



## APPLICATION GUIDE

(To be used in conjunction with enclosed Tariff Guide and Application Form)

### Purpose

The purpose of the Centre for the Evaluation of Educational Qualifications' (CEEQ's) evaluation function is to **compare foreign qualifications** with South African qualifications and to advise on the recognition of the foreign qualifications in South Africa in terms of the levels of the National Qualifications Framework (NQF).

The CEEQ's evaluation does **not** make provision for the assessment of the following:

- Qualifications obtained from South African education and training institutions, public or private, *unless they*
  - form the basis on which candidates were admitted to foreign postgraduate study, or
  - are submitted in combination with foreign school qualifications for purposes of upgrading the latter, or
  - are intended for use outside the borders of South Africa.

This includes qualifications obtained from South African providers who operate outside the borders of South Africa and qualifications obtained from foreign providers who are registered and accredited in South Africa under the provisions of the Higher Education Act.

- Qualifications issued by education and training institutions which are not officially recognised in the country of origin, or accredited according to the relevant provisions of that country.
- Short courses, in-service training, workshops / seminars and experiential learning (unless these form an integral part of a recognised national qualification in the country of origin).
- Prior learning acquired outside of a national system of education and training.

Clients are **requested not to submit documentation of the above nature** for evaluation.

However, depending on its capacity, SAQA will facilitate enquiries about issues related to learning that is excluded from the CEEQ's evaluation and make the necessary referrals.

### Legal status

SAQA has a **mandate** to evaluate qualifications in terms of section 7(5) of the SAQA Act, Act 58 of 1995.

The CEEQ's recommendations are intended as **general guidelines** and are **not binding** on other institutions (employers, professional councils, education and training institutions and the like). Such institutions should see the recommendations as a point of departure and as clarification of structural comparability, which allows them to embark on a further, context specific assessment taking content and/or learning outcomes into consideration.

## Principles and criteria

Evaluations are conducted as follows:

- Strictly according to the procedures, guidelines and conditions outlined in this document.
- *Bona fide*, with due regard to the relevant information available to the Centre for the Evaluation of Educational Qualifications (CEEQ).
- In accordance with the principles and criteria contained in the publication ***Criteria and Guidelines for the Evaluation of Foreign Qualifications***, which is available on the SAQA website ([www.saqza.org.za](http://www.saqza.org.za)). Alternatively, a hard copy can be obtained from the SAQA offices.

## Lodging an application

A proper and complete application will include the following:

- 👉 An **application form** (enclosed), fully completed and legible
- 👉 A complete set of **documentation** ( see page 3 of this document)
- 👉 **Payment, or proof of payment** (see enclosed **Tariff Guide**)

If any of the above is lacking, or does not comply with the requirements outlined in this document and in the application form, the evaluation process will not be activated and the application will be referred back to the applicant. The CEEQ will not be held responsible for the delay.

## Timelines and delays

The timelines indicated on page 3 of this document refer to the **minimum period** of time required, under fairly ideal circumstances, to process and complete various categories of applications and make results available.

Due to various factors beyond the control of SAQA, there is always a likelihood that the timelines may be exceeded. Clients should therefore take cognisance of the **possibility of delay** before lodging an application, but at the same time be assured that the CEEQ will do everything within its power to make results available within the relevant timelines, or as promptly afterwards as is possible. In the event of an extra-ordinary circumstance causing considerable delay, clients will be informed.

Factors beyond the control of SAQA include the following:

- **Lack of information** necessary to complete an evaluation, in which case such information normally has to be obtained from the country of origin of the qualification.

In the event of such an enquiry, please note that the finalisation of the evaluation is dependent on a reply from the source, as well as on the quality of the reply. The CEEQ cannot manage a delay in this regard. On receipt of a reply processing is, however, treated with the necessary urgency.

- **Available human and other resources** in the CEEQ temporarily do not at the time match the demand for the service.
- The nature of the qualifications submitted for evaluation requires **considerably more research and/or consultation** than usual.
- **Client related** factors, which clients can help avoid by following the following 10-point plan:

- 1 Make the necessary **enquiries before** lodging the application.
- 2 **Prepare applications** carefully and in accordance with the requirements as set out. Treat the section on documentation (page 4 of this document) and the Tariff Guide as checklists.
- 3 Ensure that the **application contains** a completed and legible **application form**, the appropriate **documentation** and **payment / proof of payment**.
- 4 **Make ample provision** for the meeting of your own deadlines, accounting for the closure of applications annually (between the end of November and the first full week in January of the next year) and unforeseen circumstances that could delay processing.
- 5 **Give clear instructions** to indicate whether evaluation results should be posted or will be collected, and whether they should be forwarded to third parties (in which case precise instructions must be provided). Space for instructions is provided on page 2 of the application form.
- 6 **Use the correct addresses** for SAQA as they appear on page 1 of this document and on page 2 of the application form.
- 7 **Do not fax or e-mail** applications. Documentation is likely to be of insufficient quality for evaluation purposes and the application will be discarded.
- 8 **Please do not call** repeatedly to check on progress. This interrupts valuable processing time.
- 9 Remember to **allow time for postage** after the expected date of completion, as this is not included in the timelines of the CEEQ.
- 10 If evaluation results are to be prepared for collection, **wait to be contacted** for collection. Please do not come for collection of results without prior notification from the CEEQ.

**Under the conditions outlined on page 2** of this document, timelines for the processing and completion of applications are as follows:

<p><b>Normal</b> application: A minimum of 30 (thirty) and up to 50 (fifty) working days</p>	<p><b>Note: working days</b> are days on which SAQA is open for business and exclude Saturdays, Sundays, public holidays and the annual recess in December / January. Details of the latter will be communicated to clients well in advance.</p>
<p><b>Urgent</b> application: A minimum of 15 (fifteen) and up to 25 (twenty five) working days</p>	
<p><b>Priority</b> application: A minimum of 5 (five) and up to 10 (ten) working days</p>	

In exceptional cases, applicants may approach the CEEQ per personal appointment for a 24 to 48 hour evaluation. This option is not generally available and will be considered by the CEEQ only on a special contract basis and at a substantially increased fee.

## Evaluation results

Evaluation results will be made available according to the client's instruction, by fax, mail or personal collection. Certificates of Evaluation will under no circumstances be e-mailed.

Qualification holders have a right to appeal against evaluation results. For a review to be considered, appeal must be made in writing and contain substantiating documentation of an official nature. After submission, a personal appointment can be made in advance with the evaluator concerned, or with the Head: CEEQ, should that be necessary. Appeals require a total review of all the available sources of information, after which the initial recommendations will either be adjusted or maintained. In the latter case, reasons for non-adjustment will be provided.

In exceptional cases the appeals process will include independent adjudication by academic and/or professional experts. Liability for costs incurred will be determined by the outcome of this process. Qualification holders will be expected at the start of the process to sign an undertaking of liability for costs should the outcome not be in their favour.

The processing of appeals will not necessarily be completed within the normal timelines as set out in this document, although all possible steps will be taken to ensure a prompt resolution.

## Documentation (use as a checklist)

General requirements		✓
1	To minimise the risk of loss of or damage to original qualification documents, copies of these are acceptable in most cases, but must be completely <b>legible and certified true copies</b> , preferably by a diplomatic office representing the country of origin of the qualification holder. Copies will be retained for record purposes. All original qualification documents (and only original documents) will be returned by registered mail.	
2	CEEQ reserves the right to request original documents and/or have the authenticity of documents verified by the relevant authorities in the countries of origin. If <b>falsified documents</b> are submitted, no evaluation will be issued, no refund will be made, the designees for the evaluation will be notified and the information shared with the relevant authorities and with any third parties that the evaluation results were intended for.	
3	Certificates in foreign languages must be accompanied by sworn translations into English. Note that both the <b>document in the original language and the translation</b> are needed.	
4	<b>Primary and secondary schooling:</b> <ul style="list-style-type: none"> <li>School leaving certificates / results must be issued by the <b>official examining bodies</b> in the countries of origin.</li> </ul>	
5	<b>Higher education:</b> <ul style="list-style-type: none"> <li>Complete and legible <b>academic records / transcripts / subject lists</b> are needed in respect of <u>all</u> higher education qualifications.</li> <li><b>Final certificates</b> must be submitted. If these are not available, an official statement (issued by the awarding body) must confirm <b>completion of all the requirements for the award</b> of the particular qualification, as well as the prospective date of the award.</li> <li><b>Postgraduate / other advanced qualifications</b> must be accompanied either by preceding qualifications, or the awarding institutions must officially state the grounds for admission to the programmes involved.</li> </ul>	
Specific requirements (this list is subject to change according to need)		✓
Angola	School certificates must endorsed (homologated) by the SA Embassy in Angola.	
Mozambique	School certificates must be endorsed by the Ministry of Education in Mozambique.	
DRC	School certificates must be accompanied at least by the <i>Bulletin</i> for the sixth year of schooling, and by the relevant <i>Extrait de Palmares</i> where possible.	
People's Republic of China	Copies of qualification documents (certificates and academic records) as issued by education institutions, must be certified by the Embassy of the PRC. The names on seals must be legible. Notarial certificates may be submitted in support of the above, but are not sufficient on their own.	

## Payment

Please refer to the enclosed **Tariff Guide**, which is also available at the **CEEQ helpdesk** (tel. 012 431 5064 / 012 431 5107) or on the **SAQA website** ([www.saqa.org.za](http://www.saqa.org.za)).