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1. PURPOSE OF THE CERTIFICATION POLICY

This policy provides guidelines for the issuing of certificates for all **eta** qualifications. The policy ensures that there are controls for certification and measures to minimize fraud. The design and distribution of **eta** certificates is the responsibility of **eta** National (NAT).

NOTE: Changes in the Higher Education Qualifications Sub Framework (HEQSF) will bring about changes in our certification and changes in the names of the qualifications. These changes will be managed as **eta**'s programmes and their accreditation status changes. This policy will be updated according to such new requirements.

2. RULES RELATING TO **eta** CERTIFICATES AND USE OF THE **eta** LOGO

2.1 eta certificates

As a provider accredited by the Council on Higher Education (CHE) **eta** is mandated to issue its own certificates for higher education programmes that are accredited by CHE. **eta** certificates must reflect the name of the programme for which **eta** is accredited by the CHE and for the qualification it is associated to, as indicated on the SAQA website. For example, if the CHE accredited programme is a Higher Certificate in Sport, Recreation and Fitness Management, the qualification that is awarded reflects the same name plus the allocated SAQA qualification identify number.

Each accredited **eta** qualification is listed on the South African Qualifications Authority (SAQA) website and it is this qualification information, with qualification name and ID number, is printed on the **eta** certificate together with the relevant student's details.

To manage delays in the CATHSSETA system, **eta** certificates are handed out at **eta**'s graduation and CATHSSETA certificates are mailed to regions once they are received from CATHSSETA

2.2 Payment for certificates

Certificate costs: The cost of certificates is included in **eta** course fees (neither the student nor the region is charged for certificates, unless it is reprint). If student information has been loaded incorrectly and student names are incorrect, new

certificates will be issued at NAT and the region is charged according to the current fee schedule. If NAT is responsible for the error, they will bear the cost of the new certificate issue.

Postage: Postage of certificates is not charged to the regions or to students unless being sent overseas. If graduates request certificates to be re-printed, the region will follow the certificate re-print procedure and collect the relevant fee and in accordance with the guidelines on the fee schedule.

Early printing of certificates: Should a student wish for a certificate to be issued prior to graduation and this involves a unique print, the student will be charged for this cost according to the current certificate re-print costs. If overseas despatching is also needed, this cost is added.

2.3 Certificate print runs

Certificate print-runs are planned in the National Year Planner and print-run dates are strictly adhered to. Certificates are only printed once all course fees are paid in full and once records of achievement have been fully loaded on the **eta** Student Information System (SIS). It is the region's responsibility to ensure that all the students' details are loaded correctly unto the **eta** SIS.

3. **USE OF THE eta LOGO on CERTIFICATES**

The **eta** logo is the only logo allowed on **eta** certificates plus the logo of the relevant quality assurance body (if ordained by the QA body). No alliance or associate is allowed to use or insert their logo on **eta** certificates.

4. **CONFERRING THE eta QUALIFICATION**

A student is considered qualified once results indicate full achievement of all assessment criteria and their final transcript of results has been issued, on completion of the **eta** programme and once all assessment results have been completed, loaded and moderated.

Certificates are presented at the annual graduation ceremony following course completion in the previous year. In the event that the graduate is unable to attend the graduation ceremony, certificates will be held at the **eta** campus for collection by the student. The student should be notified of this. Certificates not collected within one month, will be posted by registered mail directly to the graduate. It is then the responsibility of the graduate to ensure collection of the certificate from the relevant post office if they have a post box.

[Refer to the Policy for graduation](#)

5. RULES RELATING TO CERTIFICATION

Certificates are only awarded to students who successfully achieve the assessment criteria of an **eta** learning programme, short course or module. Certificates are issued by **eta** NAT and distributed to **eta** regions.

6. CERTIFICATES FOR CONTINUING PROFESSIONAL DEVELOPMENT (CPD) POINTS

The Register for Exercise Professionals South Africa (REPSSA) is now the official register for exercise professionals in South Africa and REPSSA is registered with SAQA as the official body for fitness practitioners. To retain membership with REPSSA, registered members are required to complete a certain number of continuing professional development (CPD) points each year. CPD points are achieved by attending **eta** courses or workshops that are registered with REPSSA. Certificates of achievement are issued by **eta** indicating the CPD points achieved per short course or workshop.

7. CERTIFICATES FOR SHORT COURSES

CAD registers short courses with REPSSA so that achieving candidates are able to achieve CPD points. Only students who have met the assessment requirements of short courses may be issued with the relevant certificate of achievement. Successful short course candidates receive a certificate according to their short course name e.g. Certificate: Aerobics, Step and Tone.

8. CERTIFICATES FOR WORKSHOPS

For **eta** workshops to be recognised for CPD points, each workshop is loaded to REPSSA's website by each region running a workshop. If a workshop is not loaded to

the REPSSA website by the region, certificates cannot be issued for CPD points; certificates of attendance may be issued by the region but not for CPD points.

All candidates' records for attendance of workshops for CPD purposes are loaded to the **eta** SIS to ensure that a record of their attendance and their payment is on the **eta** system. Certificates are issued by NAT and sent to the region for distribution to attendees.

9. CERTIFICATE CONTENT AND REQUIREMENTS

9.1 **eta** Certificates are printed at **eta** NAT, in accordance with the procedures associated to this policy. No **eta** site of delivery or allied provider is allowed to issue **eta** certificates for any programme. **eta** certificates include the following information on the face:

- Type of qualification e.g. Higher Certificate
- Name of qualification e.g. Coaching Science
- Full name of the graduate (first name/s followed by the surname);
- Identity number of the graduate;
- Date student qualified (see point 4);
- The **eta** logo;
- Full title of the qualification with qualifiers if applicable
- Elective unit standard or skills programme (where applicable);
- Qualification ID number against which programme is recorded. This number can change if a qualification is re-registered so important to check SAQA website.
- NQF Level
- Credit value/s;
- Signatories: one **eta** Director

9.2 Signatories and signatures

The electronic signature of the MD is inserted onto **eta** certificates under authority.

9.3 Certificate Numbers

All **eta** certificates are printed with a unique certificate number. Once the qualification is loaded to the SIS and registered to a particular student, a certificate number is generated automatically.

10. **REQUESTING CERTIFICATES FROM NATIONAL OFFICE**

There are clear procedures for requesting certificates from NAT and certificates are not issued unless the certificate requesting procedure has been followed. It is the responsibility of the regional administrator to ensure the following when requesting certificates:

- Student's fees are up to date
- Student's information is correct on the Student Information System (SIS)
- Achievements have been loaded on the SIS
- Moderation of assessment have been conducted per course per task
- The DB certificates had been completed in full with all information loaded as per the database requirements

Note: Certificates are printed according to the dates on the **eta** Operations Year Planner.

11. **MONITORING CERTIFICATES AND MINIMIZING FRAUD**

Once NAT receives DB certificates requesting certificates to be printed, the NAT Monitor checks for the following:

- Complete student records, payment and result details are loaded to the **eta** SIS
- Moderation of assessment have been conducted per course
- DB certificates must be current and congruent with **eta** SIS in terms of students' information. A current copy of the DB certificates is held at the **eta** region and at NAT.
- The DB certificate is completed according to QC requirements with all data requirements and certificate details as per this policy. If this process is not adhered to, certificates will not be processed.

12. **REISSUING LOST OR STOLEN CERTIFICATES**

If a student has lost a certificate or had a certificate stolen, they may request for a reprint of their original certificate.

12.1 Reissued certificates for pre-2004 programmes

Pre-2004 **eta** Graduates can apply for re-issue of certificates. See point 12.2 for which templates to be used.

For a certificate to be re-issued, applicants must supply proof of their studies in the form of their transcript of results. In the absence of such proof, if records do exist in the **eta** archives then the student can be provided with a reissued certificate.

If no records of the applicant can be found in the **eta** archives, it is up to the student to supply relevant and sufficient evidence of having studied and completed exams through **eta**. Such evidence can be in the form of study texts, and exam results. See point 12.4: Requesting a re-issued certificate.

For students who qualified since 2004, should their original certificate have been lost or damaged, a re-issued certificate can be applied for through the campus that graduated the student.

12.2 Certificate templates

The current certificate template is utilised for certificates that were issued *after* 2004. Re-issuing of certificates prior 2004, i.e. before qualifications were registered on the NQF, then a 'special certificate and diploma' template is used. This special template has the wording 'Not applicable' next to the Qualification ID, credits and NQF level. See Templates, Certificates, Re-issues 2004.

12.3 Qualification ID numbers

The qualification ID number that applies/applied at the time the student qualified is the number that should be printed on the certificate.

[See Procedure eta Certificates](#)

12.4 Requesting a re-issued certificate

An affidavit must be provided, signed by a Commissioner of Oaths, with the following details:

- Full names, address, telephone number
- Name of qualification, region, year of study and year of graduation

- Identity number
- Oath swearing that the original certificate was lost / stolen

The regional administrator requests the certificate from NAT through the certificate requisition system and in line with the certificate requisition policy. The time taken for NAT office to process certificates should not be more than two weeks. Regions must always state if they are requesting a reissued certificate. The certificate retains the same number as that of the original issue. If the original certificate did not have a unique number, one can be generated at the time of re-printing.

The current certificate reissue fee applies and must be paid **before** certificates can be issued. Half of collected fees go to NAT and half to the region. No certificates are re-issued without proof of payment. The cost of reissued certificates is indicated in the current **eta** price list.

12.5 Fees for re-issue of certificates

- 12.5.1 For reissue of certificates the region collects the relevant fee from the student and notifies NAT through the certificate requesting system along with proof of payment (see current eta price list).
- 12.5.2 Urgent certificate requests can be serviced but an extra fee is charged for this (see current eta price list)

13. CERTIFICATES FOR STUDENTS CHANGING FROM CERTIFICATE TO DIPLOMA

If a student registers for a certificate and decides to continue on to 2nd year to complete a diploma, they receive their Final Assessment Report with completed results for first year and receive their diploma on successful completion of their entire learning programme. Thus, students receive one qualification and *only one certificate is printed*.

If the student does not complete their Diploma but successfully achieves the criteria the awarding of a certificate, the recognition of prior learning policy applies. See Policy for RPL.

14. CERTIFICATES FOR PROGRAMMES RUN IN ALLIANCE WITH eta

Only **eta** certificates can be printed for students who achieve an **eta** qualification. If a student has studied through an allied provider who may have a contract to recruit

students for **eta** programmes, only **eta** certificates can be issued to the student. No associate's logo can be included on **eta's** certificates.

15. **CATHSSETA CERTIFICATES**

CATHSSETA is the authorised ETQA for occupational programmes under the sport, recreation and fitness sector therefore CATHSSETA issues certificates and records of learner achievement on the National Learner Register database (NLRD). For certificates to be issued by CATHSSETA, assessors must be registered with CATHSSETA and linked to the provider.

Regions load learners' to CATHSSETA system according to the current CATHSSETA loading policy. Learners' achievements have to be loaded in full before CATHSSETA can authorise their certificates to be issued. CATHSSETA must also link the learners to the provider (**eta**) and the registered assessor on their database.

Certificates are issued in batches by CATHSSETA and this is done once a minimum of 1000 students achievements are recorded (across all the chambers that they quality assure). CATHSSETA certificates are sent to **eta** NAT offices in Cape Town by CATHSSETA and distributed to the regions once checked at NAT. CATHSSETA certificates are mailed to regions who then relay them to the graduates by registered post (unless they can be handed to students or collected).

To manage delays in the CATHSSETA system, **eta** certificates are handed out at **eta's** graduation and CATHSSETA certificates are mailed to regions once they are received from CATHSSETA. The cost of the CATHSSETA certificate is included in the course fee.