



AUTHENTICATION  
SERVICES:  
FOREIGN  
QUALIFICATIONS  
CLIENT PORTAL



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## DOCUMENT CONTROL

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## 1 Introduction

Welcome to the SAQA online portal for the application of the evaluation for a foreign qualification. The application process is informed by the SAQA Policy and Criteria for the Evaluation of Foreign Qualifications within the SA NQF (2024).

The SAQA Automation System is aimed at streamlining both the operations of the Client & Authentication Services Unit (Foreign) at the South African Qualifications Authority (SAQA). This document serves as a user manual for the Client Portal.

## 2 Background context and some definitions

To provide some context to the process it is also important to define some context which you may come across in your application process.

Glossary of terms related to the process of evaluating a foreign qualification. (a more comprehensive list of definitions can be found in the SAQA Policy and Criteria for the Evaluation of Foreign Qualifications within the SA NQF (2024))

**“Accreditation”** means the process followed by a competent recognition authority or quality assurance body to recognise a legally established institution as having the capacity to offer a qualification or part-qualification at the required standard; and/or to approve a learning programme as meeting the required standard.

**“Authenticity”** in relation to a foreign qualification, means a qualification or part-qualification that is lawfully obtained from a foreign country and is evaluated by SAQA in terms of the NQF Act.

**“Comparison”** means the process of comparing foreign qualifications with registered South African qualifications, considering the structure and outcomes of foreign qualifications, and locating them within the South African NQF.

**“Evaluate”** means the process followed by SAQA to verify the authenticity of a foreign qualification and compare it with a South African qualification for placement within the South African NQF, and evaluation has a corresponding meaning.

**“Foreign Institution”** means a foreign juristic person offering or issuing an authentic qualification or part-qualification in a country outside South Africa.

**“Foreign qualification”** means a qualification that either: (1) forms an intrinsic part of an education and training system other than South Africa and is awarded by an institution that is accredited or recognised in that system, in accordance with the relevant laws, policies or generally accepted practice; or (2) meets other specific criteria as determined and published by SAQA.

**“Foreign Qualification Recognition Value Chain”** means the various recognition responsibilities, undertaken by competent South African authorities, to recognise a foreign qualification for specific purposes.

**“Misrepresentation”** means an intentional or unintentional incorrect statement of fact or law, or a perversion or distortion of the truth, made by a person (natural or juristic) in writing, or orally, which relates to an application for the evaluation of a foreign qualification, including any false representation contained on the foreign qualification certificate.

**“Qualification holder”** means the person whose qualifications were evaluated by SAQA and whose name and birth date appear on the SAQA Certificate of Evaluation.

**“Recognition decision (regarding a foreign qualification)”** means the outcome of the evaluation of a foreign qualification conducted in terms of the *SAQA Policy and Criteria for Evaluating Foreign Qualifications within the South African NQF*; on whether to recognise that a qualification is authentic.

**“Recognition of a foreign qualification”** means the formal acceptance of a foreign qualification that meets the requirements as set out in the Policy and Criteria for evaluating foreign qualifications.

**“Revocation”** means the withdrawal of a prior decision by SAQA to recognise a foreign qualification and the action taken to invalidate, annul, cancel, or rescind a SAQA Certificate of Evaluation, to render such a certificate to have no legal status and effect.

**SAQA Certificate of Evaluation (SCoE)** means a certificate issued by SAQA indicating the authenticity of a foreign qualification and its placement on the South African NQF (hereafter referred to as SCoE.)

**“Stage 1 Appeal decision”** means the decision taken in relation to an appeal against the original recognition decision.

**“Stage 2 Appeal decision”** means the decision taken in relation to an appeal against the decision of the Appeal Panel.

**“Verification of a foreign qualification”** means the process followed by SAQA to determine the authenticity of a foreign qualification. Verification includes authenticating the status of institutions and the qualifications offered by them, investigating the authenticity of qualification documentation, and verifying that the qualification was awarded to the individual in question.

It is important to note when you engage in an application that”

- SAQA evaluates the foreign qualification underlying a professional designation and not the professional designation itself.
- SAQA has a zero-tolerance approach to fraudulent and corrupt practices. Any attempts to bypass standard procedures, or influence either the process or outcome of the evaluation of foreign qualifications, must be refused and reported to the relevant authorities.

### 3 SAQA Helpdesk

Should you require any assistance or further guidance with the SAQA Client Portal in your application for the evaluation of a Foreign Qualifications, please do not hesitate to contact the SAQA Client Services desk by email: [dfqeas@saqa.org.za](mailto:dfqeas@saqa.org.za) or by telephone number 012 431 5000. If your username is forgotten, you need to contact SAQA to submit the details to you via the email address used on your profile.

## 4 Uploading documents to the SAQA Portal

In uploading a file like a copy of an Identify Document or a qualification document can be uploaded on the SAQA Portal in the following formats, i.e. PDF, JPEG and TIF, Please Note that the size of the document that can be uploaded is restricted to a maximum size of 5MB.

## 5 Client Portal

The user is required to follow the steps outlined to create a user profile and password. The user will be required to create a password when the system is accessed for the first time.

### **Password rules:**

The password will need to adhere to the following requirements:

Password must be at least 8-12 characters Long. Must contain at least 1 numeric value, 1 special character and 1 upper case character.

Should the user forget the password, access the link “Forgot Password” on the landing page and a new password will be send to the user by email from SAQA.

### **Security and passwords:**

As in any other system it is of the utmost importance that the user account details are kept confidential, especially so the password.

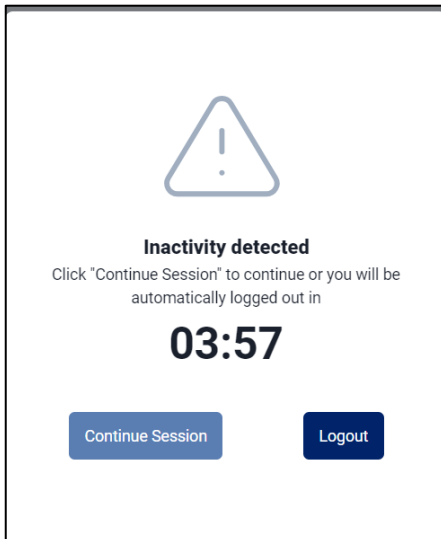
A user must not at any point in time share his/her system user password with another user as this may lead to changes that are unauthorized.

To access and utilise the client portal, you will need to register a new individual profile before proceeding to create an application. The next sections give a step-by-step guide on how to access the portal from the SAQA website and subsequently create a profile.

### **Inactivity of user on the system:**

After 10 Minutes of no activity on SAQA Portal the user logged in status will be logged out. It may seem that you are still logged in, but in saving information and engaging in information, you will not get the desired output.

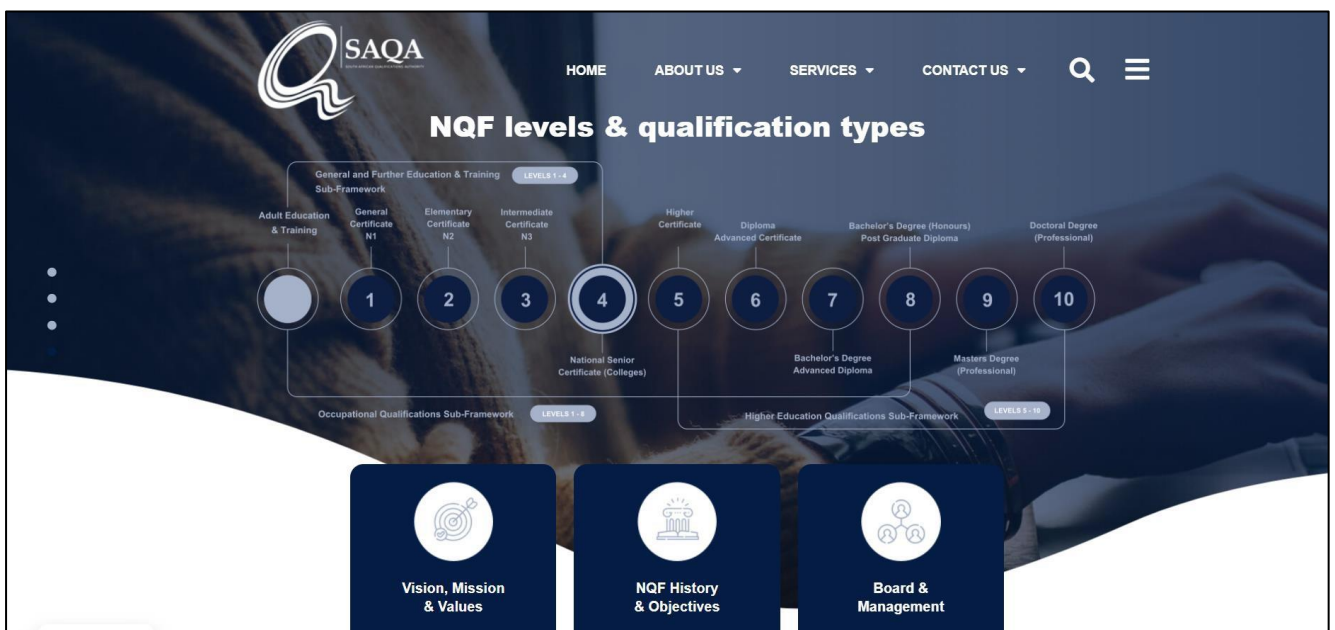
Once this happens the user will be warned via the following screen.



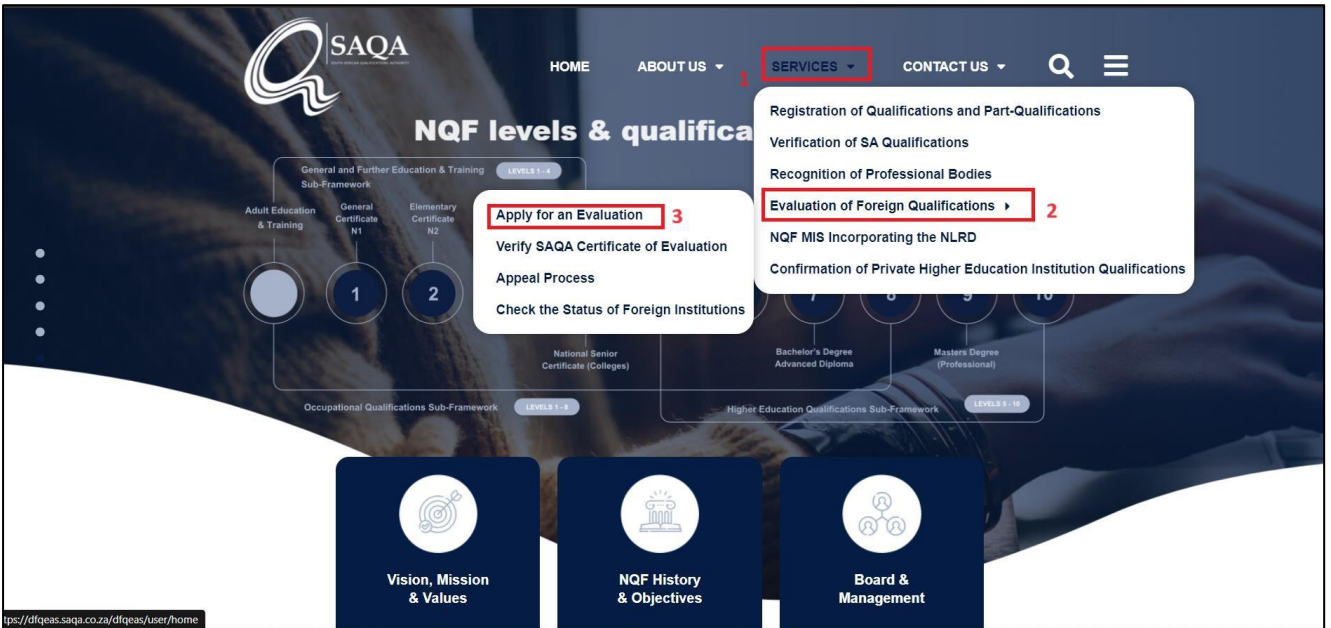
## 6 Accessing the Portal

**TIP:** Get to know the screen layouts of the SAQA Client Portal and process flow to assist in your application.

- i. Begin by accessing the SAQA Website with the link <https://www.saqa.org.za>



- ii. Select Services from the website menu, then choose **Evaluation of Foreign Qualifications**, and click on **Apply** for an Evaluation. You will be then redirected to the Client portal of the automated system as shown below.

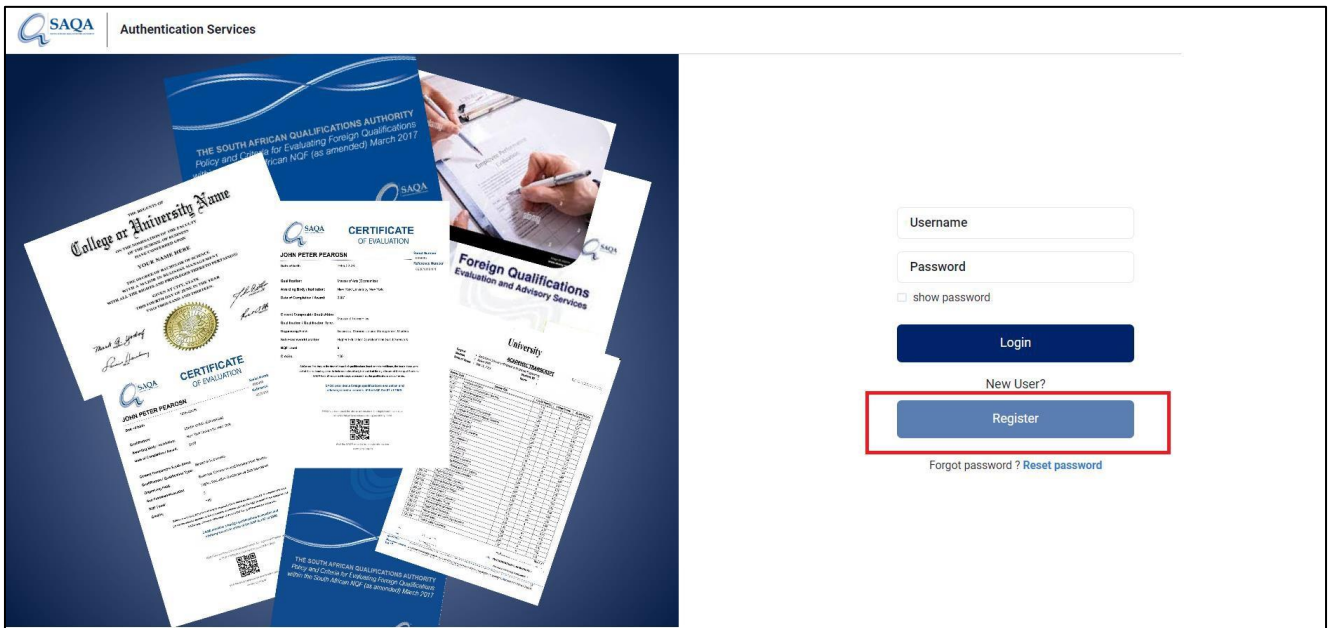


- iii. The landing page of the client portal system enables you as the client to register a new account, log in if you are already registered, or reset your password should you have forgotten your password.

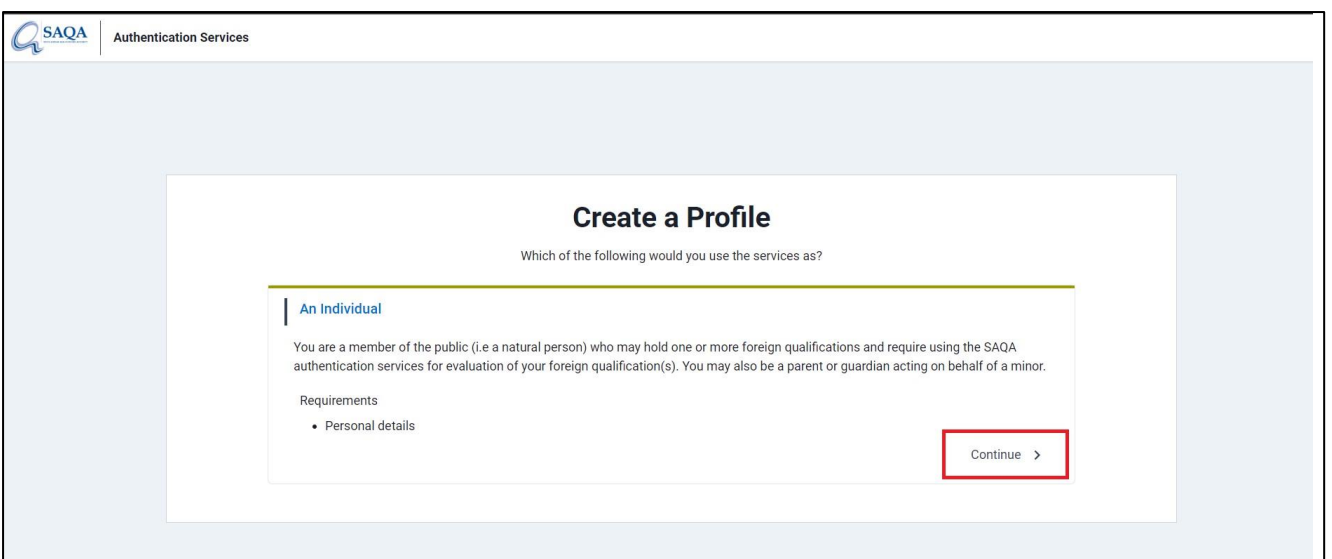


## 6.1. Registration

- iv. To begin the registration process, click on the **Register** button as highlighted below, you will then be navigated to the **Create a Profile** page.



- v. Once on the **Create a Profile** screen, click on continue which will redirect to the sign-up screen.



- vi. Capture all the required fields (i.e. Email Address, Phone Number, Username, and Password), read and accept the terms and conditions.

### Sign Up

To use the Qualifications Authentication & Evaluation services

South Africa +27

Use email as username

Your password should be at least 8 characters long, should contain at least one uppercase letter, one number and one special character.

show password

I understand and accept the [general terms](#).

- vii. Upon capturing your personal details, the system also conducts a Cloudflare human verification security check.
  - Poor internet connection could lead to errors from Cloudflare verification, if user gets error, they should click on the Cloudflare icon to do another verification

## Authentication Services

Note: Double spaces may not be allowed in some fields.

astestuser@yahoo.com

South Africa +27   
0783168709

Use email as username

Your password should be at least 8 characters long, should contain at least one uppercase letter, one lowercase letter, one number and one special character.


●●●●●●●●

●●●●●●●●

show password

I understand and accept the [general terms](#).

✓Success!

Privacy • Terms

Cloudflare verification

- viii. After entering your details and completing the Cloudflare authentication, clicking the sign-in button will prompt the system to request an OTP pin. This pin will be sent to the email address associated with your registered profile.

Use email as username


*Your password should be at least 8 characters long, should contain at least one uppercase letter, one lowercase letter, one number and one special character.*

Password\*  
●●●●●●●●

Confirm password\*  
●●●●●●●●

show password

I understand and accept the [general terms](#).

Success!  [Privacy](#) • [Terms](#)

**Sign up**

Cancel

After successfully entering personal details press profile sign up.

- After pressing 'Sign Up,' an OTP popup will appear, and the code will be sent to the client's email. The client should enter the OTP and press 'Submit.' Please note, the OTP is valid for only 5 minutes. If the time expires, the client should click the 'Resend OTP' button

### OTP Verification

A One-Time Password (OTP) has been sent to your email address **zakes@coderampage.com** and will only be valid for the next 5 minutes.

*If you cannot find the OTP in your **Inbox** email folder, please check your **Spam/Junk** folder.*

OTP\*

Re-send OTP

Cancel **Submit**

Button to re-send OTP if it is not in client email.

Submit button after submitting OTP.

- ix. After successfully signing up, you will be redirected to the **Create a profile** page. Capture all the required fields before proceeding to confirm the profile. After all fields have been captured, click **next** to confirm the details.

### Create a Profile

① Personal Details    ② Confirm

Surname  
Sibanda

Name(s)  
Dumisani

I have a previous name/surname

Identity type:  
 SA ID     Passport     Refugee/Asylum

SA ID Number  
8406211161089

Country of Origin  
South Africa

Gender:  
 Male     Female     Non-binary

Email address\*  
dumisani@makhongele.co.za    + Add alternative email

South Africa +27    Phone number\*  
0662322541    + Add alternative phone number

Residential address

Search for your address    Use Current Location

Address Line 1  
1067 Arcadia Street

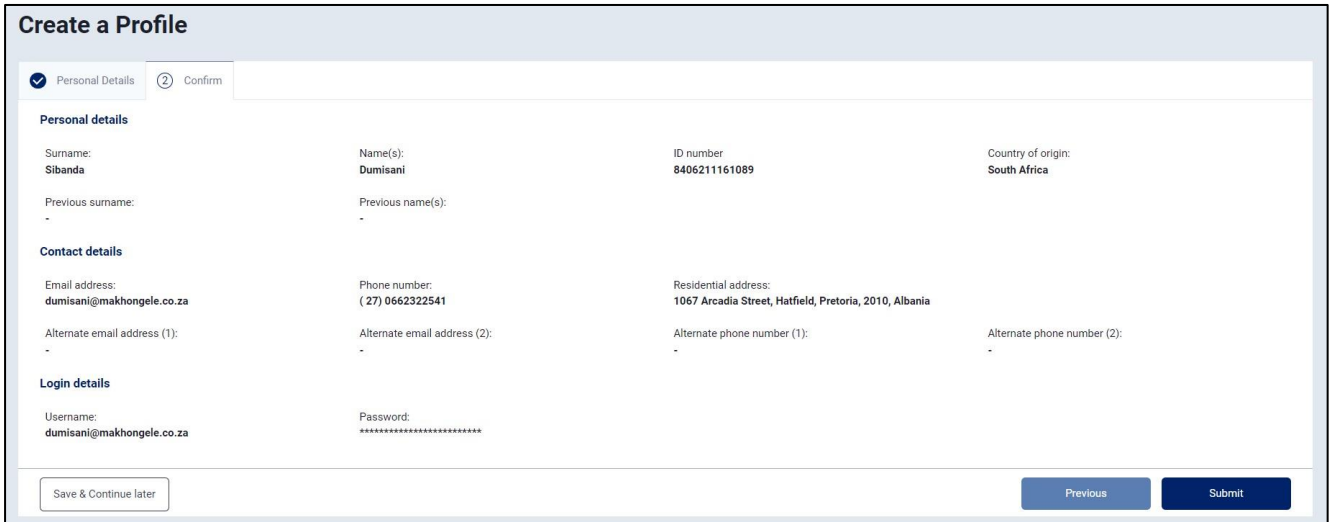
Address Line 2  
Hatfield

City  
Pretoria    Postal Code  
2010

Country  
Albania

Save & Continue later    **Next**

- x. Click the **submit** button to confirm



**Create a Profile**

Personal Details 2 Confirm

**Personal details**

Surname: **Sibanda**      Name(s): **Dumisani**      ID number: **8406211161089**      Country of origin: **South Africa**

Previous surname: -      Previous name(s): -

**Contact details**

Email address: **dumisani@makhongele.co.za**      Phone number: **(27) 0662322541**      Residential address: **1067 Arcadia Street, Hatfield, Pretoria, 2010, Albania**

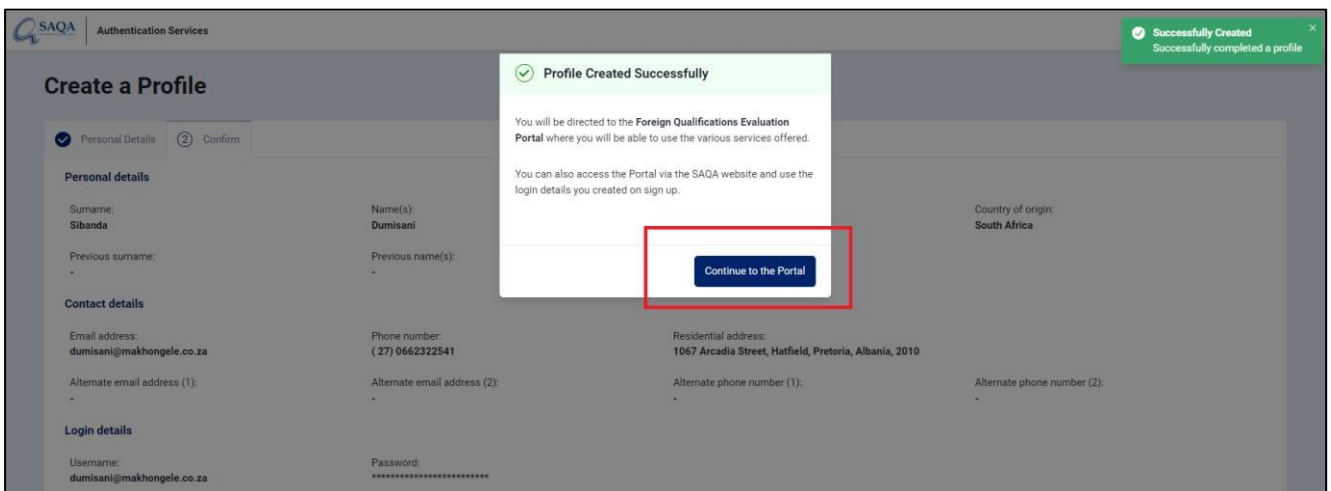
Alternate email address (1): -      Alternate email address (2): -      Alternate phone number (1): -      Alternate phone number (2): -

**Login details**

Username: **dumisani@makhongele.co.za**      Password: \*\*\*\*\*

Save & Continue later      Previous      Submit

- xi. Once submitted, you will be notified of the successful profile creation, Click “Continue to Portal” to proceed to the client portal.



SAQA Authentication Services

**Create a Profile**

Personal Details 2 Confirm

**Personal details**

Surname: **Sibanda**      Name(s): **Dumisani**      Country of origin: **South Africa**

Previous surname: -      Previous name(s): -

**Contact details**

Email address: **dumisani@makhongele.co.za**      Phone number: **(27) 0662322541**      Residential address: **1067 Arcadia Street, Hatfield, Pretoria, Albania, 2010**

Alternate email address (1): -      Alternate email address (2): -      Alternate phone number (1): -      Alternate phone number (2): -

**Login details**

Username: **dumisani@makhongele.co.za**      Password: \*\*\*\*\*

**Profile Created Successfully**

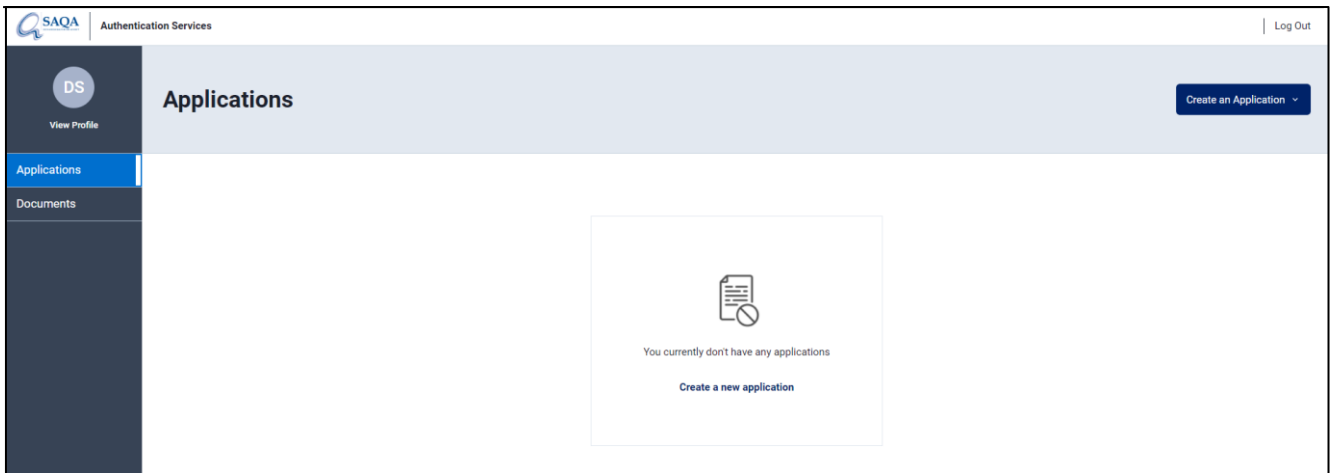
You will be directed to the **Foreign Qualifications Evaluation Portal** where you will be able to use the various services offered.

You can also access the Portal via the SAQA website and use the login details you created on sign up.

**Continue to the Portal**

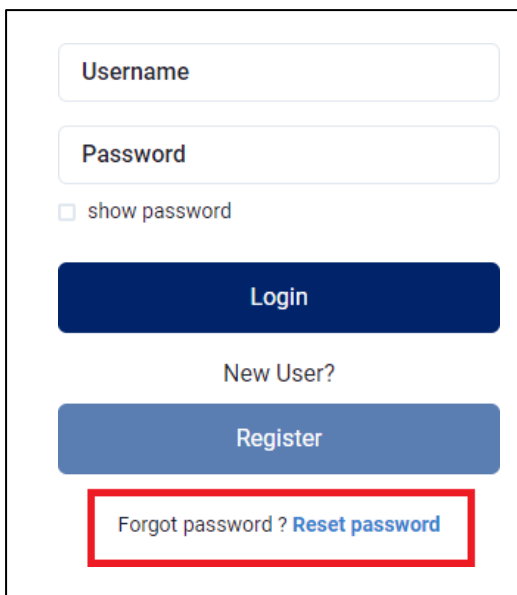
Successfully Created  
Successfully completed a profile

- xii. Once on the Client portal, you will have the option to perform the following actions:
  1. View Profile
  2. View Documents
  3. Create an application



## 6.2. Reset Password

- i. To reset your password, begin by clicking the **Reset password** link from the login screen.



Username

Password

show password

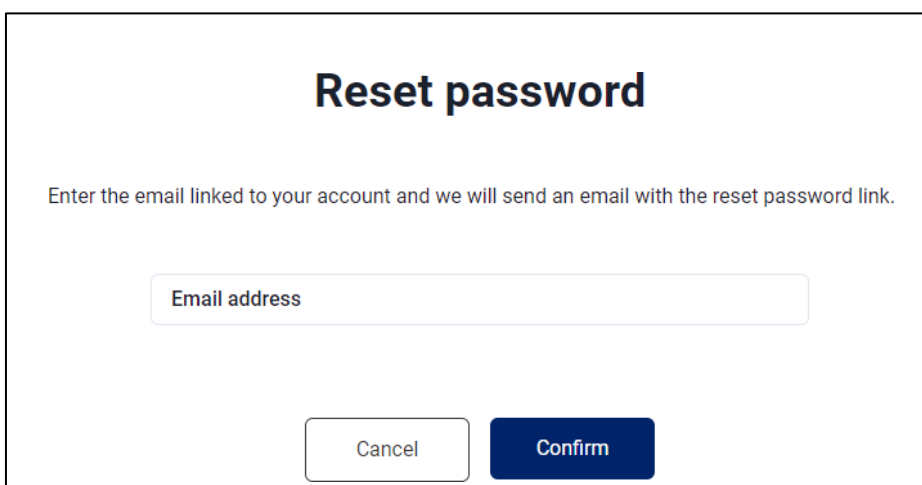
Login

New User?

Register

Forgot password ? [Reset password](#)

- ii. Capture the email address used to create your profile, where the password reset link will be sent.



### Reset password

Enter the email linked to your account and we will send an email with the reset password link.

Email address

Cancel Confirm

- iii. The system will send a password reset link email to the email address provided. You will also receive a successful prompt on the screen.

## Reset password

Enter the email linked to your account and we will send an email with the reset password link.

**Check your email inbox for the reset password link.**

**Note: Please remember to check your junk mailbox.**

- iv. Clicking the link will redirect you to the portal, where you can set a new password.

Dear Client,

**Reset Password**

Please click the below link to reset your password, the link will be valid for 1 day:

[CLICK HERE TO RESET PASSWORD](#)

Thank you  
Authentication Services

**SAQA'S MISSION**

*To ensure the development and implementation of a National Qualifications Framework which contributes to the full development of each learner and to the social and economic development of the nation at large*

Postnet Suite 248  
Private Bag X06  
Waterkloof 0145  
SAQA House  
1067 Arcadia Street  
Hatfield 0083  
Tel (+27 12) 431 5200  
Website: [www.saqa.org.za](http://www.saqa.org.za)  
[foreignawards@saqa.co.za](mailto:foreignawards@saqa.co.za)

- v. Capture the new password you would like to use for your profile login. You will be expected to capture the new password twice as confirmation. The system also allows you to view the password by clicking on the show password radio button.

## New Password


Enter your new password, and confirm your new password.


show password

Cancel

Confirm

- vi. After successfully changing your password, you will be redirected to the login screen to log in with your new login credentials, you will also be notified on the screen of the successful password reset.

Authentication Services



✔ Password changed✕

You have successfully changed your password.

show password  

Login

New User?

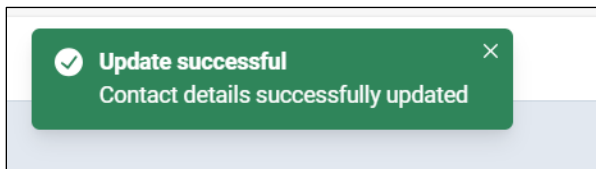
Register

[Forgot password ?](#) [Reset password](#)

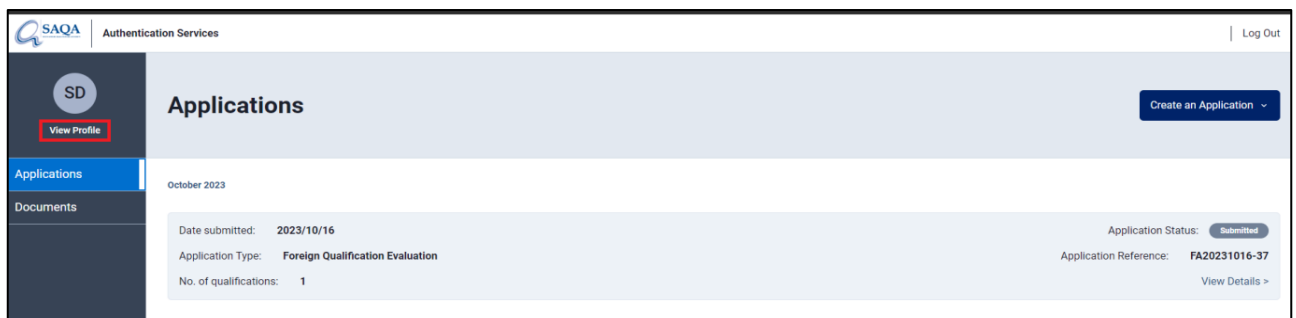
### 6.3. View and Edit Profile

It is important to note that once your profile is set up and a qualification application is submitted, the user cannot update details for the qualification submitted.

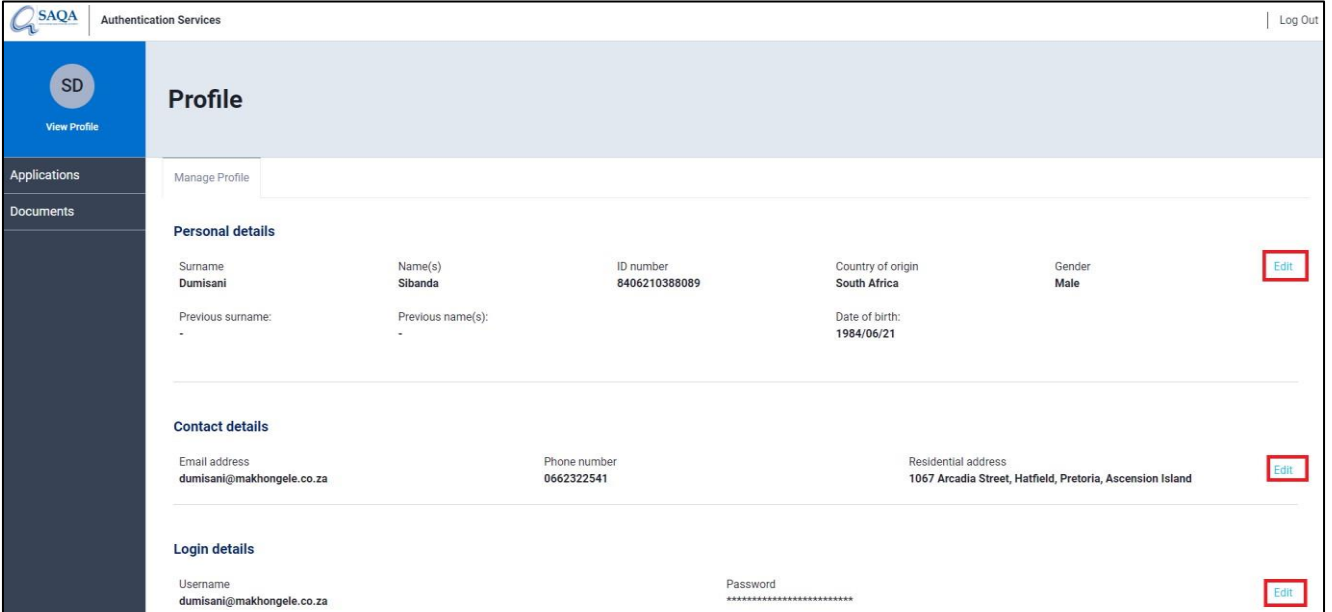
If a second application is submitted, the user can update their profile, and the information related to the new application will reflect those changes. While updating the email address is allowed, if the user ID is set as the email address, the original email provided during registration will be required for login



- i. To view and edit your profile, click on the **View Profile** link from the applications dashboard screen



- ii. To edit any of the information on your profile, click on the **edit** button on the section you would like to edit.



SAQA Authentication Services | Log Out

**Profile**

Manage Profile

**Personal details**

Surname Dumisani	Name(s) Sibanda	ID number 8406210388089	Country of origin South Africa	Gender Male	<a href="#">Edit</a>
Previous surname: -	Previous name(s): -		Date of birth: 1984/06/21		

**Contact details**

Email address dumisani@makhongele.co.za	Phone number 0662322541	Residential address 1067 Arcadia Street, Hatfield, Pretoria, Ascension Island	<a href="#">Edit</a>
--	----------------------------	--	----------------------

**Login details**

Username dumisani@makhongele.co.za	Password *****	<a href="#">Edit</a>
---------------------------------------	-------------------	----------------------

- iii. Proceed to **edit** or **add** information and click on the **save** button to keep the changes. Alternatively, click on the **cancel** button to exit.

### Contact details ✕

Email address\*  
 [+ Add alternative email](#)

South Africa +27  [+ Add alternative phone number](#)

**Residential address**

Address Line 1

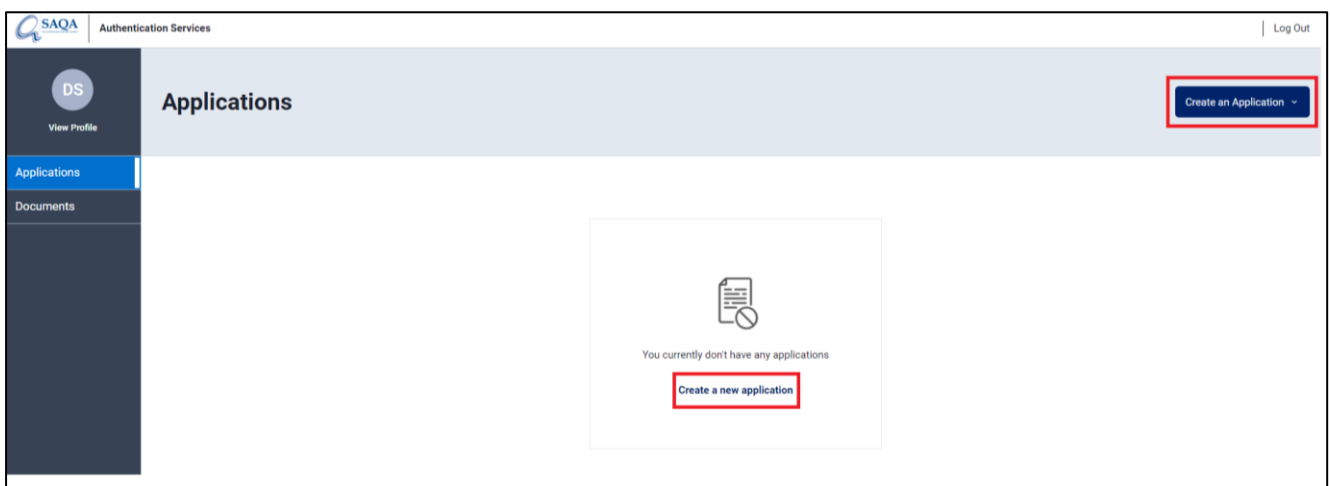
Address Line 2

City  Postal Code

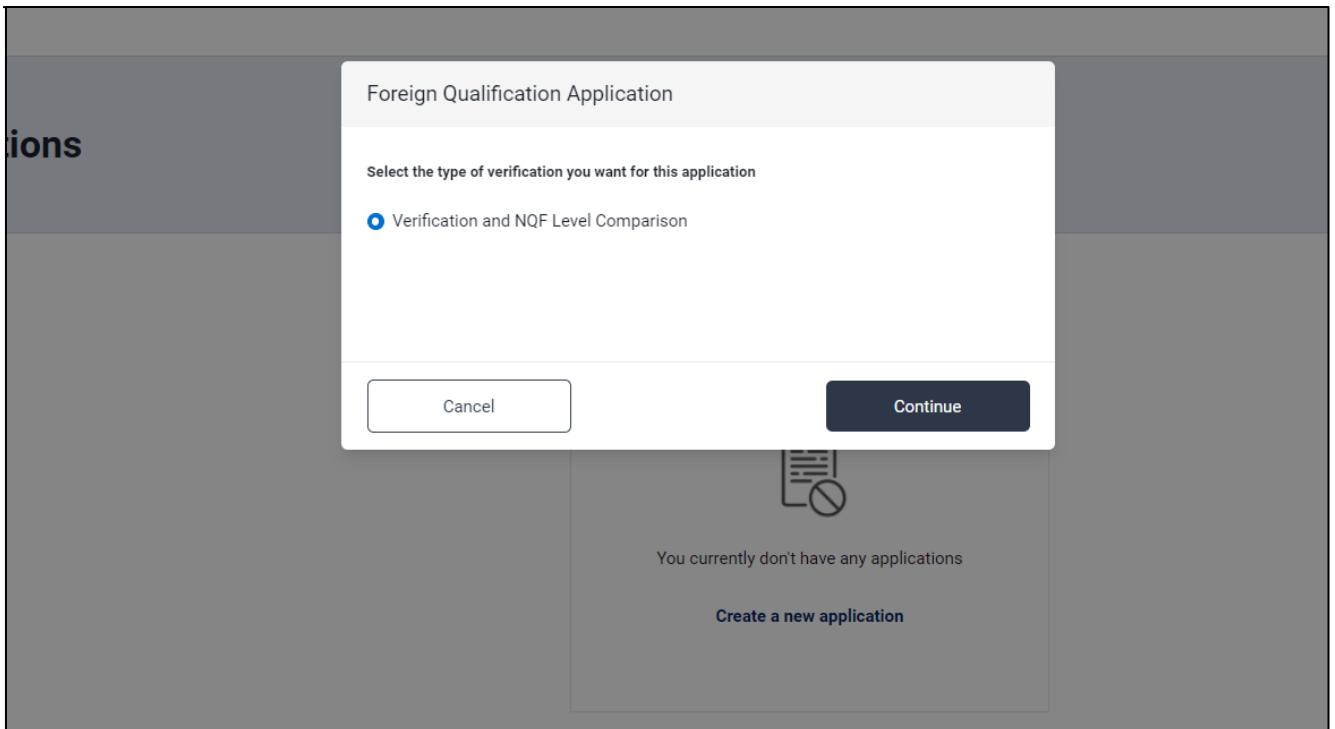
Country

## 6.4. Create and submit applications for an individual

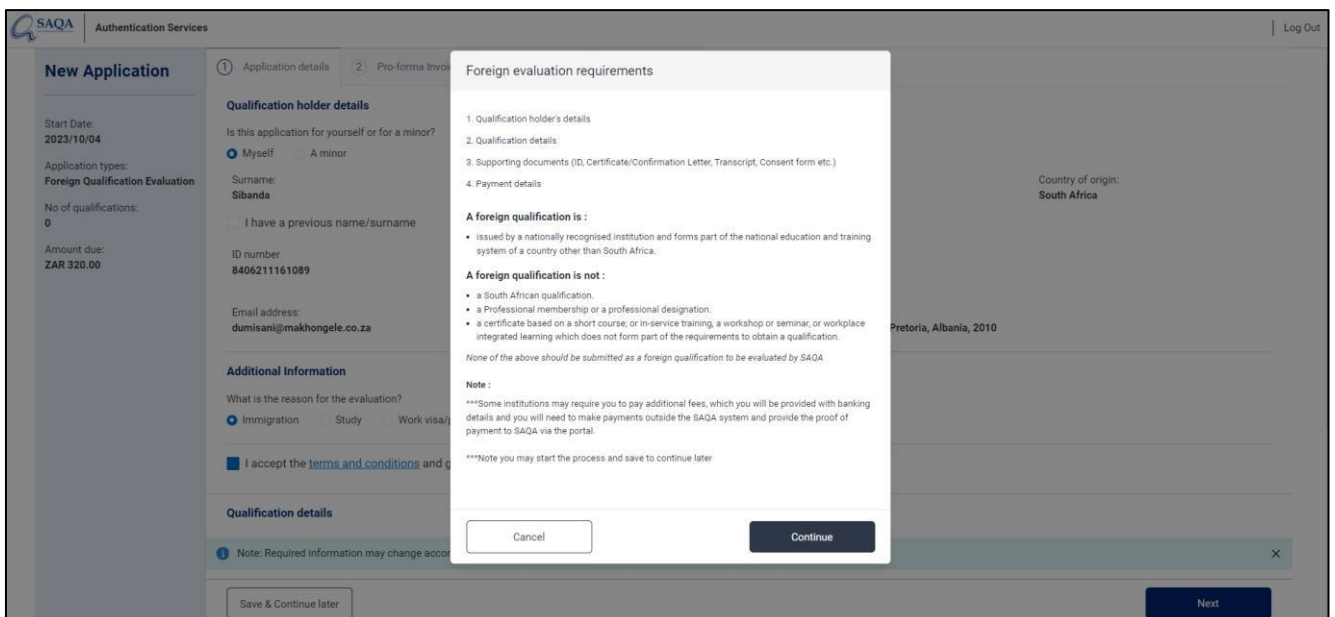
- i. To create an application, click on the **Create Application** buttons as highlighted below



- ii. You will be then prompted to select the type of verification; the list is currently limited to one verification type. Click on the **Continue** button to proceed with the application.



- iii. Read through the important notes in the pop-up and click **Continue** to proceed with the application.



## 6.5. Create and submit applications for an individual

- i. You will be able to create an application as an **individual** or **minor**. This section depicts the steps to create an application for an individual.
- ii. You will now land on the qualification holder details screen with all the fields pre-populated as per the details from the profile.

SAQA Authentication Services Log Out

### New Application

Start Date: 2023/10/04  
Application types: Foreign Qualification Evaluation  
No of qualifications: 0  
Amount due: ZAR 320.00

1 Application details 2 Pro-forma Invoice 3 Payment Details 4 Confirmation

#### Qualification holder details

Is this application for yourself or for a minor?  
 Myself  A minor

Surname: Sibanda Name(s): Dumisani Date of birth: 1984/06/21 Country of origin: South Africa

I have a previous name/surname

ID number: 8406211161089 Country of origin: South Africa

Email address: dumisani@makhongele.co.za Cellphone number: 27 0662322541 Residential address: 1067 Arcadia Street, Hatfield, Pretoria, Albania, 2010

#### Additional Information

What is the reason for the evaluation?  
 Immigration  Study  Work visa/permit  Other

I accept the [terms and conditions](#) and give consent for the use of my details to verify my qualification

- iii. Select the reason for the evaluation, accept the terms and conditions then proceed by clicking on the **Add Qualification** button as highlighted.

SAQA Authentication Services Log Out

### New Application

Start Date: 2023/10/04  
Application types: Foreign Qualification Evaluation  
No of qualifications: 0  
Amount due: ZAR 320.00


1 Application details 2 Pro-forma Invoice 3 Payment Details 4 Confirmation

What is the reason for the evaluation?  
 Immigration  Study  Work visa/permit  Other

I accept the [terms and conditions](#) and give consent for the use of my details to verify my qualification

#### Qualification details

Note: Required information may change according to the country where the qualification was obtained



Save & Continue later Next

- iv. Capture all required application details and upload the required documents as shown on the screen. Should an institution or qualification not be available on the dropdown list, select the "other" option and manually type in the institution and/or the qualification name in the fields provided.

### Qualification details

Country  
Select Country

Institution  
Select Institution

Qualification  
Select Qualification

Year obtained (YYYY)

Certificate status  
 Completed - certificate issued  Completed - pending certificate issue  Not Applicable

Certificate number (optional)

Name (on certificate) qualification

Surname (on certificate) qualification

Upload required Documents

Please note: max file upload size is 5Mb. You can add any other documents not listed below in the "Other" field.  
Supported file formats include: png, jpeg, pdf, doc, docx

Identity document  
Upload identity document here

Please download the Consent Form using this [link](#)

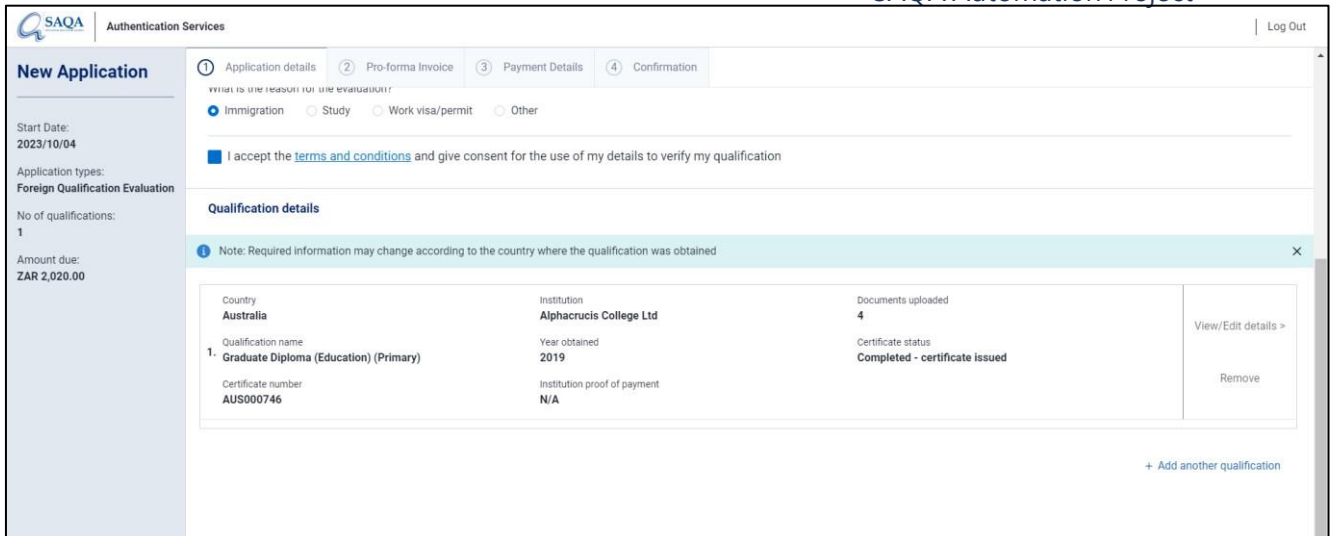
Consent form  
Upload consent form here

Certificate/Confirmation Letter  
Upload certificate/confirmation Letter here

Transcript  
Upload transcript here

Other  
Upload other supporting documents here

- v. After all qualification details have been successfully captured and the confirm button is clicked, the qualification will be added to the application, and you will be redirected back to the **Add Qualification** screen.



**SAQA Authentication Services** | Log Out

**New Application**

Start Date: 2023/10/04  
Application types: Foreign Qualification Evaluation  
No of qualifications: 1  
Amount due: ZAR 2,020.00

1 Application details 2 Pro-forma Invoice 3 Payment Details 4 Confirmation

What is the reason for the evaluation?  
 Immigration  Study  Work visa/permit  Other

I accept the [terms and conditions](#) and give consent for the use of my details to verify my qualification

**Qualification details**

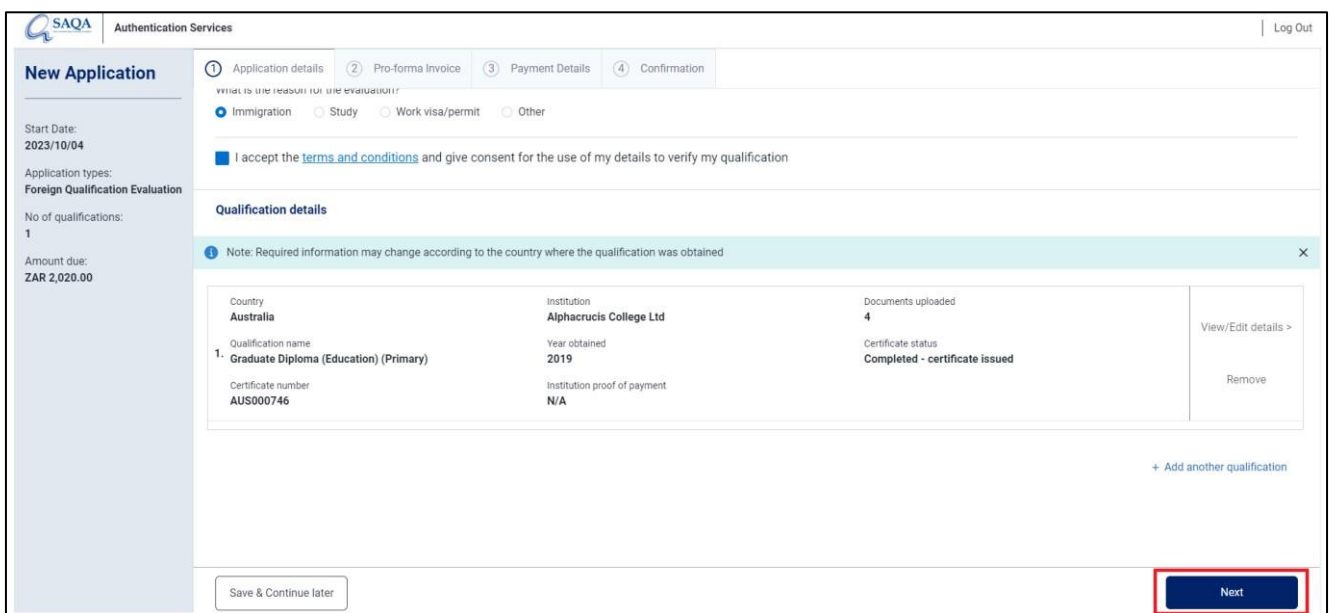
Note: Required information may change according to the country where the qualification was obtained

Country <b>Australia</b>	Institution <b>Alphacrucis College Ltd</b>	Documents uploaded <b>4</b>	View/Edit details >  Remove
1. Qualification name <b>Graduate Diploma (Education) (Primary)</b>	Year obtained <b>2019</b>	Certificate status <b>Completed - certificate issued</b>	
Certificate number <b>AUS000746</b>	Institution proof of payment <b>N/A</b>		

+ Add another qualification

vi. To add another qualification to the application, click on **Add Another Qualification**, and you will be redirected to the qualification details screen. Follow the same steps as above to add another Qualification to the application.

vii. Once all qualification(s) are added to the application. Click the **Next** button to proceed to the next step



**SAQA Authentication Services** | Log Out

**New Application**

Start Date: 2023/10/04  
Application types: Foreign Qualification Evaluation  
No of qualifications: 1  
Amount due: ZAR 2,020.00

1 Application details 2 Pro-forma Invoice 3 Payment Details 4 Confirmation

What is the reason for the evaluation?  
 Immigration  Study  Work visa/permit  Other

I accept the [terms and conditions](#) and give consent for the use of my details to verify my qualification

**Qualification details**

Note: Required information may change according to the country where the qualification was obtained

Country <b>Australia</b>	Institution <b>Alphacrucis College Ltd</b>	Documents uploaded <b>4</b>	View/Edit details >  Remove
1. Qualification name <b>Graduate Diploma (Education) (Primary)</b>	Year obtained <b>2019</b>	Certificate status <b>Completed - certificate issued</b>	
Certificate number <b>AUS000746</b>	Institution proof of payment <b>N/A</b>		

+ Add another qualification

Save & Continue later **Next**

viii. You will be directed to the proforma invoice screen which provides a detailed description of the total fees you are expected to pay for your application to be submitted to SAQA.

ix. Click on the **Save and Continue later** button to save your proforma invoice and come back later to continue with the payment and submit the application. Should you wish to continue with



## SAQA Automation Project

the payment click on the **Save & Proceed** button which will launch the payment screen where you'll be able to use the various payment methods available on the PayFast payment gateway.

### New Application

Start Date: 2023/10/04  
Application types: Foreign Qualification Evaluation  
No of qualifications: 1  
Amount due: ZAR 2,020.00

SAQA  
1067 Arcadia Street, Hatfield,  
Postnet suite 248  
Pretoria, 0145

NCube Dumisani  
8 Hatfield Street,  
Arcadia,  
Pretoria, 2109

Customer number: 123456  
Invoice number: IN000269861  
Issue date: 2023/10/04  
Due date: 2023/10/05

Type	Description	Qty	Unit Fee	Amount
Application	Screening Fee	1	ZAR 320.00	ZAR 320.00
Evaluation	One (first) qualification submitted	1	ZAR 1,700.00	ZAR 1,700.00
	VAT	1	ZAR 0.00	ZAR 0.00
Total due				ZAR 2,020.00

[Save & Continue later](#) [Previous](#) [Save & Proceed](#)

x. Should you want to download the proforma invoice, click on the **download** button.

### New Application

Start Date: 2024/03/13  
Application types: Foreign Qualification Evaluation  
No of qualifications: 1  
Amount due: R 2 020,00

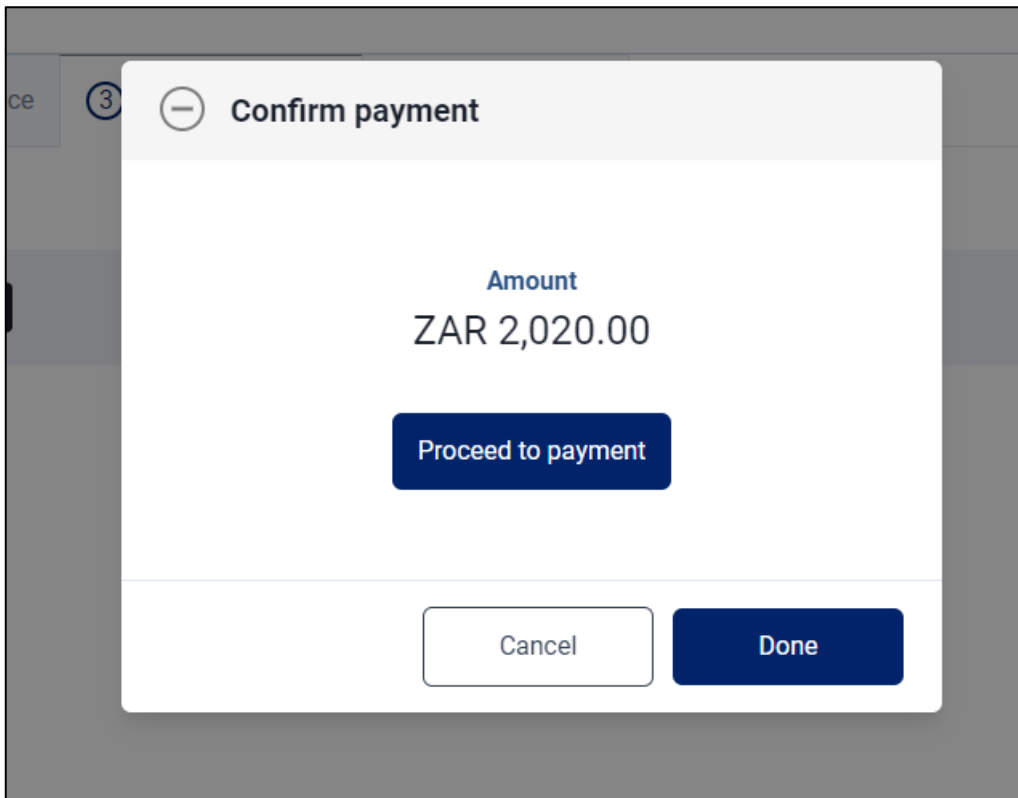
SAQA Authentication Services

Application details (selected) Pro-forma Invoice Payment Details Confirmation

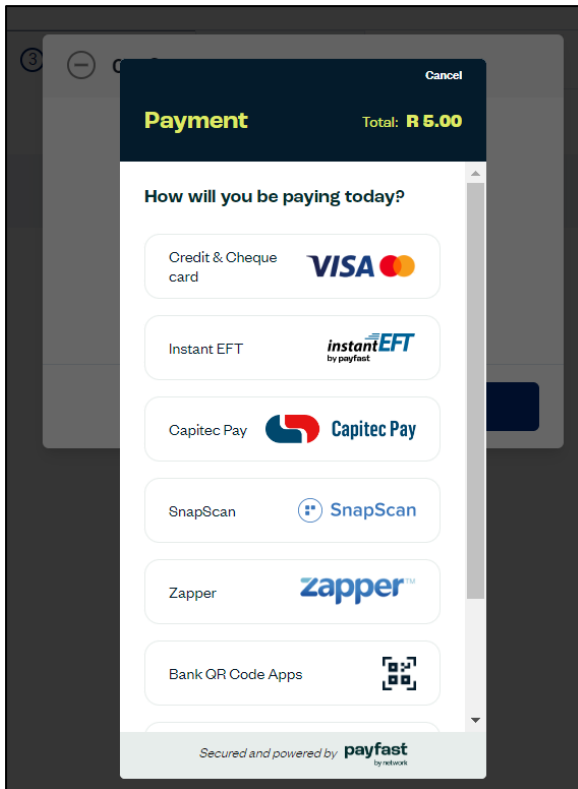
Type	Description	Qty	Unit Fee	Amount
Application	Screening Fee	1	R 320,00	R 320,00
Evaluation	One (first) qualification submitted	1	R 1 700,00	R 1 700,00
	VAT	1	R 0,00	R 0,00
Total due				R 2 020,00

[Save & Continue later](#) [Previous](#) [Save & Proceed](#) [Download Proforma Invoice](#)

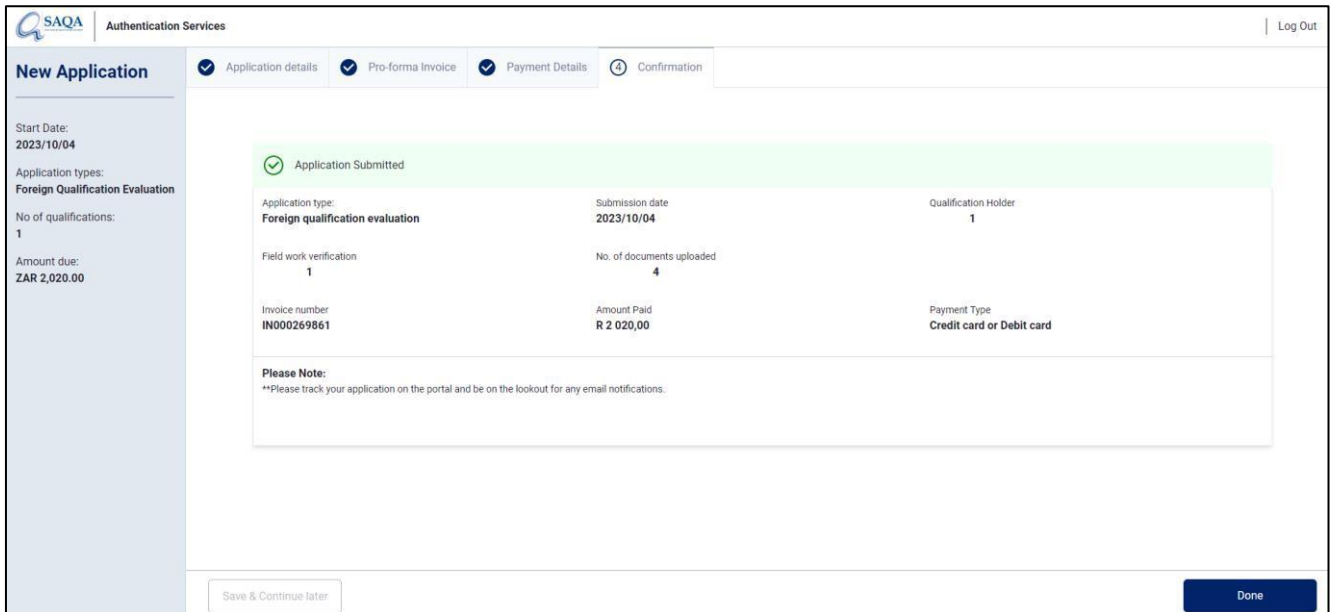
- xi. Click on the **Proceed to payment** button to launch the payment gateway.



- xii. Once the PayFast has launched proceed to select the applicable payment method and provide the required payment details as per the payment gateway's request.



- xiii. Successfully making payment through the gateway you will now be directed to the application summary screen as shown below



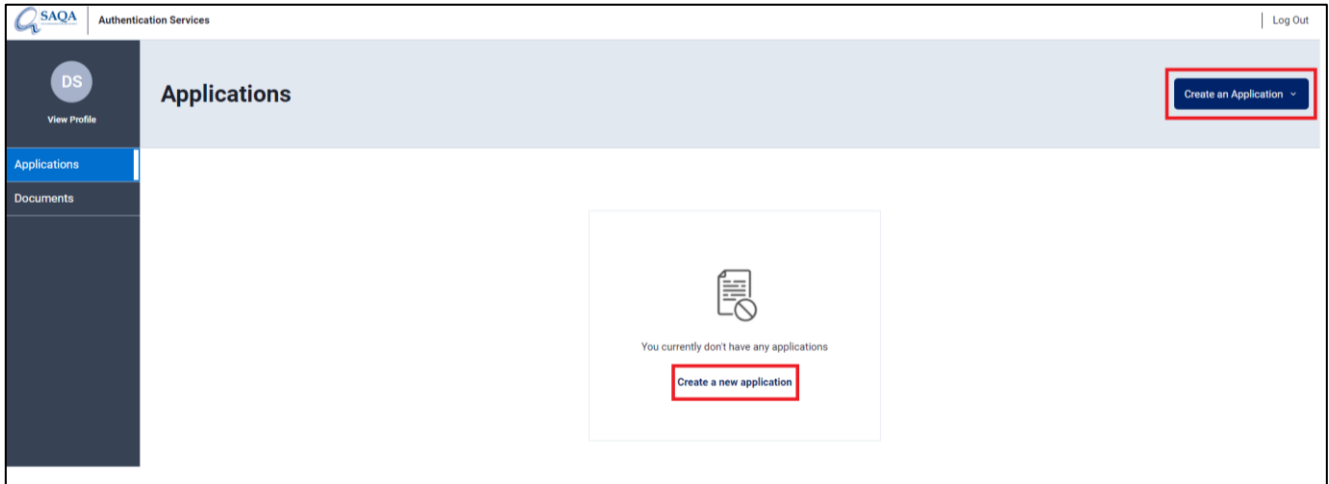
- xiv. Click on the **Done** button to confirm the application. At this point, you'll be now redirected back to your client portal dashboard and your application will be shown with the status of submitted. At this point, the application has been successfully submitted to SAQA, and the SAQA Authentication Services team will pick up the application and begin the verification activities



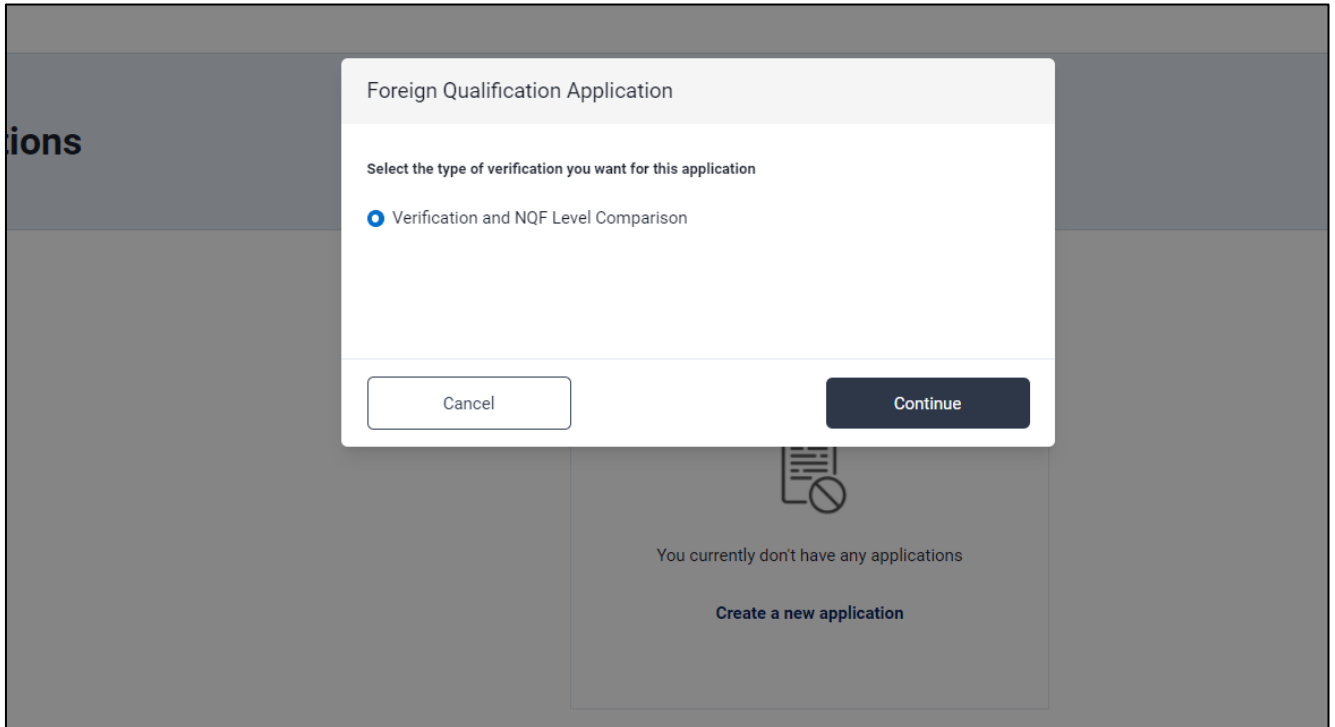
- xv. You will be notified of all application progress via e-mail where applicable and by logging back into the client portal dashboard to view the status of the application. To inquire directly to SAQA use your application reference number that is quoted on the dashboard.

## 6.6. Create and apply on behalf of a minor

- i. To create and apply on behalf of a minor begin by clicking on the create button.

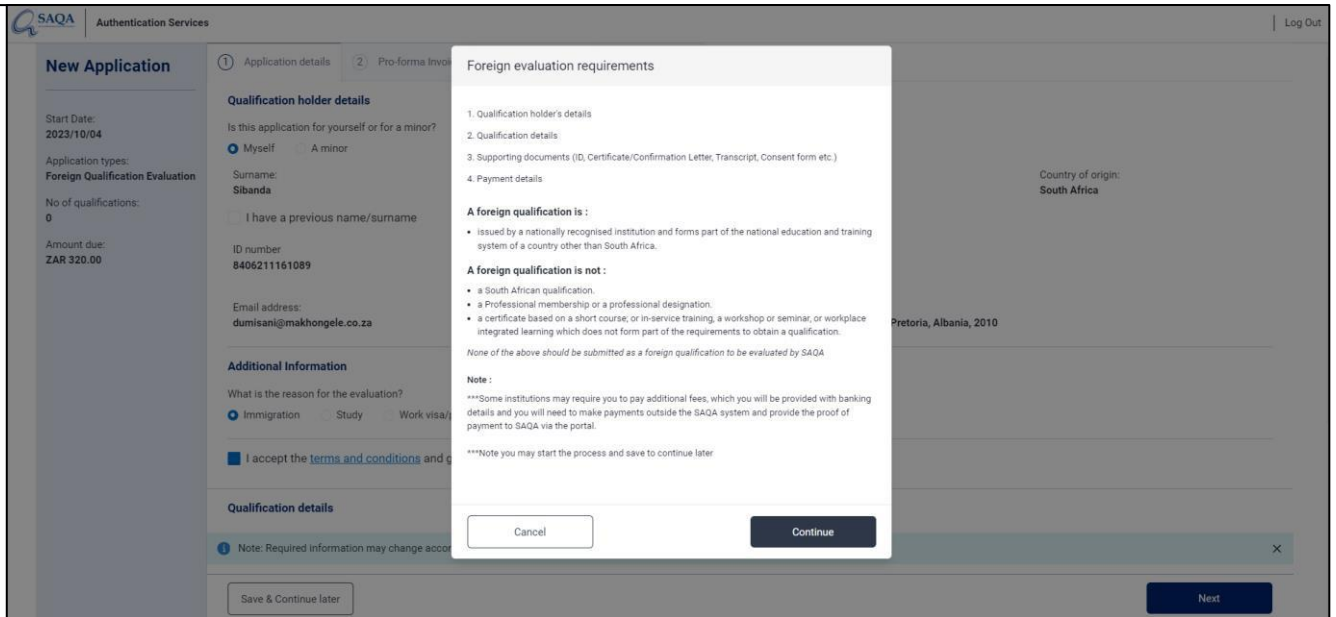


- ii. You will be then prompted to select the type of verification; the list is currently limited to one verification type. Click on the **Continue** button to proceed with the application.



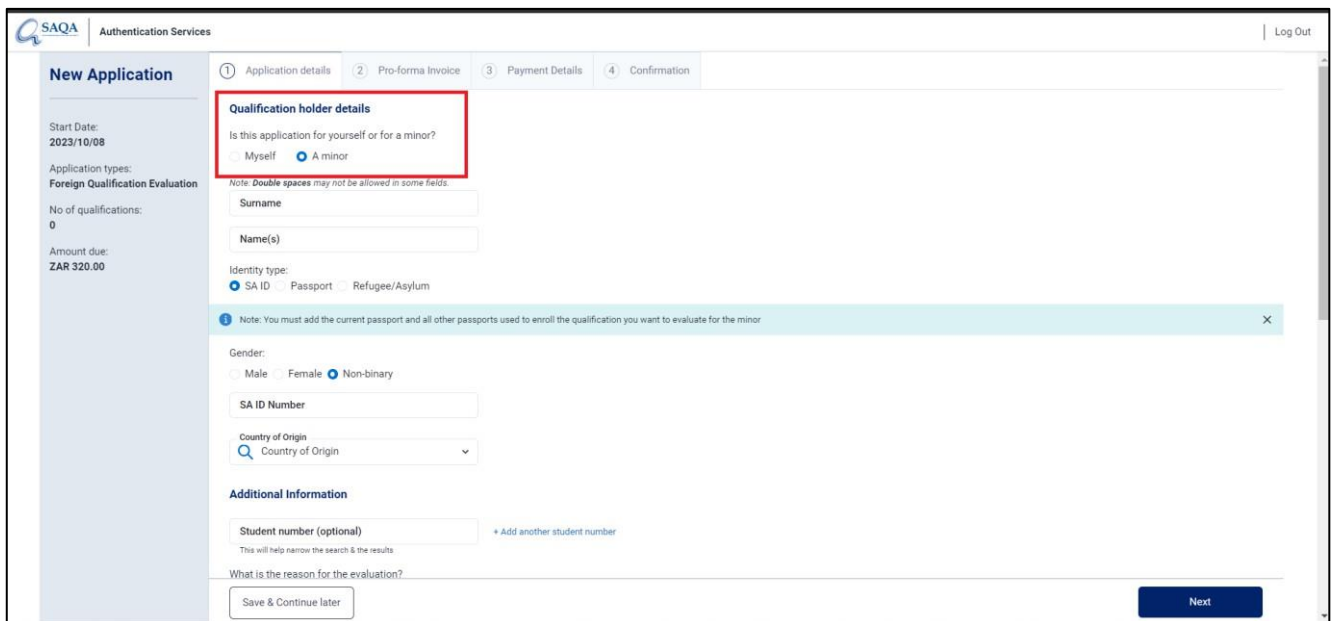
The screenshot shows a web application interface with a dark grey background. On the left, the word "Applications" is partially visible. A white pop-up dialog box is centered, titled "Foreign Qualification Application". Inside the dialog, the text "Select the type of verification you want for this application" is followed by a single radio button option: "Verification and NQF Level Comparison", which is selected. At the bottom of the dialog are two buttons: "Cancel" on the left and "Continue" on the right. Below the dialog, a grey box contains a document icon with a red 'X' over it, the text "You currently don't have any applications", and a link that says "Create a new application".

- iii. Read through the important notes in the pop-up and click **Continue** to proceed with the application.



The screenshot shows the 'New Application' page in the SAQA system. A modal window titled 'Foreign evaluation requirements' is open in the center. The modal lists four requirements: 1. Qualification holder's details, 2. Qualification details, 3. Supporting documents (ID, Certificate/Confirmation Letter, Transcript, Consent form etc.), and 4. Payment details. It also defines what a foreign qualification is and is not, and includes a note about additional fees and a warning to save progress.

- iv. In the new application screen & under the Qualification holder details, select the **Minor** radio button. Then proceed to capture all the required fields & documents relating to the minor you are applying on behalf of.




The screenshot shows the 'New Application' page with the 'Qualification holder details' section highlighted by a red box. The 'Is this application for yourself or for a minor?' question has the 'A minor' radio button selected. Below this, there are input fields for Surname, Name(s), Identity type (SA ID, Passport, Refugee/Asylum), Gender (Male, Female, Non-binary), and SA ID Number. A dropdown menu for Country of Origin is also visible. A note at the bottom of the highlighted section states: 'Note: You must add the current passport and all other passports used to enroll the qualification you want to evaluate for the minor.'

- v. Once all fields and documents have been completed, click on the **Add Qualification** button to launch the qualification information screen.

Qualification details

Note: Required information may change according to the country where the qualification was obtained



Save & Continue later

Next

- vi. Once launched, proceed to capture all the required fields and documents for the qualification. Should an institution or qualification not be available on the dropdown list, select the "other" option and manually type in the institution and/or the qualification name in the fields provided.

### Qualification details

Country  
Select Country ▼

Institution  
Select Institution ▼

Qualification  
Select Qualification ▼

Year obtained (YYYY)

Certificate status

Completed - certificate issued  Completed - pending certificate issue  Not Applicable

Certificate number (optional)

Name (on certificate) qualification

Surname (on certificate) qualification

**Upload required Documents**

Please note: max file upload size is 5Mb. You can add any other documents not listed below in the "Other" field.

Supported file formats include: png, jpeg, pdf, doc, docx

Identity document

Upload identity document here 📎 Upload file

Please download the Consent Form using this [link](#)

Consent form

Upload consent form here 📎 Upload file

Certificate/Confirmation Letter

Upload certificate/confirmation Letter here 📎 Upload file

Transcript

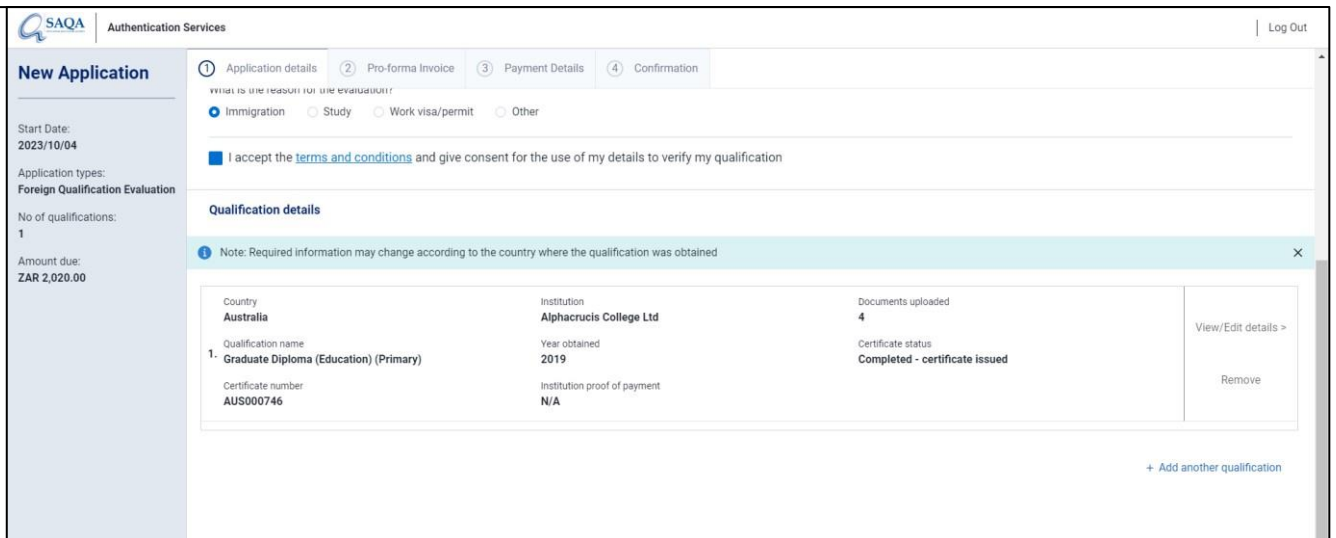
Upload transcript here 📎 Upload file

Other

Upload other supporting documents here 📎 Upload file

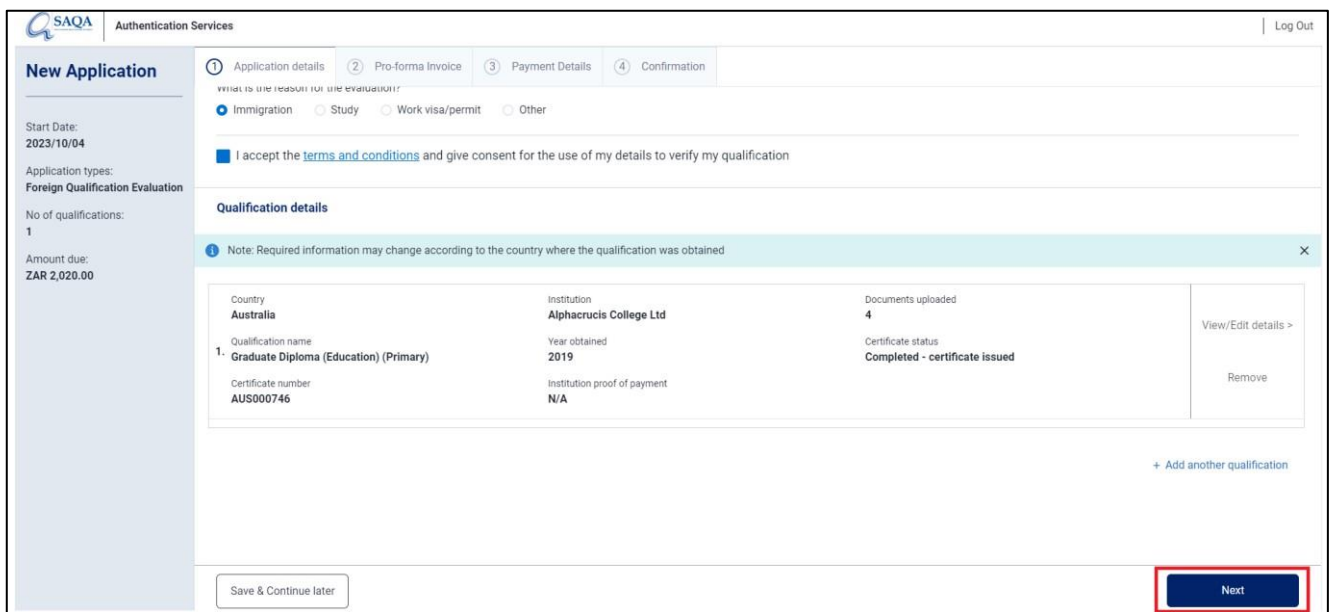
CancelConfirm

- vii. After all qualification details have been successfully captured and the confirm the button is clicked, the qualification will be added to the application, and you will be redirected back to the **Add Qualification** screen



viii. To add another qualification to the application, click on **Add Another Qualification**, and you will be redirected to the qualification details screen. Follow the same steps as above to add another Qualification to the application.

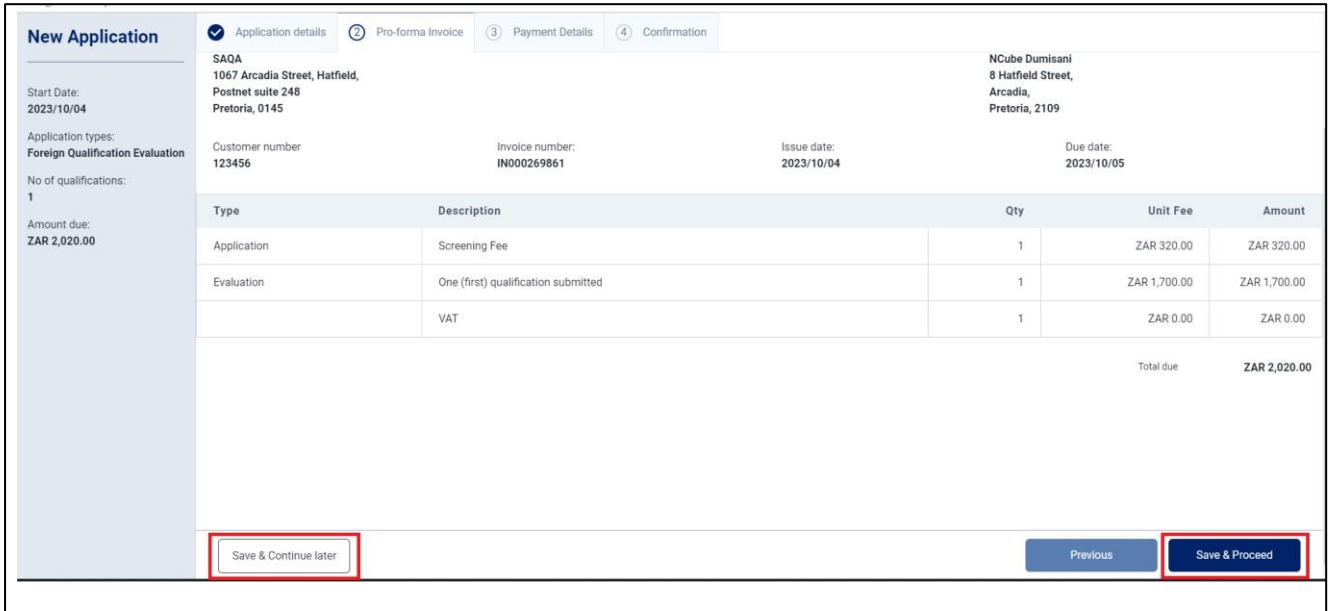
ix. Once all qualification(s) are added to the application. Click the **Next** button to proceed to the next step



x. You will be directed to the proforma invoice screen which provides a detailed description of the total fees you are expected to pay for your application to be submitted to SAQA.

xi. Click on the **Save and Continue later** button to save your proforma invoice and come back later to continue with the payment and submit the application. Should you wish to continue with the payment

click on the Save & Proceed button which will launch the payment screen where you'll be able to use the various payment methods available on the PayFast platform see the screen below.



**New Application**

Application details (checked) | Pro-forma Invoice | Payment Details | Confirmation

SAQA  
1067 Arcadia Street, Hatfield,  
Postnet suite 248  
Pretoria, 0145

NCube Dumisani  
8 Hatfield Street,  
Arcadia,  
Pretoria, 2109

Start Date: 2023/10/04

Application types: Foreign Qualification Evaluation

No of qualifications: 1

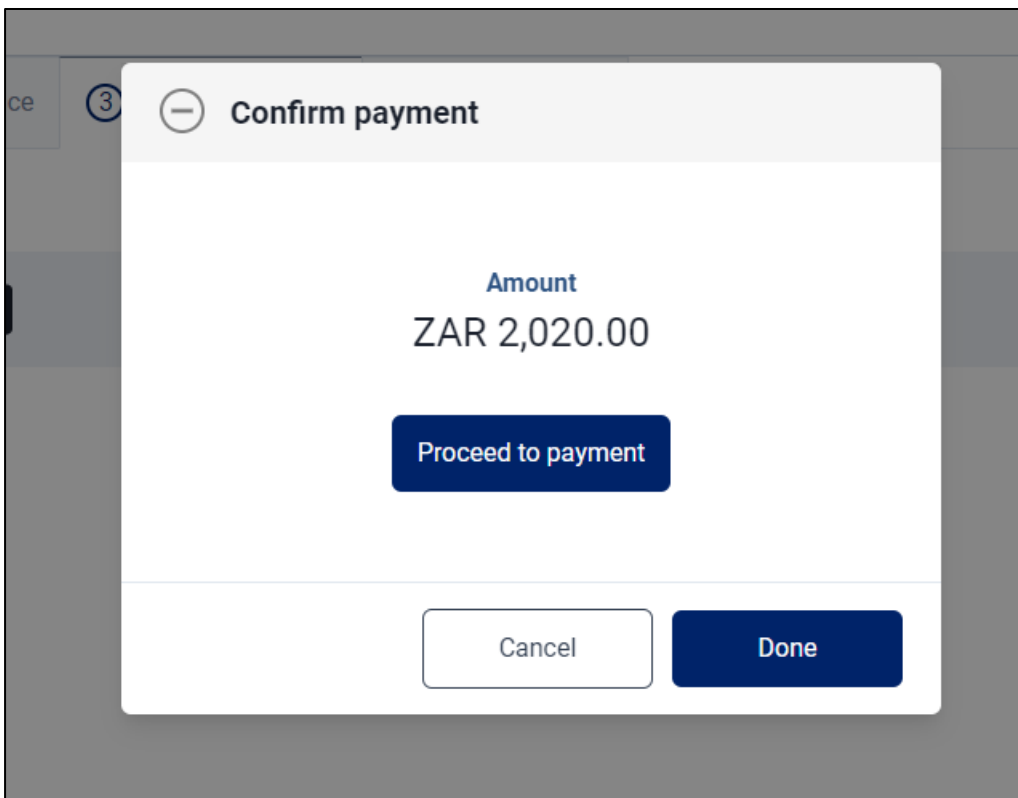
Amount due: ZAR 2,020.00

Customer number: 123456 | Invoice number: IN000269861 | Issue date: 2023/10/04 | Due date: 2023/10/05

Type	Description	Qty	Unit Fee	Amount
Application	Screening Fee	1	ZAR 320.00	ZAR 320.00
Evaluation	One (first) qualification submitted	1	ZAR 1,700.00	ZAR 1,700.00
	VAT	1	ZAR 0.00	ZAR 0.00
Total due				ZAR 2,020.00

Buttons: Save & Continue later, Previous, Save & Proceed

xii. Click on the **Proceed to payment** button to launch the payment gateway.



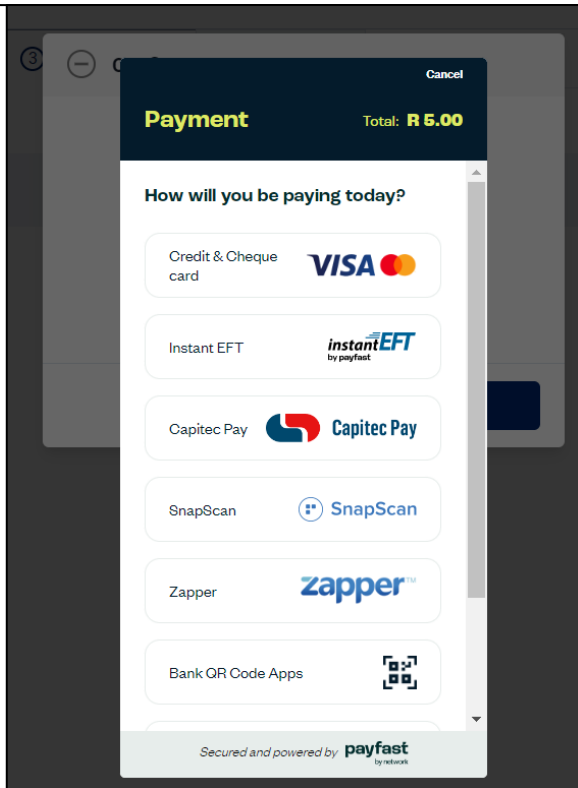
Confirm payment

Amount  
ZAR 2,020.00

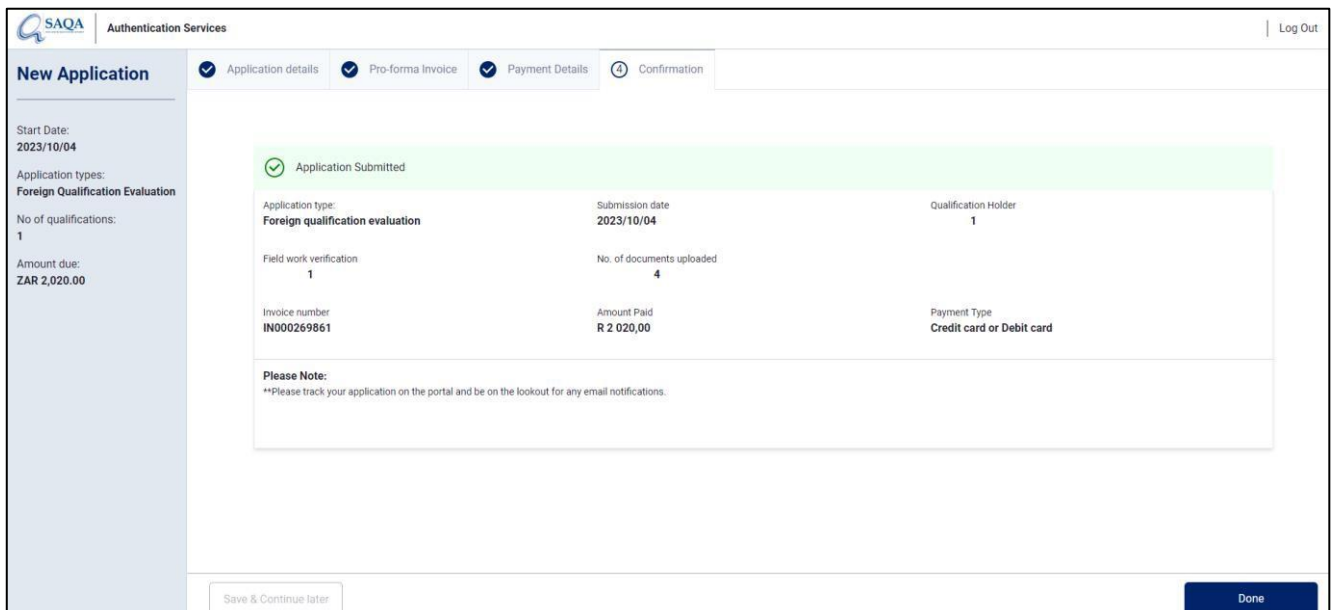
Proceed to payment

Cancel Done

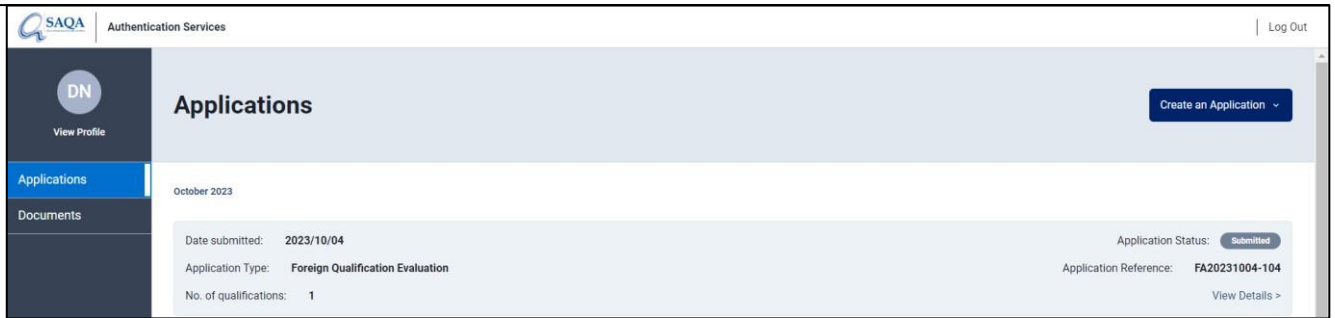
xiii. Once the payment gateway has launched, proceed to select the applicable payment method and provide the required payment details as per the payment gateway's request.



- xiv. Successfully making payment through the gateway you will be now directed to the application summary screen as shown below.



- xv. Click on the **Done** button to confirm the application. At this point, you'll be now redirected back to your client portal dashboard and your application will be shown with the status of submitted. At this point, the application has been successfully submitted to SAQA, and the SAQA authentication services team will pick up the application and begin the verification activities.

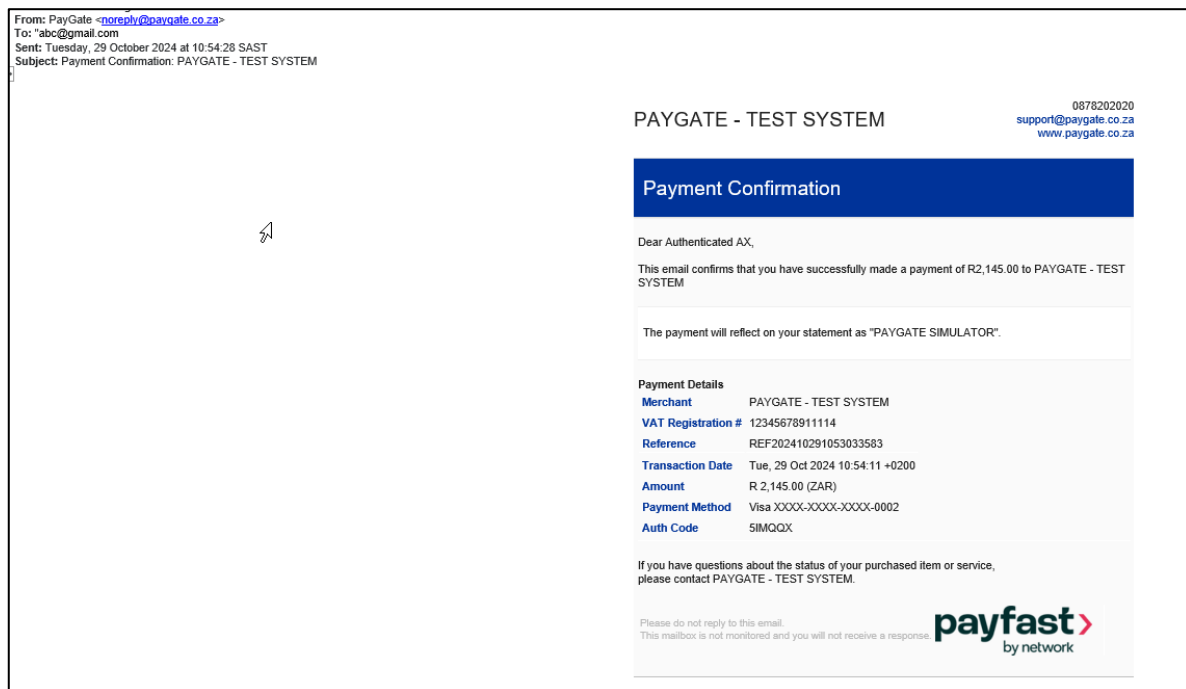


The screenshot shows the SAQA Authentication Services dashboard. The user is logged in as 'DN' and is viewing the 'Applications' section. The dashboard displays the following information:

- Date submitted:** 2023/10/04
- Application Type:** Foreign Qualification Evaluation
- No. of qualifications:** 1
- Application Status:** Submitted
- Application Reference:** FA20231004-104

There is a 'Create an Application' button in the top right corner and a 'View Details' link at the bottom right of the application card.

xvi. You will be notified of the payment made via PayFast by receiving an email as per your email address on your profile



The screenshot shows an email from PayGate with the following details:

- From:** PayGate <noreply@paygate.co.za>
- To:** "abc@gmail.com"
- Sent:** Tuesday, 29 October 2024 at 10:54:28 SAST
- Subject:** Payment Confirmation: PAYGATE - TEST SYSTEM

The email content includes:

- Header:** PAYGATE - TEST SYSTEM (0878202020, support@paygate.co.za, www.paygate.co.za)
- Section:** Payment Confirmation
- Message:** Dear Authenticated AX, This email confirms that you have successfully made a payment of R2,145.00 to PAYGATE - TEST SYSTEM.
- Note:** The payment will reflect on your statement as "PAYGATE SIMULATOR".
- Payment Details:**
  - Merchant:** PAYGATE - TEST SYSTEM
  - VAT Registration #:** 12345678911114
  - Reference:** REF202410291053033583
  - Transaction Date:** Tue, 29 Oct 2024 10:54:11 +0200
  - Amount:** R 2,145.00 (ZAR)
  - Payment Method:** Visa XXXX-XXXX-XXXX-0002
  - Auth Code:** SIMQQX
- Footer:** If you have questions about the status of your purchased item or service, please contact PAYGATE - TEST SYSTEM. Please do not reply to this email. This mailbox is not monitored and you will not receive a response. **payfast** by network

xvii. You will be notified of all application progress via e-mail and by logging back into the client portal dashboard to view the status of the application. To inquire directly to SAQA use your application reference number that is quoted on the dashboard and send an email to **dfqeas@saqa.org.za**

## 6.7. Accessing your application information after submission and tracking progress

### 6.7.1. Successful application and tracing

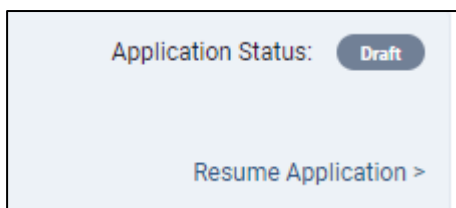
Once the application is submitted, the SAQA office will evaluate the application for compliance.

In viewing your applications - If the application complies with all criteria, it will be evaluated to go to the next step, which will be the verification of the authenticity of the award (qualifications) as well as establishing the status of the institution and qualifications it is authorised to offer with the regulatory body in the country of studying.

If you have submitted more than one qualification in a single application, the Application Status will remain In Process until all qualifications are evaluated and an outcome was provided, after which will move to Status: Completed.

### 6.7.2. Application status- "Draft"

This status indicates that the applicant is still busy with the application and has not submitted the application to SAQA for consideration and processing. The user can resume and complete the application.



### 6.7.3. Application status- "Submitted"

This status indicates that the applicant has submitted the application and is ready for SAQA screening and possible evaluation.

Application Status: **Submitted**

Application Reference: **202410290005**

[View Details >](#)

**Applications** [Create an Application](#)

---

October 2024

Date submitted: 2024/10/29 Application Status: **Submitted**

Application Type: Foreign Qualification Evaluation Application Reference: 202410290005

No. of qualifications: 1 [View Details](#)

### 6.7.4. Application in status- "In Process"

You will notice the application is in status: In Process

Application status: **In-Progress**

[Back](#) Application status: In-Progress

### Foreign Qualification Application

---

Date submitted 2024/10/18	No. of qualifications holders 1	Invoice IN000426104	Amount R2145.00
------------------------------	------------------------------------	------------------------	--------------------

---

Reason for evaluation  
**A10**

---

**Application details**

Qualification holder surname <b>Test Profile AJVR</b>	Qualification holder name <b>Ajvr TEST</b>
Country of origin <b>India</b>	Home country ID <b>India123</b>
Date Of Birth <b>1992/09/09</b>	Date of issue: <b>2023/09/09</b>
Passport number: <b>IND1234567999999</b>	Country of issue: <b>India</b>
Surname (on certificate/qualification) <b>Jans</b>	Name (on certificate/qualification) <b>Ann</b>
Issuing body(Institution) <b>Grand Séminaire de Bujumbura</b>	Evaluation Status: <b>In-Progress</b>
Qualification name <b>new burundi test qual</b>	
Year obtained <b>2024</b>	
Certificate status <b>Completed-Certificate issued</b>	

Documents uploaded

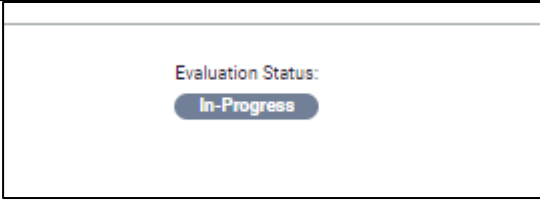
[Identity - Consent form PDF.pdf](#) [qualification - Consent\\_form.pdf](#) [consentForm - Consent\\_form minor.pdf](#) [transcript - Consent form PDF.pdf](#)

---

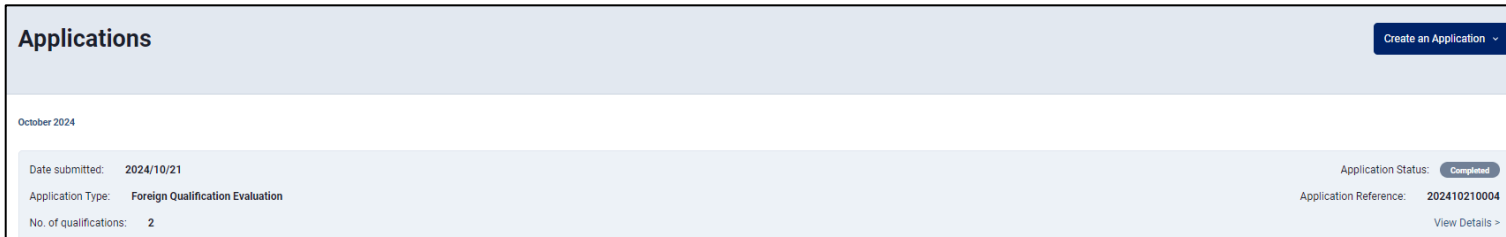
**Evaluation Certificate**

No evaluation certificate available for this qualification.

The evaluation status of the qualification also in process

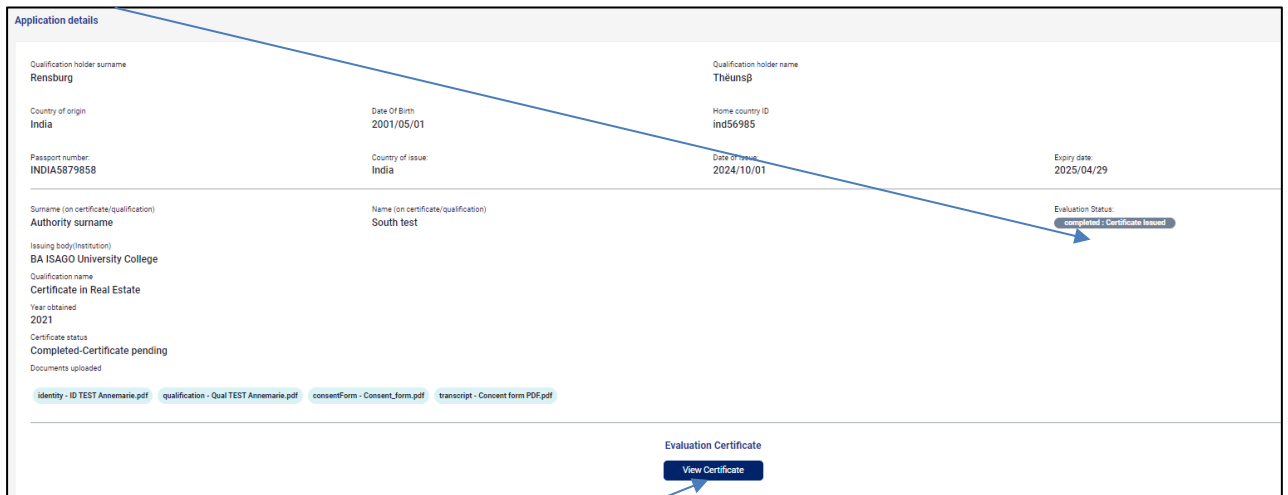


### 6.7.5. Application in Status- "Completed"



### 6.7.6. Accessing the SAQA Certificate of Evaluation

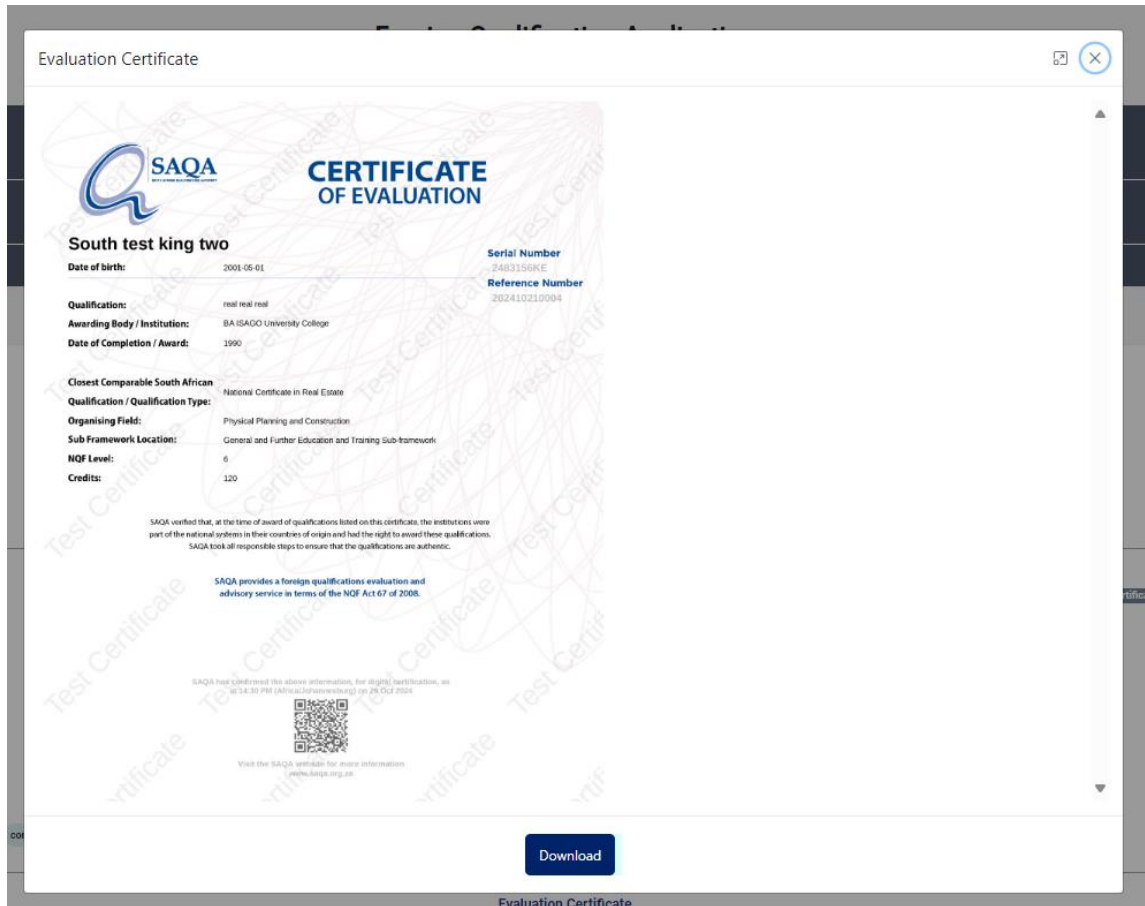
The certificate will now be issued, and the applicant can **view the certificate**. The status of the application is "Completed"



The certificate can be viewed



### 6.7.7. Opening the certificate through viewing and downloading the SAQA Certificate of Evaluation (SCoE)



### 6.7.8. Security features on the certificate to note and QR code

SAQA issues each certificate with a **unique QR code** that can be scanned which then reverts to the SAQA database for ease of verification of the authenticity of a certificate.

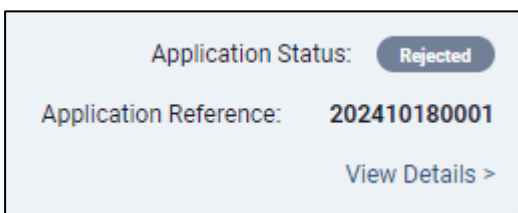
A real time **date and time stamp** is also visible on the certificate each time that it is viewed or downloaded.



### 6.7.9. Rejected applications

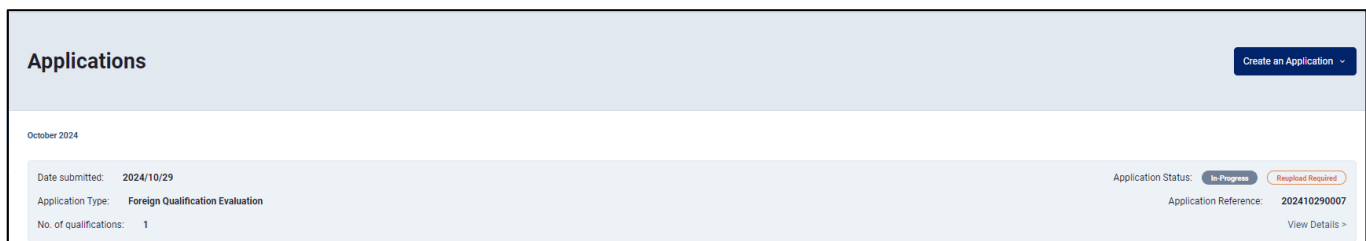
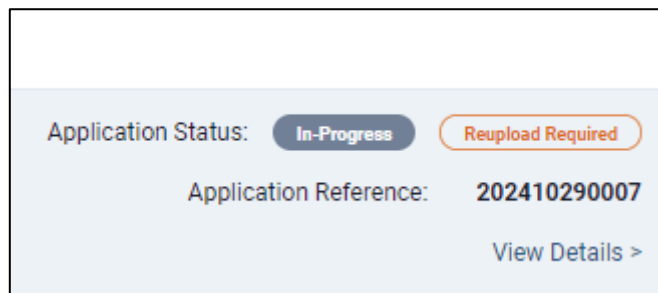
Where an application is rejected and SAQA is not able to evaluate such an application as specified in the Policy and Criteria, example, it is not a Foreign Qualification or the application documents are not submitted within a specified timeframe for completion, SAQA rejects such application and only in exceptional circumstances as per its Policy and Criteria and approved fee structure may a refund be considered

Such an application is screened and if rejected, no further evaluation will be done. The application status will reflect as Rejected



### 6.7.10. Application requires a re-submission

Where the application is in status reflecting that Re-Upload is required, it indicates that the documentation and information submitted is not meeting the minimum criteria as determined by SAQA to continue with the evaluation and requires action from the applicant to correct and re-submit.



An email notification would have been sent by SAQA to the applicant indicting the reason for non-compliance. SAQA will from time to time review the reasons to ensure that applicants are well informed of reasons that require action for Re-upload and re-submission.


It should be noted that only document types that were not accepted are required to be re-uploaded.

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

---

You don't often get email from [anemari@saqa.org.za](mailto:anemari@saqa.org.za). [Learn why this is important](#)

--- Forwarded message ---  
From: Dulce Reply <[6902b7e9@saqa.org.za](mailto:6902b7e9@saqa.org.za)>  
To: anemari@saqa.org.za <[anemari@saqa.org.za](mailto:anemari@saqa.org.za)>  
Sent: Tuesday, 29 October 2024 at 14:54:37 SAST  
Subject: SAQA Screening Re-Upload Qualification Documents



This is an automated email. Please do not respond to this email address. All enquires and engagement must be through the SAQA official email address as per the content of the email. [dulces@saqa.org.za](mailto:dulces@saqa.org.za)

Your application number must be included in all application communication : {{APP\_REFERENCE}}

Dear {{QUAL\_NAME\_QUAL HOLDER\_LAST\_NAME}}

Greetings from the South African Qualifications Authority (SAQA). SAQA is a statutory body and mandated, in terms of Section 13(m) of the National Qualifications Framework (NQF) Act of 2008, to provide a Foreign Qualifications Evaluation and Advisory Service. The purpose is to verify foreign qualifications and compare them with South African qualifications in order to place them at the appropriate level of the South African NQF.

Your application has been screened by our team. During the screening process we noticed the documents you uploaded have some errors. Please can you log into your profile and reupload your documents again

Here's a list of reasons why to reupload your documents:

- Zimbabwe General Certificate of Education (Ordinary Level) - Is the proof of identity valid : Incorrect document  
Additional Comment :
- Zimbabwe General Certificate of Education (Ordinary Level) - Is the proof of identity valid : Screening ID non compliant  
Additional Comment :
- Zimbabwe General Certificate of Education (Ordinary Level) - Is the consent form valid : PHD field of study not indicated  
Additional Comment :
- Zimbabwe General Certificate of Education (Ordinary Level) - Is the transcript valid : Consent form not signed  
Additional Comment :
- Zimbabwe General Certificate of Education (Ordinary Level) - Are all special requirements met and valid : Consent form not signed  
Additional Comment :

Thank You  
Authentication Services Team

This communication is intended for the addressee only. It is confidential. If you have received this communication in error, please notify us immediately and destroy the original message. You may not copy or disseminate this communication without the permission of the University. Only authorised signatories

The user will be guided in Access the Re-upload option to indicate what is required

### Re-upload Document(s)

**All Documents highlighted in red should be re-uploaded**

*Please note: max file upload size is 5Mb. You can add any other documents not listed below in the "Other" field.  
Supported file formats include: png, jpeg, pdf*

**Identity document**

Upload identity document here Upload file

*Please download the consent form using this [link](#)*

**Consent form**

Upload consent form here Upload file

**Certificate/Confirmation Letter**

Upload certificate/confirmation Letter here Upload file

**Transcript**

Upload transcript here Upload file

**Other**

Upload other supporting documents here Upload file

**All Documents highlighted in red should be re-uploaded before submitting**

Cancel Confirm

Once all documents are attached, then the user can Confirm and submit

### Re-upload Document(s)

**All Documents highlighted in red should be re-uploaded**

Please note: max file upload size is 5Mb. You can add any other documents not listed below in the "Other" field.  
Supported file formats include: png, jpeg, pdf

**Identity document**

id.pdf x Upload file

Please download the consent form using this [link](#)

**Consent form**

consent.pdf x Upload file

**Certificate/Confirmation Letter**

award.pdf x Upload file

**Transcript**

transcript.pdf x Upload file

**Other**

zimsec.pdf x Upload file

pop.pdf x Upload file

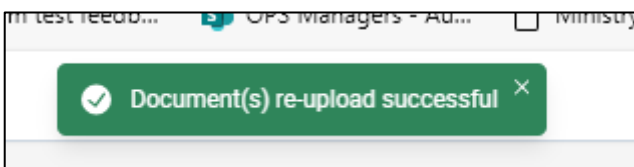
**All Documents highlighted in red should be re-uploaded before submitting**

Cancel Confirm

The user will be required to re-upload and then Submit re-uploads

#### Application details

Qualification holder surname Charamba	Qualification holder name Panaste Julian		
Country of origin Uzbekistan	Date Of Birth 1998/01/09	Home country ID UZB12598	
Passport number FN597497	Country of issue Uzbekistan	Date of issue 2020/01/27	Expiry date 2025/05/09
Surname (on certificate/qualification) charamba	Name (on certificate/qualification) Panshe julian	Evaluation Status In-Progress	<span>Re-upload doc(s)</span>
Issuing body (Institution) Zimbabwe School Examinations Council (ZIMSEC)			
Qualification name Zimbabwe General Certificate of Education (Ordinary Level)			
Year obtained 2015			
Certificate status Completed-Certificate pending			
Documents uploaded Identity - ID.pdf   qualification - Award.pdf   qualification - ZIMSEC.pdf   consentForm - Consent.pdf   transcript - Transcript.pdf			
Evaluation Certificate No evaluation certificate available for this qualification.			
<span>Submit all Re-uploads</span>			



The application will now be in Submitted status again for SAQA to consider and process.

Application Status: **Submitted**

Application Reference: **202410290007**

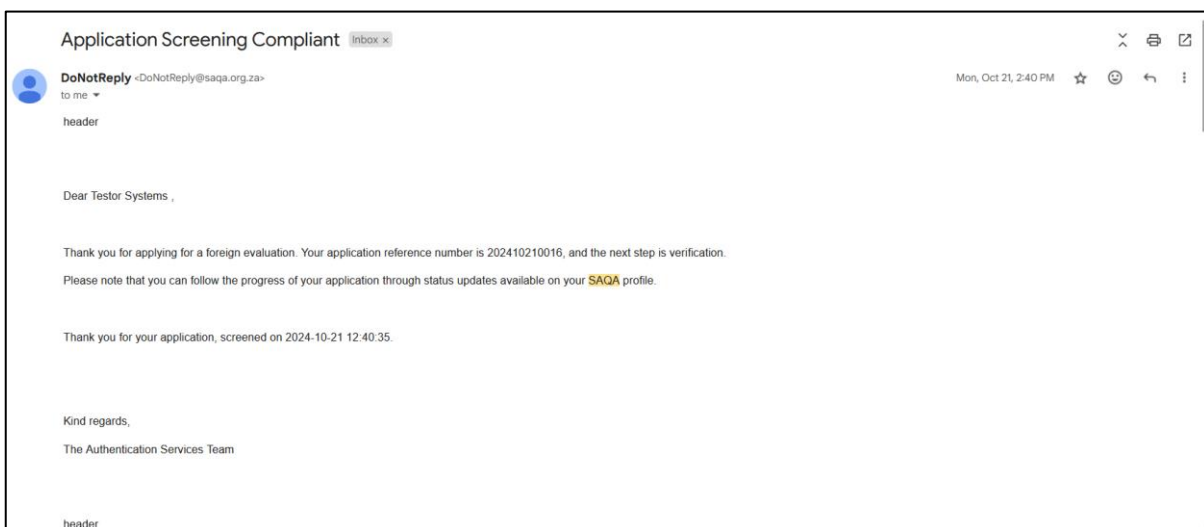
[View Details >](#)

## 6.8. Client Email Correspondence

The system has the capability to trigger email correspondence to the client depending on the various scenarios and use cases. The objectives of the correspondence are to notify and inform the application progress, guide on the next call to action and lastly communicate the outcome of the application.

### 6.8.1. Screening successful email

The client will receive the email notification once the application has been successfully submitted from the client portal and has been processed for an application screening with the outcome of the application as compliant.



Application Screening Compliant inbox x

**DoNotReply** <DoNotReply@saqa.org.za>  
to me ▾

Mon, Oct 21, 2:40 PM ☆ 📧 ↶ ⋮

header

Dear Testor Systems ,

Thank you for applying for a foreign evaluation. Your application reference number is 202410210016, and the next step is verification.  
Please note that you can follow the progress of your application through status updates available on your **SAQA** profile.

Thank you for your application, screened on 2024-10-21 12:40:35.

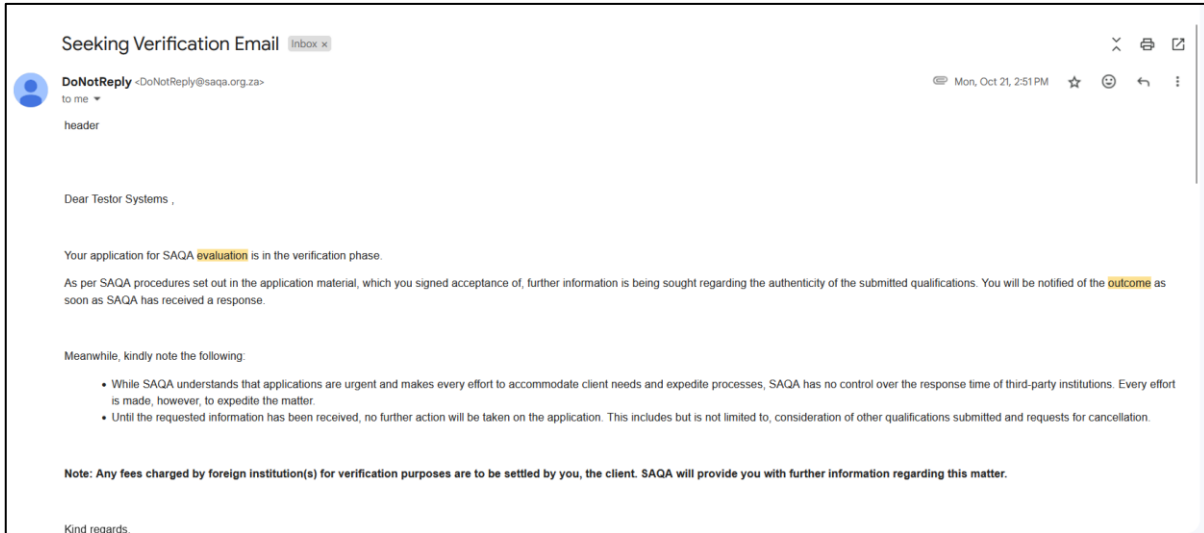
Kind regards,  
The Authentication Services Team

header

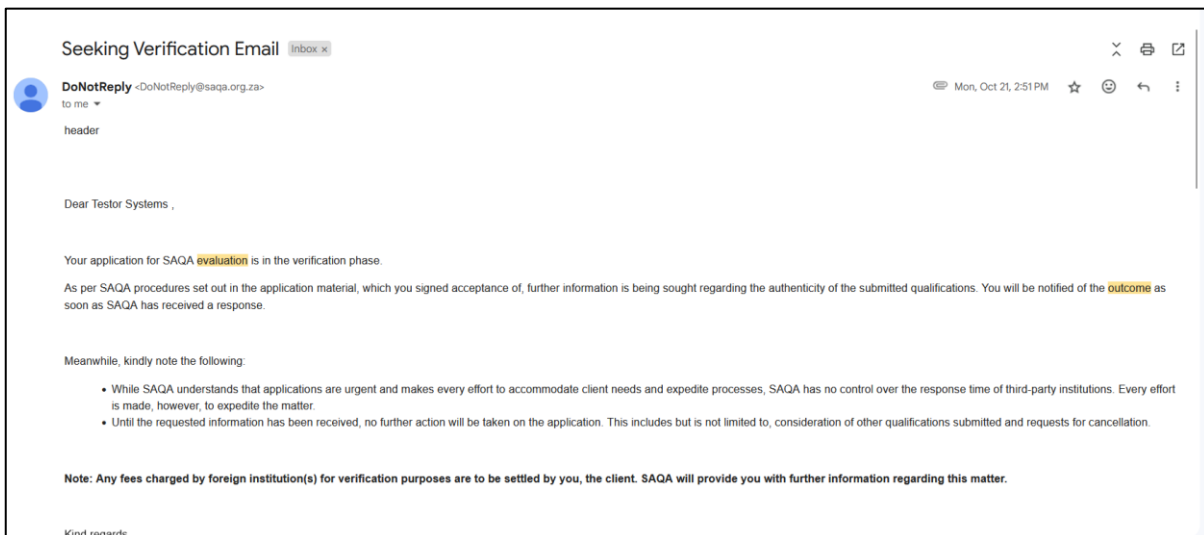
### 6.8.2. Application in verification stage update email

The client will receive the email notification once the application has been successfully submitted from the client portal, has been processed for an application screening with the outcome of the

application as compliant and has reached the Verification process. The aim of this email is to notify the client that their application is seeking 3<sup>rd</sup> party verification.

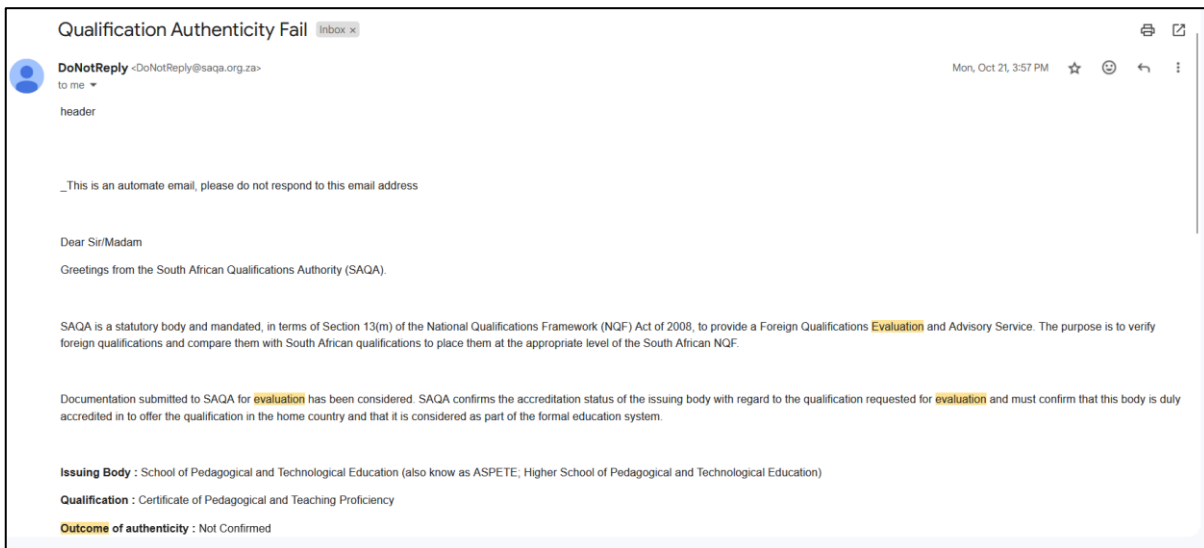


### 6.8.3. Application in verification stage attachment letter to email



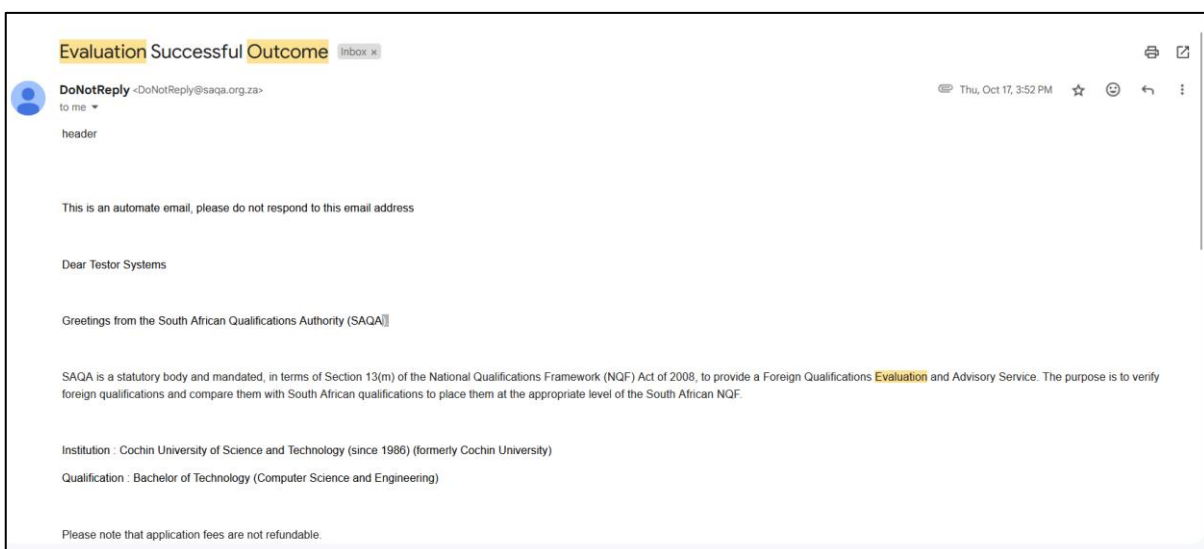
### 6.8.4. Qualification Authenticity failed email

The client will receive the email notification once the application has undergone the verification process, and the outcome of the verification has resulted in failed qualification authenticity.



### 6.8.5. Evaluation successful outcome email

The client will receive the email notification once the application has undergone the verification process, and the outcome of the verification has resulted in the successful evaluation outcome.



### 6.8.5.1. Successful outcome attachment letter

The email notification will be accompanied by this email attachment stating the full details of the evaluation outcome.

Dear Testor Systems

Greetings from the South African Qualifications Authority (SAQA).

SAQA is a statutory body and mandated, in terms of Section 13(m) of the National Qualifications Framework (NQF) Act of 2008, to provide a Foreign Qualifications Evaluation and Advisory Service.

The purpose is to verify foreign qualifications and compare them with South African qualifications to place them at the appropriate level of the South African NQF.

Institution : Cochin University of Science and Technology (since 1986) (formerly Cochin University)

Qualification : Bachelor of Technology (Computer Science and Engineering)

Please note that application fees are not refundable.

Should you wish to appeal the outcome of the verification feedback, the accreditation authority in the home country may be contacted directly by you for further processes.

Thank you for your kind cooperation.

Yours sincerely,

The Authentication Team