

VERIFICATIONS@UP

DECLARATIONS | VERIFICATIONS | ACADEMIC RECORDS | ACADEMIC TRANSCRIPTS | QUESTIONNAIRES

PRODUCT DESCRIPTIONS

Product type	Turnaround time And Price	Product description
Academic record	5 working days R150-00	An official full statement of a student's results per year of study, reflecting marks for all passed and failed modules. A student's cumulative and weighted averages per year, as well as a confirmation of completion of the qualification and a certificate of conduct are also included.
Academic transcript	30 working days R800-00 per qualification	A comprehensive document that includes general information about the University, faculty-specific regulations, student-specific qualification and curriculum information as well as full descriptions of all modules passed. It may include practical/clinical hours completed if applicable to the qualification.
Academic transcript reprint	5 working days R200-00	Copy of transcript requested previously. Please email verifications@up.ac.za first to confirm if we have a transcript for you.
Declaration certificate/Name-change/language declaration certificate	5 working days R200-00 per certificate	A declaration of the degree certificate received at graduation. A name-change declaration can be requested by students who have errors on their original degree certificate or who have officially changed their names or surnames on their ID documents. Please provide new proof of identification.
Qualification(s) Verification Letter	5 working days R150-00	A short official letter that confirms the qualification/s completed. The letter includes student information as well as the first date of registration, completion date and the conferment/awarding date of the qualification.
Short Questionnaire/education verification form	5 working days R150-00	A formal document that requires the University to fill in specific student and qualification information. This document is often a requirement of specific national and international institutions for individual registration or accreditation purposes, and must be stamped and signed by the University. Examples of institutions that require questionnaires are WES, ECER, CAPR, FCCPT, LSAC, ICAS, CES, the Nursing Council of NZ, medical councils, law societies and more.
Long Questionnaire/education verification form	30 working days R1000-00	HCPC, Social Work England, CORU Includes modules descriptions and outcomes per module where applicable.

FREQUENTLY ASKED QUESTIONS

How long will it take to receive my documents?

Once a completed verification request form and proof of payment has been sent to verifications@up.ac.za, please allow 2 to 3 working days for your request to be captured. Turnaround times apply to each product after a request form and PDF proof of payment has been received. You will receive confirmation of receipt via email.

Can my request be expedited?

We handle all requests on a first-come, first-served basis; all requests will be dealt with timeously and fairly.

Can I make my request in person and pay in cash at the university?

No. We handle all requests electronically. Please send all correspondence and documents to verifications@up.ac.za. We do not accept walk-in requests.

Can I collect the hard copies of my documents?

Yes. Documents can be collected at the Verifications Office on Hatfield campus in Pretoria. You may also send someone to collect the documents on your behalf. The collection address will be sent to you once your request has been processed.

Can the documents be couriered to me?

Yes. We make use of DHL courier services and can have your documents couriered to you locally or internationally at an additional fee. Courier fees are indicated on the request form.

Can I only request an electronic/scanned version of my documents?

Yes, we will scan and send your documents to the email address provided on the request form. Your scanned documents can also be sent directly to a third party or institution's email address if necessary. However, we encourage you to collect your hard copies from our offices.

Can I receive an academic record with passed subjects only?

No. According to the policy of the University, only full academic records for all modules passed and failed for all qualifications registered for are provided.

Can I have a certificate of good conduct separated from the academic records?

No. We provide only full academic records, with the certificate of conduct included.

Can you upload my documents electronically to the WES portal?

Yes. When submitting your request, please let us know that you would like your documents to be uploaded to the WES portal. Please request product 5 (questionnaire) along with the records or declaration as prescribed by WES. Kindly include your WES reference number in your application.

Can I receive a letter confirming the NQF level of my qualification?

Yes. We can confirm the National Qualifications Framework (NQF) level of all qualifications registered from the year 2000. For other NQF-related queries, please contact the South African Qualifications Authority (SAQA) directly.

NKP/Goudstad and other teachers' colleges (Higher Education Diploma – 4 year training)

The abovementioned diploma was offered by the Onderwyskollege Pretoria (College of Education Pretoria), into which Goudstad as well as the Heidelberg Onderwyskolleges were amalgamated. The Onderwyskollege Pretoria was incorporated into the University of Pretoria from 1 January 2000 and the courses offered and diplomas awarded by the College are recognised and endorsed by the University of Pretoria. If you completed your Higher Education Diploma with these colleges and want to request academic documents or a verification, please complete this [form](#) and send to verifications@up.ac.za. We will determine if your records have been captured, if not, we will let you know via email. The turnaround time to capture your records is 6 weeks.

Can the University confirm that I completed my studies in English?

Official attendance of classes in specific language letter (Medium of Instruction letter). For assistance, send an email to regis@up.ac.za.

Will my documents be stamped and signed?

Yes. All documents are printed on official University stationery and stamped with the current date. If the document requires a signature, it will be signed by an authorised University official.