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.

2 **Purpose**

The purpose of these guidelines is to outline the principles and rules to be considered when refunds are requested, or are seemingly due to applicants for the evaluation service, or when applicants wish to cancel applications. The guidelines should be read in conjunction with the standard operating procedures for refunds and cancellation.

3 **Scope**

The guidelines make provision for refunds of evaluation and related fees and the cancellation of applications for evaluation.

4 **Refunds**

4.1 Refunds will be considered *only* on the following grounds:

4.1.1 Excess payment of an amount bigger than the administrative fee (see 4.2)

4.1.2 Cancellation of applications on the grounds outlined in (5) below.

4.1.3 Submission of documents of the following nature, which do not fall within the scope of what SAQA evaluates and which cannot be located by DFQEAS within the South African NQF:

- 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
• Any other learning acquired outside of a national system of education and training
• South African qualifications

NOTE: No refunds will be considered when SAQA has performed the verification of a qualification and does not recognise a qualification and does not issue a Certificate of Evaluation, because:

• the awarding institution is not recognised / accredited within a national system;
• the awarding institution did not have the right to award the qualification in question, or the qualification is not a national qualification in the education system of a country;
• the documents are fraudulent, or could not be verified positively either by the authorities in the country of origin, or against national or institutional databases for that purpose administered by authorities in the country of origin.

4.2 An administrative fee as determined by SAQA will be payable in all cases where refunds are made.

5 Cancellation

5.1 Requests to cancel applications will be considered only before registration of such applications.

5.2 A cancellation fee of 50% of the total amount paid to SAQA will be charged.