

PUBLIC NOTICE

SAQA's Service Transition: Important Update for the Public

The South African Qualifications Authority (SAQA) acknowledges, with sincere concern, the growing number of complaints received through various public platforms, in particular, from applicants seeking foreign qualifications evaluations.

We recognise the frustration, inconvenience, and uncertainty this has caused, and we wish to express our deepest regret and sincere apologies to all affected clients. SAQA fully accepts responsibility for these challenges and would like to assure its clients that the matter is receiving urgent and focused attention. We respectfully ask for patience as this complex process is stabilised.

Why these delays Occurred

SAQA is currently undergoing an extensive organisational transition, which includes significant change management and process modernisation. This transformation is designed to strengthen service delivery, improve efficiency and ensure long-term sustainability.

As part of this transition:

- SAQA is shifting from legacy operational practice to new organisational processes and ways of doing work.
- Several internal workflows and responsibilities are being re-aligned to enhance governance and service outcomes.
- The change management programme, while essential, has resulted in temporary disruptions as teams adapt to updated procedures, performance standards and new operational expectations.

These internal adjustments have contributed to slower processing times and affected turnaround times for certain services, including foreign qualification evaluations. Once again, SAQA accepts full responsibility for the delays that have arisen during this period of organisational change.

Dedicated complaints support for overdue applications.

We would like to assure the public that resolving these challenges is a top organisational priority. Dedicated teams are working to stabilise operations, strengthen capacity and streamline processes to restore services as quickly as possible.

Clients whose applications are in process are advised to visit the SAQA portal regarding their online application and track the status thereof. Those whose applications have exceeded the period of 90 working days are encouraged to email their concerns, together with their application reference numbers, to complaints@saqa.org.za. A dedicated team has been assigned to investigate these cases and provide timely progress and feedback. The applicant is still responsible for ensuring that the application and supporting documents required meet SAQA's requirements.

While these measures do not replace the system change process currently underway, SAQA believes that consistent, transparent communication with its clients will help restore confidence and ensure improved service engagement during this period.

SAQA remains committed to delivering reliable, fair, and efficient services and would like to thank all its clients for their understanding and continued cooperation.