

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 either requested by, or are evidently due to applicants for the evaluation service, as well as when applications are cancelled. The guidelines should be read in conjunction with the standard operating procedures for refunds.

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 current administrative fee (see 4.2)

4.1.2 Cancellation of applications in accordance with the principles 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
- 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, due to one or more of the reasons stated below:

- The awarding institution is not recognised / accredited according to the criteria stated in the *Policy and Criteria for Evaluating Foreign Qualifications within the South African NQF*;
 - The awarding institution did not have the right to award the qualification in question, or the qualification does not meet the criteria stated in the *Policy and Criteria for Evaluating Foreign Qualifications within the South African NQF*;
 - The award is found to be misrepresented, because it 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; and
 - The documents are found to be misrepresented, either because they are inconsistent with the information secured through the verification of the award, or they show signs of tampering or deviation from standard formats known to SAQA.
- 4.2 An administrative fee as determined by SAQA will be payable in all cases where refunds are made. This administrative fee is revised by SAQA from time to time and implemented after Board approval.
- 4.3 Approved fees will be published together with all other fees related to the evaluation of foreign qualifications.

5 Cancellation

- 5.1 Requests to cancel applications will be considered *only* before commencement of the evaluation process (including both verification and comparison). The normal administrative fee applying to refunds at the time will be charged.
- 5.2 Requests other than those provided for in 5.1 above will be considered where neither any part of the process, nor the outcome of any part of the process will be compromised by the cancellation. In the event of a cancellation under these conditions:
- 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 a first application.