

## 1 Preamble

The South African Qualifications Authority (SAQA) is mandated by Section 13(1)(m) of the National Qualifications Framework (NQF) Act, 67 of 2008, to “**In respect of foreign qualifications, provide an evaluation and advisory service consistent with this Act**”.

Evaluation is a two-phased process followed by SAQA to:

- Verify foreign qualifications (authenticate the status of institutions and the qualifications offered by them, and investigate the authenticity of qualification documents and the awards made to individuals); and
- Compare foreign qualifications with South African qualifications, considering the structure and outcomes of the foreign qualifications, to locate them within the South African NQF.

The evaluation process is concluded by a decision to either recognise a qualification or *not* to recognise a qualification. If the qualification is recognised, SAQA issues a Certificate of Evaluation reflecting how that qualification is recognised in terms of the National Qualifications Framework

The service is provided on a non-profit, cost-recovery basis. SAQA, therefore, charges applicants a fee for evaluation and related services, which is reviewed annually and published on the SAQA website as a matter of course. The fee is payable in advance and proof of payment must be submitted as a part of each application.

**Evaluation fees are not refundable.** Refunds will only be made as per the scope below.

## 2 Purpose

The purpose of these guidelines is to outline the principles and rules governing refunds and cancellation.

## 3 Scope of refunds

Refunds apply only when:

- 3.1 Applications are cancelled before they are registered (subject to an administrative fee);
- 3.2 Double payments are made in error (subject to an administrative fee); and
- 3.3 When appeals are upheld (no administrative fee).

SAQA will not refund any monies it receives for the following:

- Non-compliant applications;
- Out-of-scope applications<sup>i</sup>
- Sub-parts of full qualifications; or
- Qualifications that do not meet the verification criteria

## 4 Cancellation

4.1 Requests to cancel applications with refunds will be considered *only* before the commencement of the evaluation process (including both verification and comparison). The normal administrative fee applying to refunds at the time will be charged.

4.2 In the event of a cancellation after registration of an application:

- No refund will be made;
- All monies paid to SAQA will be forfeited; and
- In the event of a new application being made, the required payment for such an application will apply as if it were the first application.

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<sup>i</sup> SAQA does not evaluate:

- Professional memberships or designations;
- Certificates based on a short course, in-service training, workshops or seminars, or experiential learning which does not form part of the requirements to obtain a qualification; or
- South African qualifications.