

# KNOW YOUR NQA

#KnowBetterDoBetter



Namibia • Qualifications • Authority

[www.namqa.org](http://www.namqa.org)



## Vision

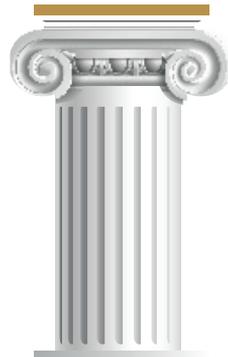
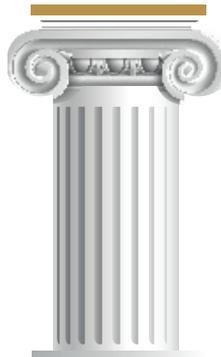
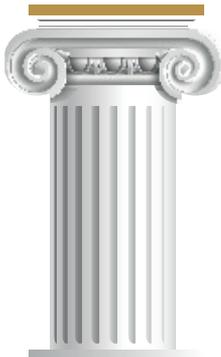
Globally reputable Qualifications Authority  
empowering people in Namibia

## Mission

To Sustain a National Framework that  
assures quality qualifications

## Values

Transparency  
Innovation  
Integrity  
Accountability  
Excellence



## AT A GLANCE

### What is the NQA?

The Namibia Qualifications Authority (NQA) is a State Owned Enterprise established through the Namibia Qualifications Authority Act no. 29 of 1996. The NQA's highest decision making body is the Council which is appointed by the Line Minister.

### What are the duties of the NQA?

The NQA has ten functions as stipulated in the Act, including but not limited to:

- To set up and administer the National Qualifications Framework (NQF);
- Accrediting training providers to ensure that they have the capacity to deliver courses at the appropriate standard.
- Evaluate qualifications to determine the value of a qualification and give it a corresponding level on the National Qualifications Framework.
- Evaluation is also done to verify authenticity, legality and validity of the awarding body and qualification.
- Set up the occupational standards for any occupation, job, post or position in any career structure;
- Set the curriculum standards required for achieving the occupational standards for a given occupation, job, post, position in a career structure;
- Evaluate and recognize competencies learnt outside formal education.

### What value does NQA add to the training and educator sector?

The NQA is the national regulator in the training and education sector in terms of all matters pertaining to qualifications. It is tasked with the responsibility of ensuring that qualifications are quality assured and they are in line with the aspirations of the Namibian nation.



**Franz Gertze**  
Chief Executive Officer: NQA

The NQA thus monitors and advises on the standards and quality of training and education in Namibia. This not only ensures consumer protection for those investing in education, but also safeguards the country's reputation.

### Where is the NQA located?

The NQA operates from its office located at the corner of Bismarck and Dr. W. Kulz Street in Windhoek.

**For more information, please contact us on:**

**Tel: +264 (61) 384 100**  
**Email: [marketing@namqa.org](mailto:marketing@namqa.org)**  
**Website: [www.namqa.org](http://www.namqa.org)**

# ACCREDITATION



## What is Accreditation?

Accreditation is confirmation by the NQA that an institution has the capacity to provide specified courses and assess the performance of persons enrolled in such a course.

Accreditation applies to any person, institution or organisation offering training or educational services.

## What value does accreditation add to the education sector?

### Training providers (institutions) gain:

- External checks that they and their courses are of high quality
- Wider acceptance of their qualifications
- Possible access to additional resources of funding or learner subsidies

### Learners will:

- Gain assurance of the quality of the course they are enrolling in and that the outcomes of that learning will likely be recognised by employers and other providers
- Likely be able to move more freely between accredited institutions and have their previous learning recognised or cross-credited

### Industry and Professions gain:

- Greater confidence in the quality of education and training courses offered in Namibia
- Opportunities to work more closely with providers in the design and evaluation of courses.

## Who should apply for accreditation?

All training providers offering courses that lead to a qualification should apply for accreditation by the NQA. A training provider may be an individual or institution represented by or through a body corporate entity appropriately registered in Namibia.

Accreditation is not limited to conventional education and training providers. Training centres, departments or institutes within companies, government departments and State Owned Enterprises are eligible to seek accreditation for their courses.

Application forms are available from the NQA House in Windhoek and on the website: [www.namqa.org](http://www.namqa.org).

## How do institutions apply for accreditation?

Institutions or training providers are required to submit an application form to the NQA, accompanied by the required supporting documents. The applicant must also complete a self-evaluation form to ensure they meet the requirements of the accreditation standards before submitting their applications to the NQA.

## What does the process of accreditation entail?

Upon receiving an application, the NQA will:

- Check for completeness
- Carry out a desk evaluation of the contents
- Conduct a site visit(s)

Only once the NQA is satisfied that the applicant has met all the requirements will the NQA Council confirm accreditation. A Certificate of Accreditation is then issued as confirmation of the accreditation status of that training provider. Accreditation is valid for three (3) years, after which the training provider is required to reapply for accreditation.

## Why should I study at an accredited institution?

The NQA only evaluates qualifications obtained at accredited institutions, whether in Namibia or abroad. Evaluation is the process of confirming whether qualifications are legal and authentic, as well as the accreditation status of the institution they were obtained from.

## What are the consequences of studying at an unaccredited institution?

Qualifications obtained at unaccredited institutions in Namibia or elsewhere in the world are not recognised as legal and therefore hold no value. As most employers request for NQA evaluated qualifications, holders of qualifications obtained at unaccredited institutions are likely to struggle securing employment and gaining acceptance at other institutions to further their studies.

There are many unaccredited institutions operating in Namibia and elsewhere in the world. It is therefore important for all prospective students to verify the accreditation status of institutions before enrolling for studies so that they do not fall prey to these bogus institutions.

## How do I verify the accreditation status of an institution?

The NQA assists prospective students to verify the accreditation status of institutions in Namibia and anywhere else in the world.

To make use of this free service, simply visit the NQA website: [www.namqa.org](http://www.namqa.org) complete the 'Request for accreditation status of an institution form' and email it to: [advice@namqa.org](mailto:advice@namqa.org).

You can also obtain the form from the NQA House in Windhoek. The NQA endeavours to respond to all queries within seven working days, depending on the availability of information.

**For more information about the accreditation process, please contact us on:**

**Tel: +264 (61) 384 100**  
**Email: [accreditation@namqa.org](mailto:accreditation@namqa.org)**  
**Website: [www.namqa.org](http://www.namqa.org)**



# National Qualifications Framework

## What is the National Qualifications Framework (NQF)?

The NQF is a national system for organising qualifications in a way that makes them easy to understand and compare. It is a powerful tool for promoting lifelong learning in Namibia and to ensure that qualifications are closely aligned with the economic, social and cultural needs of the country. The NQF also provides up-to-date information about all the relevant and legal qualifications in Namibia.

The NQF has 10 levels, each with increasing complexity of learning and defined by a unique descriptor. It is made up of Unit Standards, Certificates, Diplomas and Degrees.

## What is the difference between NQA and NQF?

- “**NQA**” refers to the Namibia Qualifications Authority
- “**NQF**” refers to the National Qualifications Framework. The NQF classifies qualifications based on a set of nationally agreed and internationally benchmarked criteria that clarify academic levels, learning outcomes and learner academic load. It integrates all national qualifications and provides pathways that link them systematically.

## What is a Qualification?

“**Qualification**” refers to an award received after successful completion of quality assured learning and assessment. Types of qualifications are Certificates, Diplomas and Degrees.

## What are the benefits of the NQF?

### For students, the NQF:

- Provides quality assured learning and qualifications
- Enhances access to learning and assessment

- Provides opportunities for the previously disadvantaged members of society to have their knowledge and skills formally recognised.
- Enables people to develop to their full potential
- Provides a national database of learner achievements

### For employees, the NQF will:

- Provide opportunities for the recognition of on-the-job training
- Enable progression to learning at higher levels and in formal institutions
- Provide them with qualifications that employers demand

### For employers, the NQF will:

- Provide access to employees qualified to world class standards
- Enable formal utilisation of quality assured company learning programmes
- Provide a central record or learner achievement.

## How does the NQA determine the qualification levels?

The NQA aligns outcomes of learning to the NQF level descriptors to confirm qualification levels determined by qualification developers.

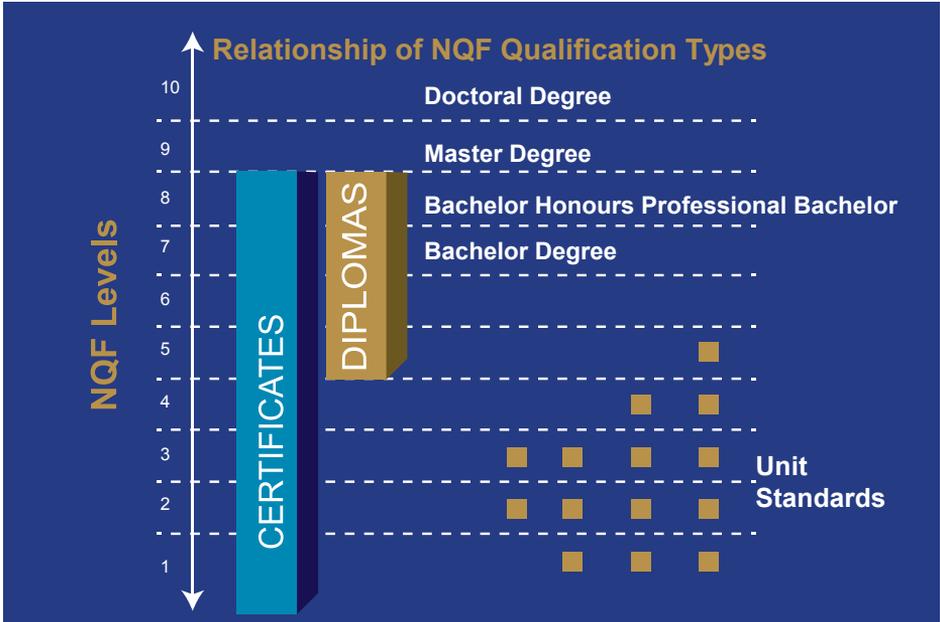
## What is a Unit Standard?

A “**Unit standard**” is a standalone NQF registerable component of a qualification, which can be independently awarded.

## How are the NQF credits calculated?

Total hours of learning divided by 10 = 1 NQF Credit.

## How are the different qualification types aligned on the NQF?



### What is the difference between a Level 3 and a Level 6 Certificate?

The difference depends on the difficulty (complexity) of learning.

to ensure they are current, relevant and remain fit for purpose.

### What is the difference between a Level 7 Certificate, a Level 7 Diploma and a Level 7 Bachelor Degree?

The difference is in the size of the qualification (volume of learning).

For more information, please contact us on:

Tel: +264 (61) 384 100  
Email: [nqf@namqa.org](mailto:nqf@namqa.org)  
Website: [www.namqa.org](http://www.namqa.org)

### Does qualifications registered on NQF have an expiry date?

Yes, all qualifications registered on the NQF for Namibia are valid for a period of 5 (five) years after which they must be reviewed and then re-registered. This is

## EVALUATION



### What is Evaluation of Qualifications?

Evaluation of qualifications by the NQA is the process of giving value to a qualification by comparing it to qualification types on the National Qualifications Framework (NQF) for Namibia.

Evaluation is also done to verify the legitimacy, credibility and validity of the awarding body and its qualifications. The NQA only evaluates qualifications that are quality assured.

- **Legitimacy** refers to the authenticity of the qualification
- **Validity** refers to whether the qualification was issued in a legal manner and by a legal body
- **Credibility** refers to whether the awarding body can be trusted

### What is a quality assured qualification?

A qualification which is quality assured is recognised in the country of origin and obtained at an accredited institution.

### Why is the evaluation of qualifications important?

- It provides valuable information regarding the status of qualifications

and credentials of institutions.

- It enhances chances of employability
- It opens up access routes to additional education and training
- It contributes to the personal development of each student and the socio-economic development of the nation at large.
- It provides assurance to the public and other stakeholders that a particular set of professional and academic standards have been achieved.

### What type of qualifications does the NQA evaluate?

The NQA only evaluates qualifications and Unit Standards based awards which are quality assured in the country of origin. The NQA does not evaluate certificates of attendance and thus advises prospective learners to verify the status of BOTH the institution and the programme before enrolling for studies.

### How long does the evaluation process take?

The process takes on average 30 working days. However this depends on the completeness of the application and availability of information regarding the particular qualification

## Who may apply for the evaluation of qualifications?

Any person may apply to have their qualification(s) evaluated by the NQA.

Applications must be made on the approved application form and must be completed fully, correctly and legibly.

The application form may be downloaded on the NQA website: [www.namqa.org](http://www.namqa.org) or at the NQA House situated at the corner of Bismarck and Dr. W. Kulz in Windhoek.



## What documents do I need to submit for evaluation of qualifications?

Certified copies of the following documents should be submitted with the application form:

- Highest school qualification
- Each degree, diploma or certificate awarded;
- Complete, official academic record of each qualification issued by the awarding body;
- Completion of apprenticeships, where relevant;

- Qualifications in the original Language as well as translation of all non-English language documents translated by a sworn translator in Namibia;
- Degree/Diploma Supplement where applicable;
- Research paper/Work Projects/ Thesis where applicable;
- Proof of change of name, where applicable;
- Identity document or passport with photograph;
- Original documents as needed on request.

## Can I e-mail or fax my application form together with my certified copies to the NQA?

Regrettably the NQA does not accept applications via email or fax. The relevant documents should be sent via courier, hand delivered at the NQA House Corner of Bismarck and Dr. W. Kulz Street in Windhoek or posted to:

Namibia Qualification Authority  
Private Bag 13247  
Windhoek

For more information, please contact us on:

Tel: +264 (61) 384 100  
Email: [evaluation@namqa.org](mailto:evaluation@namqa.org)  
Website: [www.namqa.org](http://www.namqa.org)



**General queries about the NQA:**

Tel. +264 61 384 100

Email: [marketing@namqa.org](mailto:marketing@namqa.org)

**Accreditation related queries:**

[accreditation@namqa.org](mailto:accreditation@namqa.org)

**Queries related to accreditation  
status verification:**

[advice@namqa.org](mailto:advice@namqa.org)

**Evaluation related queries:**

[evaluation@namqa.org](mailto:evaluation@namqa.org)

**Queries related to the National  
Qualifications Framework:**

[nqf@namqa.org](mailto:nqf@namqa.org)

**Website:**

[www.namqa.org](http://www.namqa.org)

Find us on Facebook 

# ENSURING QUALITY QUALIFICATIONS FOR NAMIBIA



The Namibia Qualifications Authority (NQA) mandate:

Accredit training providers | Evaluate qualifications | Manage the National Qualifications Framework (NQF)

## ALWAYS REGISTER WITH A QUALITY ASSURED INSTITUTION.

Whether you're planning to study in Namibia or abroad, always verify the accreditation status of the university/college by contacting the NQA before you register. This service is offered free of charge by the NQA. For a list of all accredited Namibian institutions, visit our website at [www.namqa.org](http://www.namqa.org)

### Contact us:

Corner of Bismarck and Dr. W Kulz Street, Windhoek

**P** Private Bag 13247, Windhoek, Namibia

**T** +264 61 384 100

**F** +264 384 114

**W** [www.namqa.org](http://www.namqa.org)



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**REQUEST FOR THE ACCREDITATION STATUS OF AN INSTITUTION**

Please complete this form by providing clear details of your personal information and enquiry.

**PERSONAL DETAILS**

<b>Full Names and Title</b>	
<b>Postal Address</b>	
<b>Telephone number, Town code or Cell number:</b>	
<b>Fax number and town code</b>	
<b>E-mail address:</b>	

**DETAILS OF THE ENQUIRY**

<b>Full name of the institution and country in which institution is based</b> (e.g. University of Pretoria in South Africa)	
<b>Full name of the qualification you would want to study towards</b> (e.g. Diploma in Local Government Studies, Bachelor in Computer Science or Masters in Education)	
<b>What is the purpose of this information?</b>	
<b>What have you already done to find out about this institution?</b>	

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR OFFICE USE ONLY**

<b>Date of Response</b>	Post: _____ Fax: _____ E-mail: _____
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# HELP STOP QUALIFICATIONS FRAUD



**Trust us - Talk to us**  
**24 hours a day, 365 days a year**

## What can you report?

False claims to qualifications

Selling/buying of qualifications

Any other suspected unethical/fraudulent activities involving qualifications

Call the NQA fraud hotline:

**0800 411 411**

Toll Free cellphone: 081 91847 (MTC-to-MTC only) Fax number: 0800 00 77 88 Email: [nqa@tip-offs.com](mailto:nqa@tip-offs.com)

Business hours: 08H00-17H00 Monday-Friday (outside these hours, we guarantee our services in English/24hours daily)

We are ALL affected. Stop fraud & corruption and remain totally  
**ANONYMOUS!** Let's work together to fight qualifications fraud.  
The NQA guarantees anonymity to people reporting fraud.

**Deloitte.**



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**Contact us:**

Corner of Bismarck and Dr. W Kulz Street, Windhoek

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