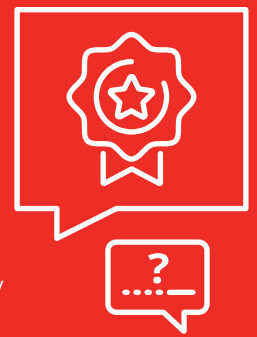


Got questions on the Certification Process? Well, here are answers to some of the most frequently asked questions we get. If you still have unanswered burning questions on certification, please send an email to: [certification@qcto.org.za](mailto:certification@qcto.org.za), or visit our website: [www.qcto.org.za](http://www.qcto.org.za)

## In short:

Your moderated trade test results are verified by the SETA and NAMB and submitted to the QCTO for certification. The entire application process takes about 3 months, and your printed certificate is sent to NAMB / SETA, who sends it to the relevant trade test centre for your collection. Therefore, and most importantly, questions about your certificate must be asked directly to the Trade Test Centre where you wrote the test.

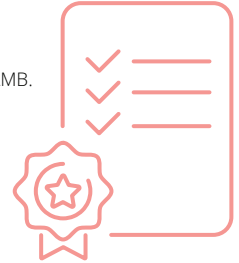


### How do I obtain a trade certificate?

You must apply at an accredited Trade Test Centre to undergo a trade test, and submit the following:

- Proof that you have completed all the curriculum components required for an artisan qualification.
- Proof of compliance with any medical, legal or professional body requirement applicable to the relevant trade.
- Application form in the format determined by NAMB.
- Proof that you have achieved the requirements necessary for the trade indicated.

If you have completed an Artisan Recognition of Prior Learning (ARPL) process, you will be required to provide a portfolio of evidence approved by NAMB, or you can contact an accredited Trade Test centre with regard to the ARPL process toward entrance to the trade test.



### I should have received my trade certificate by now?

Check with your trade test centre / INDLELA / SETA when NAMB has submitted the application for certification to the QCTO. When the certificate is ready, you should collect the certificate from the trade test centre.

### I have not received my N3-N6 / N Diploma certificate or have lost my certificate. What should I do?

Umalusi issues the N3 certificate. Submit enquiries to [certification@umalusi.org.za](mailto:certification@umalusi.org.za). N4-N6 Certificates and the N Diploma are issued by the Department of Higher Education and Training. Forward relevant enquiries to the centre where you trained and/or the Department of Higher Education and Training at [callcentre@dhet.gov.za](mailto:callcentre@dhet.gov.za) or call 0800 87 2222.

### I need a translation of my trade certificate from Afrikaans to English

Request the translation directly from the QCTO by sending an email to: [verification@qcto.org.za](mailto:verification@qcto.org.za), along with the following:

- The completed application form
- Certified copy of the trade certificate to be translated
- Proof of payment
- Certified copy of your ID

The QCTO will issue a letter of translation. When ready, the letter will be forwarded to you via email, and the original letter can be collected from the QCTO offices, per arrangement.



### My Trade certificate has been damaged or is lost / stolen. Where can I obtain a replacement?

Apply for a replacement certificate through your trade test centre / INDLELA / SETA. You need to submit:

- Completed application form
- Proof of payment of the replacement fee
- Detailed affidavit explaining the reason for the request
- The damaged original or a copy of the lost certificate
- Certified copy of your ID/passport
- Copy of the trade test report that informed certification

The SETA will process the request and forward it to NAMB for recommendation to the QCTO for issuing a replacement certificate. This should not take more than 6 weeks to finalise.



### I have lost my Occupational Certificate, where do I apply for a replacement?

Apply to the QCTO by sending an email to [certification@qcto.org.za](mailto:certification@qcto.org.za). Submit the following:

- Completed application form
- Detailed affidavit explaining the reason
- Copy of your ID
- Proof of payment of the replacement fee

### There is an error on my issued trade certificate. What should I do?

Return the original certificate to the assessment centre and/or relevant SETA and request for the correction of the certificate. They must submit the original certificate to the QCTO before the certificate can be re-issued.

### Is the QCTO responsible for registering & evaluating foreign trade qualifications?

The QCTO does not evaluate foreign qualifications. Please contact the South African Qualifications Authority (SAQA).

### My ID number was changed by the Department of Home Affairs because of an internal error.

Only with evidence that there was a Home Affairs error will the certificate be changed. Contact the assessment centre or relevant SETA to make application for the change to be effected, and submit the following:

- Original certificate (*it will be returned to the QCTO by the SETA*)
- Completed application form
- Proof of payment of the relevant fee
- Certified copy of both IDs – the old ID and the new ID
- Certified copy of the letter from Home Affairs indicating that the change was effected due to a Home Affairs error

