



Verification Agreement between:

South African Qualifications Authority (SAQA)
And

(Legal name and hereinafter known as “the Client”)

This Agreement applies to the Private Sector for the verification of South African qualifications by SAQA:

- Individual and/or pre-appointment verification;
- Bulk verification

It is hereby agreed that:

- SAQA will undertake a verification service for the Client.
- The client will not verify qualifications for national or provincial departments (DPSA directive of October 2015 states that the verification of learner achievements must be done directly with SAQA)
- A record is defined as being one qualification for one person to be verified (e.g. one person with five qualifications will have five records).
- SAQA will compare the submitted records with the information on its National Learners` Records Database (NLRD).
- The client will obtain consent from the qualification holder authorising the verification of his/her qualification/s. The client must keep the consent form on file and be able to submit it when requested by SAQA.(SAQA Release of Information Consent form are available on the SAQA website);
- Where records for a particular time period or institution are not found on the NLRD, SAQA on request from the Client can conduct the necessary fieldwork with information partners to verify the record. SAQA`s invoice for fieldwork will be sufficient proof that fieldwork was done.
- The fees charged by SAQA will be per record and per response which can be any of the following:
 - **“Yes”:** To confirm that the person has the claimed qualification;
 - **“No”:** The record does not appear on the NLRD nor can it be found by the information partners;
 - **“Inconclusive”:** Cannot be definitively confirmed as “Yes” or “No within the cost and timeframe specified.

Initials: _____
Client *SAQA*

Submissions and SAQA responses:

1) Where the verifications are for individuals:

- a) The Client must complete and submit to SAQA the standard form titled "Request re Individual Verification", via verifications@saqa.org.za, containing the achievement records and request a quotation.
- b) Payment must be made to the SAQA bank account and proof submitted with the submission.
- c) The Client undertakes not to include professional designations or short learning programmes that do not lead to a qualification or part-qualification;
- d) SAQA will issue a single tabular report for the entire submission. The report will contain, per record, a statement as to whether or not it has been verified;
- e) The turnaround time per submission and the fee charged per record will depend on the pricing structure attached to the priority level specified by the Client (i.e. Extra, Special or Standard) as approved by SAQA from time to time.

2) Where the verification is for existing employees and the number of records to be verified is 150 or more, this will constitute bulk verification:

- a) The Client must complete and submit to SAQA the standard bulk Verification form, via verifications@saqa.org.za containing the achievement records to be verified;
- b) There is no upper limit to the size of the submission and all relevant information, including certificate numbers must be submitted;
- c) The Client undertakes to not include any pre 1992 senior certificate qualifications in a bulk submission;
- d) The Client undertakes not to include professional designations or short learning programmes that do not lead to a qualification or part qualification;
- e) SAQA will carry out the coding for the bulk verification;
- f) SAQA will issue the Client with a report stating whether or not each of the records was verified;
- g) The turnaround time and fee charged per submission will be within 20 days as per the pricing structure applicable at the time of the verification;
- h) There is no limit to the number of times bulk verification can be requested by the client.

Initials:
 Client SAQA

Official Company Name

Physical address

City Code

Province

Postal address

City Code

Province

Contact Telephone No.

Contact Fax No

E-mail Address

HR Correspondence Address

City Code

Province

Contact Person for correspondence as per the above

Title First Name

Surname

Cell Number

Accounts Department

Title First Name

Surname

Cell Number

Email Address

Telephone Fax

Initials: Client SAQA

The client will submit a verification request, consisting of senior certificate and/ or Tertiary records which can be for several people within one submission, stating the required turnaround time as per one of the following priority categories:

| Priority | Timeframe (Working days) |
|----------|--------------------------|
| Extra | Up to 2 |
| Special | 3 to 5 |
| Standard | 6 to 20 |
| Bulk | Up to 20 days |

Notes

1. Quoting is based on the requested turnaround times, while invoicing will be based on the actual turnaround times.
2. Should a record not be able to be verified within the turnaround time selected by a client due to external delays or dependencies, then the next best turnaround option for fees will be charged.
3. The upper end of the range of days indicated is for the maximum time envisaged for the verification of the record; however, actual times may be shorter.
4. A “record” is one qualification for a person. Thus, if a person has five qualifications, then the client must submit five records for verification and will be charged accordingly.
5. “Timeframe (working days)” refers to the number of working days after all required information is submitted and the application is approved.
6. “Required information” refers to: correct names and national ID numbers; correct qualification and institution information; all school leaving certificates and or any other certificates or consent that SAQA specifically requests.
7. “Fieldwork” refers to the need for research outside the SAQA databases. Whether inside or outside SAQA, “electronic” refers to the situation where it is possible to write programs to find answers, while “manual” refers to the situation where the whole process must be done by a person.
8. A bulk verification consists of 150 or more records of either National Senior certificates or tertiary records submitted at a minimum fee of R6 000.00 per submission. A further price of R45.00 per record found will be applied thereafter. (National Senior Certificate bulk is only undertaken for school leaving certificates 1992 onwards and the correct Umalusi certificate numbers must be included in the submission when available.)
9. This pricing structure relates to qualifications obtained in South Africa from South African accredited institutions. The pricing structure for the evaluation and verification of foreign qualifications are dealt with separately.

Initials: _____
 Client SAQA

10. All Government clients will pay once for the verification of a specific record where after the result will be made available, at no additional charge, to other governmental clients on submission of a request to verify that specific records.
11. Private clients may be required to pay a pro-forma invoice before the verification service will be undertaken.

The Client agrees that:

- SAQA will only commence processing a submission if it includes a valid purchase order number and a fully completed submission and checklist;
- The invoice for the submission will be issued by SAQA within the month that the verification is completed and the outcome communicated to the Client on VeriSearch.
- The rendering of an invoice will be sufficient proof that the verification was done and the full outstanding amount will be paid to SAQA within 30 days after invoicing.
- The verification service will be suspended if accounts are outstanding for longer than 30 days.
- It will obtain consent from the qualification holder authorising the verification of his/her qualification/s. The qualification holder is required to sign and submit the authorised SAQA Release of Information Consent form available on the SAQA website;
- As full consideration of the performance of its services including fieldwork, the Client will pay SAQA the relevant fee for each and every record as per the pricing structure applicable at the time of verification;
- It will inform the applicant, whose qualifications will be verified, of the results of the verification and that SAQA may institute measures in cases of invalid and / or misrepresentation of qualifications found during the verification process. This may include the capture of the relevant information in a register of misrepresented qualifications;

The signatories to this agreement are duly authorised to sign this agreement.

(Sign) CLIENT

DATE

.....
Name of signatory

.....
Designation

(Sign) SAQA

DATE

.....
Name of signatory

.....
Designation

Complete this page, initial the other pages, and then scan and e-mail to verifications@saqa.org.za or fax to 086 218 4900