Processing times and delays

Processing time refers to the time required to process and finalise applications and to make results available.

Processing time does not include the time during which an application is on its way to SAQA, or results are on their way back to the applicant. The turnaround time is calculated from the date of receipt of a complete and compliant (which means a registered application that has passed screening and received a reference number) application up to and including the release of results.

SAQA strives to complete the evaluation process within the period **90 calendar days** from the date of receipt of a complaint application.

SAQA does not accept responsibility for delays caused by non-compliant applications (applications that do not meet our application requirements as per our stipulated guideline).

Turnaround time is significantly influenced by the process to verify qualification awards, with specific reference to the time it may take foreign awarding bodies to respond to the SAQA request for the verification of the qualification award and the accreditation status of an institution.

If SAQA requires additional documentation or information from you, be sure to respond promptly.