on the **Raise Request** button again. Take care not to close the **Readmission Application** form or the portal without clicking **Save** as you will lose all information captured since the last save.



**Note:** To learn how to return to your saved **Readmission application** form to continue and submit your application, follow the instructions in **section 2.2 of Process 2** below: [How to edit and submit your saved Readmission application on the Student Portal](#). Once the **Readmission application** has been submitted, and becomes visible in the **All Requests** screen, it is not possible to make any changes to the application request.

If you are not currently a registered student at the University, complete the question in steps 14 & 15 below; otherwise continue to the next question in steps 16 & 17.

**STEPS 14 & 15:** If completing this question, **type your motivation**. Click on **Browse** and upload a supporting document.

If you are not a registered student of University at the moment, have you undertaken any other studies or obtained any other achievement since you left University?

Type your motivation/reason here

14

15 **Browse**

Scroll down to the next question.

**STEPS 16 & 17:** Capture the **measures you took to improve your studies**. If required, click on **Browse** to upload a supporting document.

What measure(s) did you put in place or what assistance did you receive to improve your studies during the course of the year? \*

Type your motivation/reason here

16 **Add a motivation**

17 **Browse**

Scroll down to the next question.



## How to apply for Readmission (continued)

**STEPS 18 & 19:** Motivate **why you would be able to succeed at your studies in the future**. If required, click on **Browse** to upload a supporting document.

Why would you be able to succeed at your studies in the future? \*

Type your motivation/reason here

18 Add a motivation

19 Browse

Scroll down to the next question.

**STEP 20: Upload Proof of payment** if applicable.

Upload proof of payment:

20 Browse

Scroll down to the next question.

**STEPS 21 & 22:** Tick the box to **acknowledge and agree to the terms and conditions**. Then click on **Save**.

☒ By proceeding with my readmission application, I acknowledge and agree to these terms and conditions. \*

**Application For Readmission As a Student - Strictly Confidential**

does not require the student's consent to report their disclosure to the relevant authorities.

While SU will treat all disclosures of sexual offences committed against its students with the utmost sensitivity and when reporting it to the relevant authorities. Students are encouraged to seek support through the SU's Equality Unit and/or the Centre for Student Counselling and Development (CSCD), and/or an independent support provider before submitting a readmission appeal application that includes their disclosures of sexual offences committed against them.

By submitting your readmission appeal application and including information related to sexual offences allegedly committed against you:

- SU has a legal obligation, in terms of the relevant legislation, to report the matter to the appropriate external authorities.
- This reporting obligation is mandatory and is not subject to institutional discretion or dependent on your consent.
- You are encouraged to access appropriate support services before or after submitting your readmission appeal application. This may be via external or internal SU support structures.
- If it transpires that the alleged perpetrator is another SU student, this disclosure may also trigger internal University processes. In such cases, the matter may be referred for investigation in terms of SU's internal policies and rules, including possible referral to the Student Discipline Office for consideration under the Disciplinary Code for Students.

Support Services Available:

- Equality Unit – [unfair@sun.ac.za](mailto:unfair@sun.ac.za) | 021 808 3136
- CSCD – [supportus@sun.ac.za](mailto:supportus@sun.ac.za) | 021 808 4707
- Thuthuzela Care Centres: <https://www.gov.za/TCG>
- SAPS Emergency Services – 10111

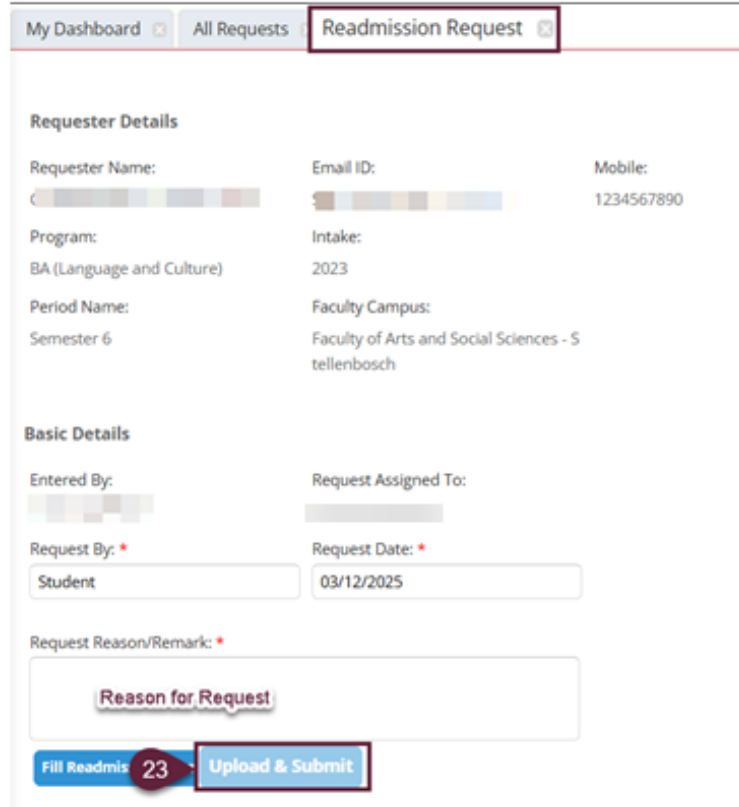
**Please note:** These support services are available within the SU context and are intended to assist students. Nothing prevents students from seeking independent counselling or support from external professionals of their choice.

21 ☒ By proceeding with my readmission application, I acknowledge and agree to these terms and conditions. \*

22 Save Cancel

## How to apply for Readmission (continued)

**STEP 23:** After you have saved the application form you will be reverted to the **Readmission Request** page. Click on **Upload & Submit**.



The screenshot shows the 'Readmission Request' page. At the top, there are three tabs: 'My Dashboard', 'All Requests', and 'Readmission Request' (which is highlighted with a red box). Below the tabs, the form is divided into two sections: 'Requester Details' and 'Basic Details'.

**Requester Details:**

- Requester Name: [Redacted]
- Email ID: [Redacted]
- Mobile: 1234567890
- Program: BA (Language and Culture)
- Intake: 2023
- Period Name: Semester 6
- Faculty Campus: Faculty of Arts and Social Sciences - Stellenbosch

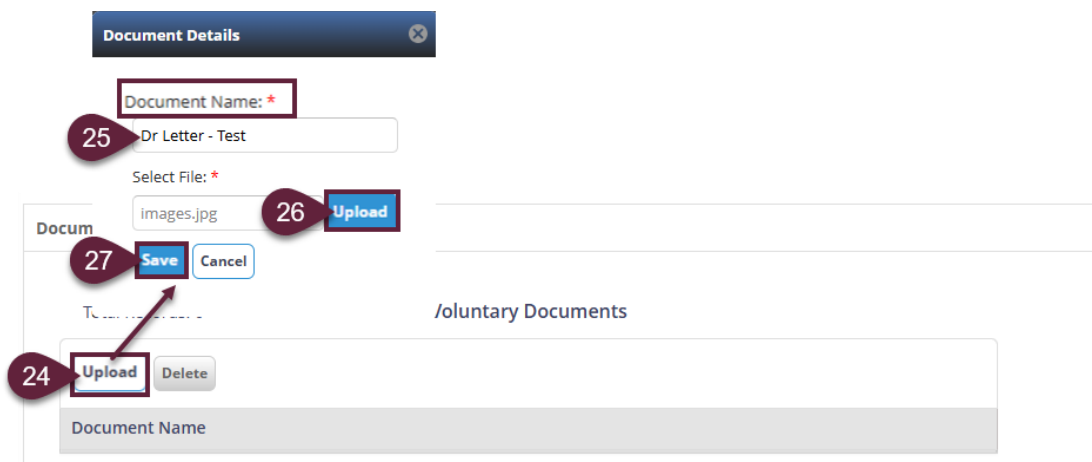
**Basic Details:**

- Entered By: [Redacted]
- Request Assigned To: [Redacted]
- Request By: \* Student
- Request Date: \* 03/12/2025
- Request Reason/Remark: \* Reason for Request

At the bottom of the form, there are two buttons: 'Fill Readmission' and 'Upload & Submit'. The 'Upload & Submit' button is highlighted with a red box, and a red circle with the number '23' is placed over it.

The **Voluntary Documents** section opens below.

**STEPS 24 — 27:** Click on **Upload**. In the **Document Details** pop-up screen, type the **Document Name**, click on **Upload** and select the file. When the file displays in the **Select File** field, click on **Save**.



The screenshot shows the 'Document Details' pop-up window and the 'Voluntary Documents' section. The pop-up window has a title bar 'Document Details' and a close button. It contains the following fields and buttons:

- Document Name: \*** (Redacted)
- 25** (Red circle with number) pointing to the 'Document Name' field.
- Select File: \***
- 26** (Red circle with number) pointing to the 'Upload' button.
- 27** (Red circle with number) pointing to the 'Save' button.
- 24** (Red circle with number) pointing to the 'Upload' button in the 'Voluntary Documents' section.

The 'Voluntary Documents' section is located below the pop-up window. It has a title 'Voluntary Documents' and a table with the following columns: 'Document Name', 'Upload', and 'Delete'. The 'Upload' button in the first row is highlighted with a red box, and a red circle with the number '24' is placed over it.

## How to apply for Readmission (continued)

**STEPS 28 & 29:** After you have uploaded your document, use the **Comments section** to add any comments and click on the **Submit** button.

Documents

Total Records: 1

Voluntary Documents

Upload

Delete

Document Name

Dr Letter - Test

Comments:

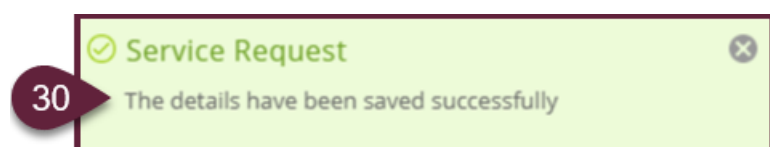
28

Add Comments

29

Submit

**STEP 30:** You will receive a pop-up message indicating that the **Service Request** was saved successfully.



**Note:** Once the **Readmission application** has been submitted, it will be visible in the **All Requests** screen, and it will no longer be possible to make any changes to the Readmission application request.

All Request

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
SR-11@265	Academic		BA (Language and Culture)	Default	Free Form	RegisterMeSe	11/02/2024		1	Closed		
SR-667891	Student		BA (Language and Culture)	Default	Other	Readmission Request	08/12/2025		10	Assigned		

To learn how to view your submitted **Readmission application** form and to view its status, follow the instructions in **section 2.1 of Process 2** below: [How to view a submitted Readmission application and its status on the Student Portal.](#)



**Note:** You can withdraw your **Readmission request** at any time by clicking on the hyperlink in the **Request ID** column, and then clicking on the **Withdraw Request** button.

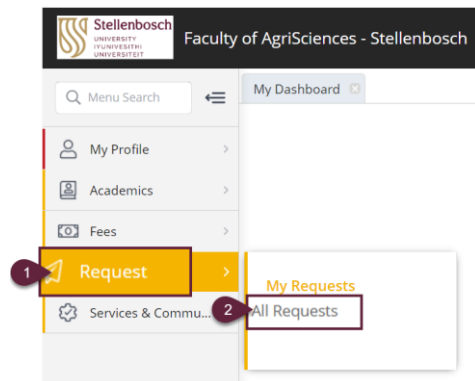
**This is the end of Process 1: How to apply for Readmission**



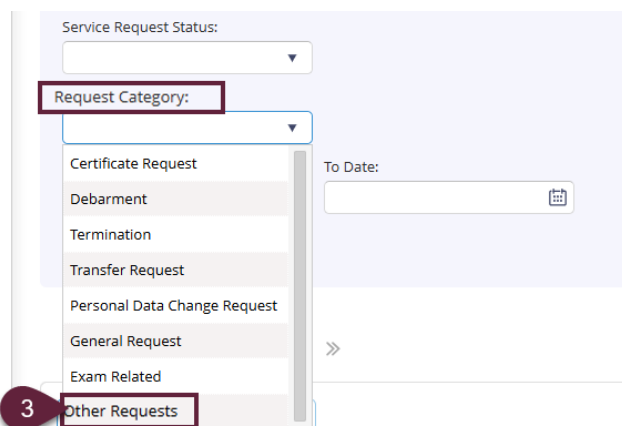
## Process 2: How to view/edit Readmission requests on the Student Portal

2.1 How to view a submitted Readmission application and its status on the Student Portal.

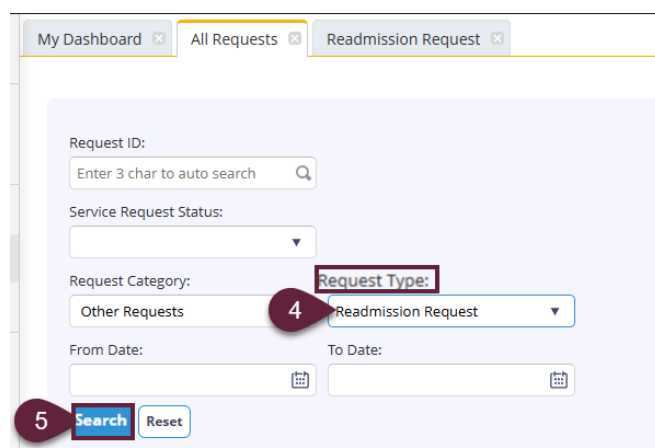
**STEPS 1 & 2:** On the Navigation panel, select **Request** and then select **All Requests**.



**STEP 3:** On the **All Requests** screen, select **Other Requests** from the drop-down menu in the **Request Category** field.



**STEPS 4 & 5:** Select **Readmission Request** from the drop-down menu in the **Request Type** field; then click on **Search**.



## How to view/edit Readmission requests on the Student Portal (continued)

In the **All Requests** search result section, your Readmission Request(s) will be displayed.



**Note:** There can only be one active/open Readmission Request at a time.

**STEP 6:** Under the **Service Request Status** column, you can view the current status of your Readmission application:

- **Assigned:** The Application was submitted and is assigned to a faculty administrator
- **Review:** The Application is being reviewed.
- **Completed:** The review process has been completed; waiting for feedback from the Readmission committee.
- **Approved:** Readmission has been approved; student may register for next academic term.
- **Approved with conditions:** Readmission has been approved with certain conditions; student may register for next academic term, but conditions apply as per letter sent to student
- **Denied:** Readmission application was denied; student cannot register for next academic term.

<< < 100 1-1 of 1 > >>

All Request

Raise Request Upload Documents

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
SR_463448	Student			Default	Other	Readmission Request	01/02/2025	Alta Ward	10	Assigned		

**STEP 7:** To view the Readmission Application form you submitted, click on the hyperlink in the **Request ID** column under the **All Request** search result section.

<< < 25 1-4 of 4 > >>

All Request

Raise Request Upload Documents

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
SR_7655	Academic		BA (Language and Culture)	Default	Free Form	RegisterMeSe	19/02/2024		1	Closed		
SR_667891	Student		BA (Language and Culture)	Default	Other	Readmission Request	08/12/2025		10	Assigned		

**STEP 8:** To view the Readmission Application and the attachments uploaded, click on the **Fill Readmission Form** button.

My Dashboard Registrations All Requests SR\_667891

Requester Details

Requester Name: Email ID: Mobile:

Request Reason/Remark: \*

testing

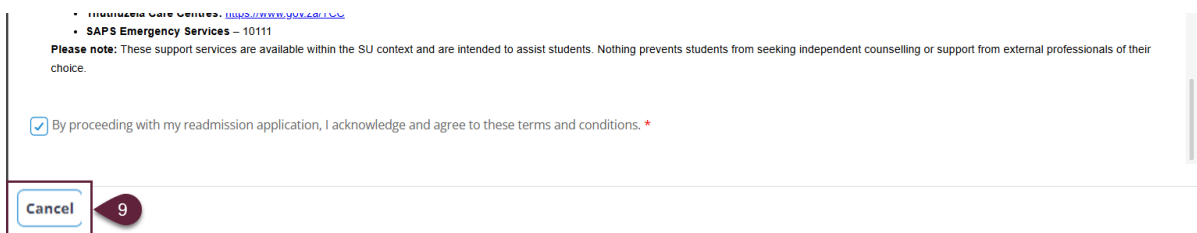
**Fill Readmission Form** Withdraw Request

## How to view/edit Readmission requests on the Student Portal (continued)



**Note:** Only Readmission forms that have not yet been submitted can be edited. You can view all the completed fields and open the attachments but will not be able to change any information on the Readmission application form.

**STEP 9:** Click on **Cancel** to return to the Service Request front page.



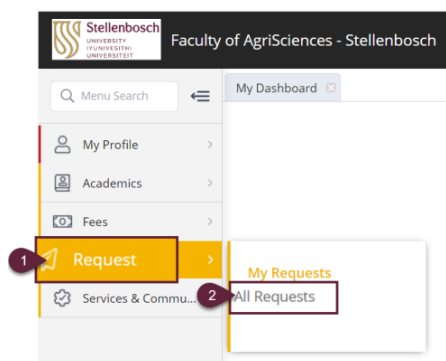
The screenshot shows a section of the Readmission application form. At the top, there are links for 'STUDENT SUPPORT SERVICES' and 'SAPS Emergency Services - 10111'. Below this is a 'Please note' section stating that support services are available within the SU context. A checkbox is checked, indicating agreement to the terms and conditions. At the bottom left, there is a 'Cancel' button, which is highlighted with a red box and a red circle with the number 9 next to it.

## 2.2 How to edit and submit your saved Readmission application on the Student Portal



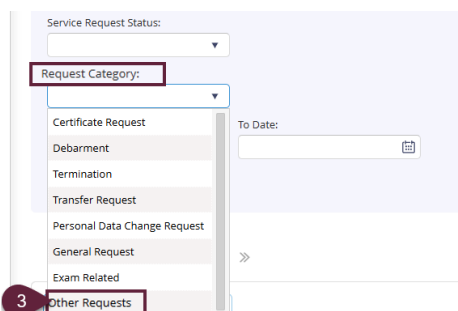
**Note:** Only Readmission forms that have not yet been submitted can be edited.

**STEPS 1 & 2:** To return to your saved Readmission Application form, select **Request** on the navigation page and then click on **All Requests**.



The screenshot shows the navigation menu of the Student Portal. The 'Request' option is highlighted with a red box and a red circle with the number 1 next to it. A dropdown menu is open, showing 'My Requests' and 'All Requests'. 'All Requests' is highlighted with a red box and a red circle with the number 2 next to it.

**STEP 3:** On the **All Requests** screen, select **Other Requests** from the drop-down menu in the **Request Category** field.

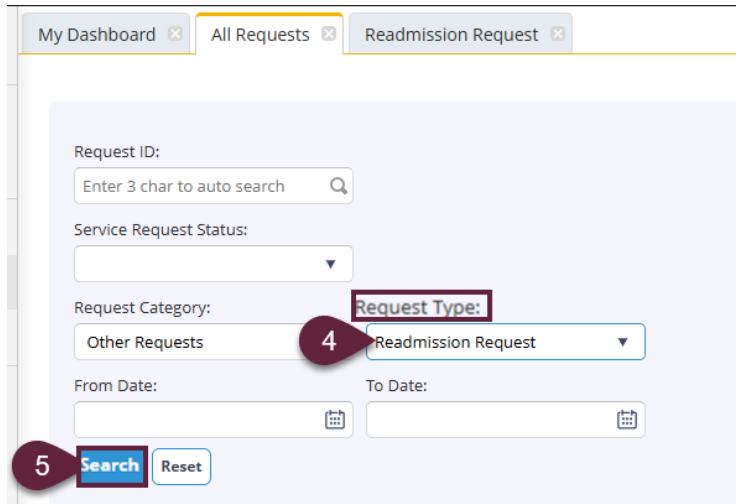


The screenshot shows the 'All Requests' screen. The 'Request Category' dropdown menu is open, showing a list of request types: Certificate Request, Debarment, Termination, Transfer Request, Personal Data Change Request, General Request, Exam Related, and Other Requests. 'Other Requests' is highlighted with a red box and a red circle with the number 3 next to it.



## How to view/edit Readmission requests on the Student Portal continued)

**STEPS 4 & 5:** Select **Readmission Request** from the drop-down menu in the **Request Type** field; then click on **Search**.



The screenshot shows the 'Readmission Request' form. A red box labeled '4' points to the 'Request Type' dropdown menu, which is currently set to 'Readmission Request'. A red box labeled '5' points to the 'Search' button. The form includes fields for 'Request ID', 'Service Request Status', 'Request Category' (set to 'Other Requests'), 'From Date', and 'To Date'.



**Note:** There will be no Readmission Requests in the **All Request** list if the Readmission application was saved, but not submitted. This will allow the user to edit/complete the Readmission application form before submitting the final completed application.

« < 25 1-4 of 4 > »

**All Request**

Raise Request Upload Documents

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
<a href="#">SR 114965</a>	Academic Administrator		BA (Language and Culture)	Default	Free Form	RegisterMeService	19/02/2024		1	Closed		
<a href="#">SR 506024</a>	Academic Administrator		BA (Language and Culture)	Default	Free Form	RegisterMeService	11/02/2025		1	Closed		
<a href="#">SR 615836</a>	Academic Administrator		BA (Language and Culture)	Default	Free Form	ParkingServices	19/06/2025		1	Closed		

**STEP 6:** To edit the saved Readmission application form, click on the **Raise Request** button.

« 6 25 1-4 of 4 > »

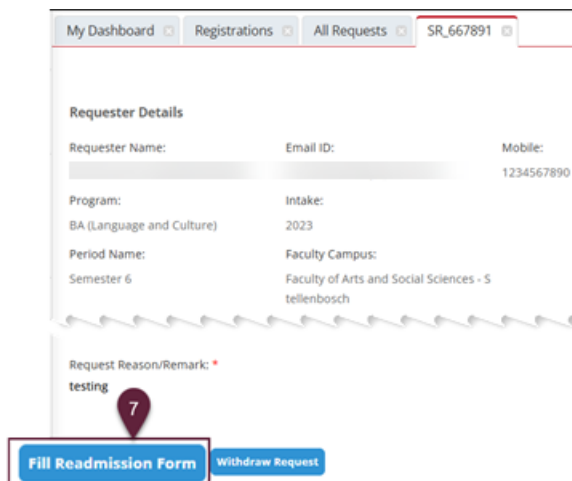
**All Request**

Raise Request Upload Documents

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
<a href="#">SR 114965</a>	Academic Administrator		BA (Language and Culture)	Default	Free Form	RegisterMeService	19/02/2024		1	Closed		

## How to view/edit Readmission requests on the Student Portal continued)

**STEP 7:** Now click on **Fill Readmission Form**.



My Dashboard Registrations All Requests SR\_667891

**Requester Details**

Requester Name: [redacted] Email ID: [redacted] Mobile: 1234567890

Program: BA (Language and Culture) Intake: 2023

Period Name: Semester 6 Faculty Campus: Faculty of Arts and Social Sciences - Stellenbosch

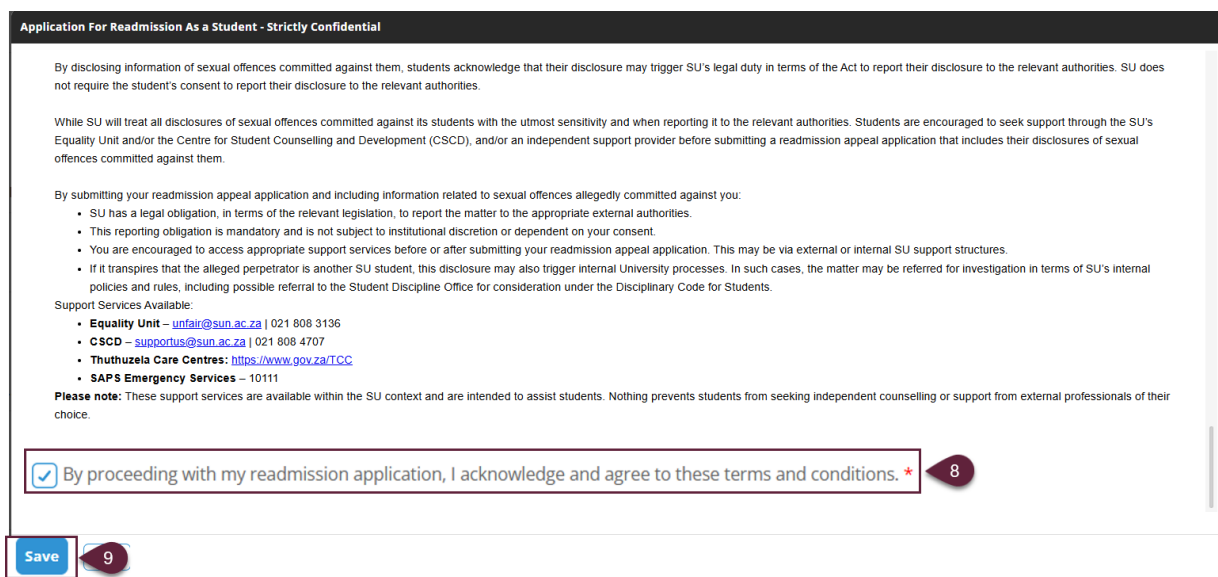
Request Reason/Remark: \*  
testing

**Fill Readmission Form** Withdraw Request

You are now back on the saved Readmission Request form and are able to make changes, upload documents and finalise your application.

When you are ready to submit the Readmission Request:

**STEPS 8 & 9:** Tick the box to **acknowledge and agree to the terms and conditions**. Then click on **Save**.



**Application For Readmission As a Student - Strictly Confidential**

By disclosing information of sexual offences committed against them, students acknowledge that their disclosure may trigger SU's legal duty in terms of the Act to report their disclosure to the relevant authorities. SU does not require the student's consent to report their disclosure to the relevant authorities.

While SU will treat all disclosures of sexual offences committed against its students with the utmost sensitivity and when reporting it to the relevant authorities. Students are encouraged to seek support through the SU's Equality Unit and/or the Centre for Student Counselling and Development (CSCD), and/or an independent support provider before submitting a readmission appeal application that includes their disclosures of sexual offences committed against them.

By submitting your readmission appeal application and including information related to sexual offences allegedly committed against you:

- SU has a legal obligation, in terms of the relevant legislation, to report the matter to the appropriate external authorities.
- This reporting obligation is mandatory and is not subject to institutional discretion or dependent on your consent.
- You are encouraged to access appropriate support services before or after submitting your readmission appeal application. This may be via external or internal SU support structures.
- If it transpires that the alleged perpetrator is another SU student, this disclosure may also trigger internal University processes. In such cases, the matter may be referred for investigation in terms of SU's internal policies and rules, including possible referral to the Student Discipline Office for consideration under the Disciplinary Code for Students.

Support Services Available:

- Equality Unit – [unfair@sun.ac.za](mailto:unfair@sun.ac.za) | 021 808 3136
- CSCD – [supportus@sun.ac.za](mailto:supportus@sun.ac.za) | 021 808 4707
- Thuthuzela Care Centres: <https://www.gov.za/tcc>
- SAPS Emergency Services – 10111

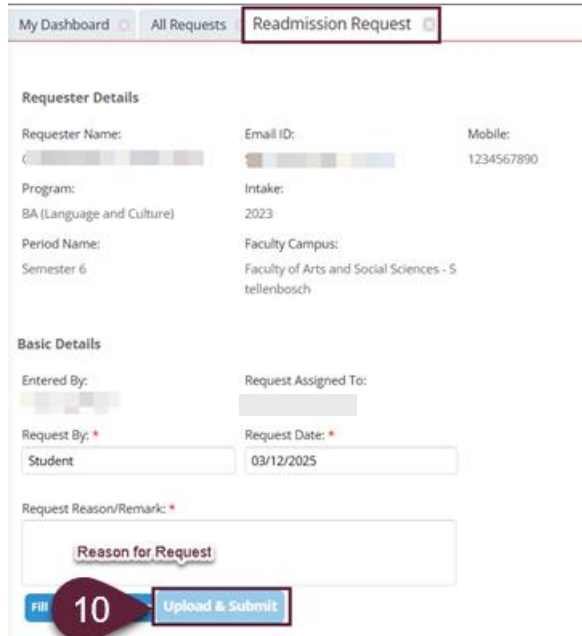
**Please note:** These support services are available within the SU context and are intended to assist students. Nothing prevents students from seeking independent counselling or support from external professionals of their choice.

☒ By proceeding with my readmission application, I acknowledge and agree to these terms and conditions. \*

**Save**

## How to view/edit Readmission requests on the Student Portal continued)

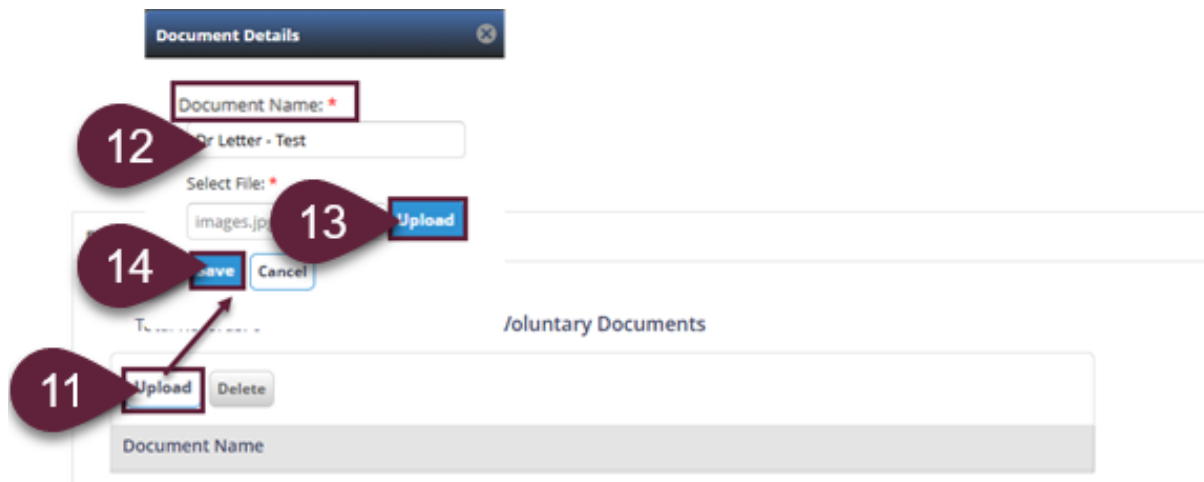
**STEP 10:** Once you have saved the application form, you will be reverted to the **Readmission Request** page. Click on **Upload & Submit**.



The screenshot shows the 'Readmission Request' form. At the top, there are tabs: 'My Dashboard', 'All Requests', and 'Readmission Request'. The form is divided into sections: 'Requester Details' and 'Basic Details'. The 'Requester Details' section includes fields for 'Requester Name', 'Email ID', 'Mobile', 'Program', 'Intake', 'Period Name', and 'Faculty Campus'. The 'Basic Details' section includes fields for 'Entered By', 'Request Assigned To', 'Request By', 'Request Date', and 'Request Reason/Remark'. At the bottom of the form, there is a blue button labeled 'Upload & Submit' with a callout '10' pointing to it.

The **Voluntary Documents** section opens below.

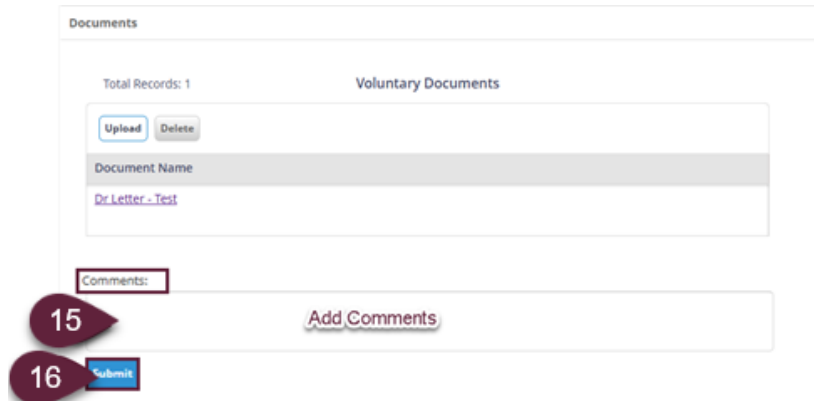
**STEPS 11 – 14:** Click on **Upload**. In the **Document Detail** pop-up screen, type the **Document Name**, click on **Upload** and select the file. When the file displays in the **Select File** field, click on **Save**.



The screenshot shows the 'Document Details' pop-up screen and the 'Voluntary Documents' section. The 'Document Details' pop-up has a 'Document Name' field, a 'Select File' field, and 'Upload' and 'Save' buttons. The 'Voluntary Documents' section has an 'Upload' button. Callouts 11 through 14 point to the 'Upload' button in the 'Voluntary Documents' section, the 'Document Name' field, the 'Upload' button in the 'Document Details' pop-up, and the 'Save' button in the 'Document Details' pop-up, respectively.

## How to view/edit Readmission requests on the Student Portal continued)

**STEPS 15 & 16:** After you have uploaded your document, use the **Comments** section to add any comments and click on the **Submit** button.



Documents

Total Records: 1

Voluntary Documents

Upload Delete

Document Name

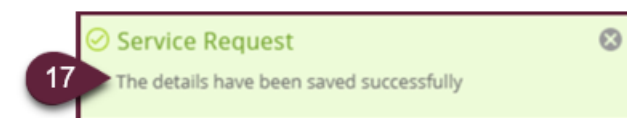
Dr Letter - Test

Comments:

15 Add Comments

16 Submit

**STEP 17:** You will receive a pop-up message indicating that the Service Request was saved successfully.



**Note:** Once the Readmission application has been submitted, it will be visible in the **All Requests** screen, and it will no longer be possible to make any changes to the Readmission application request.



All Request

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
SE 118905	Academic		BA (Language and Culture)	Default	Free Form	RegisterMe	13/02/2024		1	Closed		
SE 062301	Student		BA (Language and Culture)	Default	Other	Readmission Request	06/12/2025		10	Assigned		

In the **All Requests** search result section, your submitted Readmission Request will display **Assigned** as the Service Request Status.



**Note:** There can only be one active/open Readmission Request at a time.

**This is the end of Process 2: How to view/edit Readmission requests on the Student Portal.**

**This is the end of this User Guide: Applying for Readmission on the Student Portal.**

