

Dear MIE Client,

MIE administers Academic Transcripts on behalf of the University of Pretoria.

Please find transcripts request forms and Terms and Conditions attached.

Product, scanning and courier prices are available on the request form and also in our terms and conditions.

**Very Important:**

- **A tax invoice will be forwarded to you as proof that your request / proof of payment was received by MIE and that your request was loaded and forwarded to the University of Pretoria for processing.**
- **If you have not received a tax invoice within 24 hours after your request was forwarded to MIE please send an email to [transcripts@mie.co.za](mailto:transcripts@mie.co.za)**

**How it Works**

- **How it Works**
- This should be read in conjunction with the detail on the request forms and the Terms and Conditions attached.
- All products supplied by the University of Pretoria is covered under one collective name: Academic Transcripts.
- All Academic Transcript products are compiled and printed at UP and thereafter sent via courier to the specified delivery address (please see additional cost towards courier and or scanning fees). Documentation can be collected from the MIE Office in Centurion or from the University of Pretoria. You can also make use of your own courier services.
- MIE provides all documents in English – currently the default language of the University of Pretoria.
- Print the request form
- Fill out and sign
- Ensure that you do not have an outstanding account with UP. MIE will not be able to assist with the releasing of any records if you have an outstanding account. To confirm your account status with UP please contact the Finance Department at the University of Pretoria: Frans Mothogoane – 012 420 5112 or Tinus Venter – 012 420 5110 before making a payment to MIE for products required
- Make your payment for the products you requested as well as scanning and or courier fees.
- Email your proof of payment together with the application forms to [transcripts@mie.co.za](mailto:transcripts@mie.co.za)  
MIE captures the request within 1 business day (24 hours) after your proof of payment was confirmed by Standard Bank.
- Once captured, a tax invoice as confirmation that your request has been received by MIE and loaded onto the MIE system will be sent to you via email. Tax Invoices cannot be processed before proof of payment is received. Tax Invoices can also not be raised in the name of third party as this process is completely system driven and according to processes a third party is not allowed to request documents on behalf of alumni.
- Turnaround time can be calculated from the time your request is loaded on the MIE system.
- Please make use of paragraph D on the request form for special requirements.
- Attach all questionnaires and additional information to your request form and proof of payment.
- Detail communicated to MIE telephonically or via email will not be used when your request is processed.
- Please take note that fees / prices can change without prior notice.

Submission to be made via email to [transcripts@mie.co.za](mailto:transcripts@mie.co.za) together with the proof of payment.

Kind Regards

**Linda van Dyk**  
**Transcript Administrator**



**VERY IMPORTANT PLEASE: All documents will be sealed in one envelope unless otherwise specified in paragraph D of this request form.**

**PERSONAL INFORMATION:**

<b>SURNAME</b>			
<b>FULL NAMES</b>			
<b>MAIDEN NAMES</b>			
<b>SA ID OR PASSPORT NUMBER</b>		<b>DATE OF BIRTH</b>	
<b>E-MAIL ADDRESS</b>			
<b>CELL PHONE / TELEPHONE NR</b>		<b>MALE</b> <input type="checkbox"/>	<b>FEMALE</b> <input type="checkbox"/>
<b>UP STAFF MEMBER</b> YES <input type="checkbox"/>	<b>Email Address:</b>		<b>UP Staff Number:</b>
<b>NO</b> <input type="checkbox"/>			

- Please do not reply to emails you receive with your tax invoice attached. A tax invoice will be forwarded to you as proof that your request / proof of payment was received by MIE and the payment reflects in our bank (international payments can take up to 10 working days to reflect in our bank account).
- If you have not received a tax invoice within 24 hours (this excludes international payments which can take up to 10 working days to clear) after your request was forwarded to MIE please contact Linda van Dyk on 012 644 4000
- Please take note that MIE cannot assist with short courses obtained at the University of Pretoria - please contact your faculty directly.
- MIE will not be able to assist with the releasing of any records if you have an outstanding account with UP. To confirm your account status with UP please contact the Department of Finance at the University of Pretoria: Frans Mothogoane – 012 420 5112 or Tinus Venter – 012 420 5110 before making a payment to MIE for products required.
- Please take note that the University of Pretoria cannot confirm that alumni attended classes in a specific language.
- Please fill in page 4 for qualifications obtained at NKP, Heidelberg Teachers College, Goudstad Teachers College, Teachers College of Pretoria and Vista University and email to [transcripts@mie.co.za](mailto:transcripts@mie.co.za) before making a payment. Availability of your qualification detail on the UP database should be confirmed first.
- Please take note that a scanned copy of a document is not an original document and cannot be certified.
- Documents for collection will only be kept for 4 weeks after which it will be destroyed and a new request should be submitted to MIE.
- Published prices / fees can change without prior notice.

B. PRODUCTS REQUIRED	Qualification A	Qualification B	
<b>Name of Qualification:</b>			
<b>Year completed / Incomplete:</b>			
<b>Student Number:</b>			
<b>Institution:</b>			
<b>Product 1: Academic Records – Marks and Modules (Qualifications A to D) Once off payment of R135-00 for all degrees</b>		<b>Product Price</b>	<b>Price per additional copy</b>
Academic Records (marks and subjects, passed and failed for all degrees) <b>Certificate of Conduct will be included in the report.</b> A set of 3 original copies will be supplied. <b>2 Working days excluding courier time</b>		R135-00 once off payment <input type="checkbox"/>	R135-00 per set of 3 copies <input type="checkbox"/>
<b>Products required for Qualification A</b>		<b>Product Price</b>	<b>Price per additional copy</b>
<b>Product 2: Academic Transcript (Module descriptions / Curriculum Detail)</b> Please see MIE Transcripts Terms and Conditions for more detail. If academic transcripts were ordered from MIE previously, please indicate and order a copy. Yes <input type="checkbox"/> No <input type="checkbox"/> All products requested with product 2 will be delivered in one package. <b>12 Working days excluding courier time</b>		R920-00 per degree <input type="checkbox"/>	R 135-00 per additional copy of entire Transcript. <input type="checkbox"/>
<b>Product 3: Questionnaire (if more than 1 page please request product 2):</b> (Eg. WES, Nursing Council of NZ Medical Council, LSAC, FCCP, Global School of Theology, HCPC,CAPR etc). <b>12 Working days excluding courier time (Questionnaires should be supplied to MIE by the Client)</b>			R108-00 per Questionnaire <input type="checkbox"/>
<b>Product 4: Official Letter on a UP Letterhead:</b> Contact MIE to confirm the details prior to requesting the official document. <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Product 5:Certificate Reprint (declaration):</b> English <input type="checkbox"/> Afrikaans <input type="checkbox"/> <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Products required for Qualification B</b>		<b>Product Price</b>	<b>Price per additional copy</b>
<b>Product 2: Academic Transcript (Module descriptions / Curriculum Detail)</b> Please see MIE Transcripts Terms and Conditions for more detail. If academic transcripts were ordered from MIE previously, please indicate and order a copy. Yes <input type="checkbox"/> No <input type="checkbox"/> All products requested with product 2 will be delivered in one package. <b>12 Working days excluding courier time</b>		R920-00 per degree <input type="checkbox"/>	R 135-00 per additional copy of entire Transcript. <input type="checkbox"/>
<b>Product 3: Questionnaire (if more than 1 page please request product 2):</b> (Eg. WES, Nursing Council of NZ Medical Council, LSAC, FCCP, Global School of Theology, HCPC,CAPR etc). <b>12 Working days excluding courier time (Questionnaires should be supplied to MIE by the Client)</b>			R108-00 per Questionnaire <input type="checkbox"/>
<b>Product 4: Official Letter on a UP Letterhead:</b> Contact MIE to confirm the details prior to requesting the official document. <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Product 5:Certificate Reprint (declaration):</b> English <input type="checkbox"/> Afrikaans <input type="checkbox"/> <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>

Please take note: If more than 1 product is requested the longest turnaround time will apply



Please take note: If more than 1 product is requested the longest turnaround time will apply

B. PRODUCTS REQUIRED	Qualification C	Qualification D	
Name of Qualification:			
Year completed / incomplete:			
Student Number:			
Institution:			
Products required for Qualification C		Product Price	Price per additional copy
<b>Product 2: Academic Transcript (Module descriptions / Curriculum Detail)</b> Please see MIE Transcripts Terms and Conditions for more detail. If academic transcripts were ordered from MIE previously, please indicate and order a copy. Yes <input type="checkbox"/> No <input type="checkbox"/> All products requested with product 2 will be delivered in one package. <b>12 Working days excluding courier time</b>		R 920-00 per degree <input type="checkbox"/>	R 135-00 per additional copy of entire Transcript. <input type="checkbox"/>
<b>Product 3: Questionnaire (if more than 1 page please request product 2):</b> (Eg. WES, Nursing Council of NZ Medical Council, LSAC, FCCP, Global School of Theology, HCPC,CAPR etc). <b>12 Working days excluding courier time (Questionnaires should be supplied to MIE by the Client)</b>			R108-00 per Questionnaire <input type="checkbox"/>
<b>Product 4: Official Letter on a UP Letterhead:</b> Contact MIE to confirm the details prior to requesting the official document. <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Product 5:Certificate Reprint (declaration):</b> English <input type="checkbox"/> Afrikaans <input type="checkbox"/> <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Product 2: Academic Transcript (Module descriptions / Curriculum Detail)</b> Please see MIE Transcripts Terms and Conditions for more detail. If academic transcripts were ordered from MIE previously, please indicate and order a copy. Yes <input type="checkbox"/> No <input type="checkbox"/> All products requested with product 2 will be delivered in one package. <b>12 Working days excluding courier time</b>		R 920-00 per degree <input type="checkbox"/>	R 135-00 per additional copy of entire Transcript. <input type="checkbox"/>
<b>Product 3: Questionnaire (if more than 1 page please request product 2):</b> (Eg. WES, Nursing Council of NZ Medical Council, LSAC, FCCP, Global School of Theology, HCPC,CAPR etc). <b>12 Working days excluding courier time (Questionnaires should be supplied to MIE by the Client)</b>			R108-00 per Questionnaire <input type="checkbox"/>
<b>Product 4: Official Letter on a UP Letterhead:</b> Contact MIE to confirm the details prior to requesting the official document. <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>
<b>Product 5:Certificate Reprint (declaration):</b> English <input type="checkbox"/> Afrikaans <input type="checkbox"/> <b>3 Working days excluding courier time</b>		R 135-00 each <input type="checkbox"/>	R135-00 per additional copy <input type="checkbox"/>

**PAYMENT REQUIRED** (all prices include VAT and Fuel Surcharge Fees)

Amount payable for all products and copies requested (please see products ticked to calculate final amount)		R
Courier Fees payable to 1 (one) <a href="#">International Address</a> : Payable in addition to the product fee	R1 000-00	R
Courier Fees payable to 1 (one) <a href="#">African Address</a> : Payable in addition to the product fee	R600-00	R
Courier Fees payable to 1 (one) <a href="#">South African Address</a> : Payable in addition to the product fee	R200-00	R
<b>Scanning Fees payable:</b> A once off amount of R30-00 is payable in addition to the product fee.	R30-00	R
To be collected from the University of Pretoria		<input type="checkbox"/>
To be collected from the MIE Offices in Centurion Pretoria (Dates for collection will be supplied in the final document send to you by MIE – this process takes at least 5 working days longer than collecting from up or sending via courier)		<input type="checkbox"/>
I want to make use of my <b>own courier service</b> . I understand and agree that MIE / UP cannot take any responsibility for undelivered, lost or damaged documents. I also agree that I will make my own arrangements for finalised documents to be collected from UP by my own courier service. For queries regarding the tracking of your package, you have to contact your courier service, MIE or UP will not be able to assist.		<input type="checkbox"/>
<b>Wire Transfers:</b> If paying from a <b>non-South African Account Bank account</b> please add an <b>additional R450.00</b> transfer fee. Please make sure we receive your bank transfer number to avoid delays. Also take note that wire transfers can take up to 10 working days to be processed. It stays the responsibility of the client to make sure that moneys transferred via an international banking account reach MIE.		R
<b>Total amount payable</b>		R

**D. ALL SPECIAL REQUESTS SHOULD BE NOTED HERE EVEN IT IF WAS COMMUNICATED TO A MIE CONSULTANT TELEPHONICALLY OR ELECTRONICALLY. (If you need more space please add an additional page with the required detail to your request form)**

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**E. DELIVERY DETAILS**

Please supply the following detail (only **street** addresses are acceptable). Please take note that our Courier Service **cannot** deliver documents at a Post Office or a Post-Net. Once the document was collected by our courier service you can track the movement of your document on the Dawn Wing Website: [www.dawnwing.co.za](http://www.dawnwing.co.za) A Dawn Wing waybill number will be supplied to you via email

**Please pay courier fees per address. If you choose to courier to 2 different addresses, please request copies of all documents required.**

Full PHYSICAL address or STREET ADDRESS (P O Box addresses cannot be used for delivery):		
Detail Required	1st Address	2nd Address
Name of receiver		
Telephone number of receiver		
Name of Company		
Street name and number		
Suburb		
Town/City		
SA Postal Code		
Country Code or ZIP Code		

**F. BANKING DETAILS**

FOR SA PAYMENTS	FOR INTERNATIONAL AND AFRICAN PAYMENTS
Payments made to: MIE	Vendor Name: Managed Integrity Evaluation (Pty) Ltd
Account Type: Cheque Account	Swift Code: SBZAJJ
Bank: Standard Bank	Bank: Standard Bank of South Africa
Branch: Centurion	Branch: CENTURION
Branch Code: 012645	Branch Code: 012645
Account Number: 4113 723 86	Account Number: 411372386
Reference: Past student's name and surname	Sort Code: ZA012645
	Physical Address: 2nd Floor, STD Bank Building, C/O Hendrik Verwoerd and South Street, Centurion, Gauteng

**I confirm that I have read and understood the Terms and Conditions as per pages 5 - 8 of this document**

**Please confirm the reason for your application:**

- Visa Purposes
- SA Employment
- International Employment
- Study SA
- Study Abroad

**PLEASE TAKE NOTE: If more than 1 product is requested the longest turnaround time will apply**

**CLIENT SIGNATURE:** ..... **DATE:** .....

PLEASE TAKE NOTE: A third party is not allowed to sign this form on behalf of the Graduate / Past Student

Request Form: Academic detail for qualifications obtained from the University of Pretoria  
Please email this request form, together with your proof of payment to: [transcripts@mie.co.za](mailto:transcripts@mie.co.za)  
**Please take note that requests cannot be expedited**



**GOUDSTAD, HEIDELBERG, NKP, TEACHERS COLLEGE OF PRETORIA, VISTA  
PRE-SCREENING REQUEST FORM**

**Please note: The University of Pretoria will not be able to find and capture your marks or provide a copy of your diploma if you cannot accurately provide the below information/documents. The turnaround time will increase if the below information/documents cannot be provided.**

Select the College/University that attended:

- Goudstad
- Heidelberg
- NKP
- Teachers College of Pretoria
- Vista University

**Turnaround time for finding and capturing records: 6 weeks**

**Important information and documents to provide:**

- Copy of your original diploma/certificate
- Copy of your original academic record, subjects completed and/or marks
- Copy of your most recent ID document
- All your names, surnames and maiden name (if applicable)

**Please fill out the following section accurately and in block letters:**

- Original diploma/certificate language issued in: Afrikaans or English
- How many years did you study: 3 or 4 years \_\_\_\_\_?
- In what year did you start your studies \_\_\_\_\_
- In what year did you end your studies: \_\_\_\_\_
- Graduation/Awarding ceremony date: Day \_\_\_\_\_ Month \_\_\_\_\_ Year \_\_\_\_\_
- Student number: \_\_\_\_\_
- Select your specialization: Junior Primary  Pre- and Junior Primary  Pre-primary
- Senior Primary  Technical  Commercial Subjects  Other  \_\_\_\_\_
- What is the full name of the qualification: \_\_\_\_\_
- Your full names and surname whilst studying: \_\_\_\_\_
- Please supply all possible surnames plus maiden name: \_\_\_\_\_
- ID or Passport number whilst studying: \_\_\_\_\_
- Current ID or Passport (Please provide a recent copy): \_\_\_\_\_
- Physical/Postal Address: \_\_\_\_\_
- Telephone or Cell phone number: \_\_\_\_\_
- Email address: \_\_\_\_\_

Any additional information or comments you can provide:

\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



## Terms and Conditions

### Academic Transcripts

#### **General**

This service is only offered for qualifications (i.e. degree and official diploma courses) from UP and is also offered for all alumni of UP i.e. any former students of the UP, whether they are enrolled for further studies or not.

Academic Records are not provided for courses that students are currently registered towards - the student has to approach the UP 'Client Services Centre' for assistance. After completion of any qualification at UP, every alumnus is supplied with an Academic Record (sent to the former student, together with the finalist letter) and a declaration (issued at the official graduation ceremony). If not received prior to or on the day of graduation, please query with the UP Administration Centre or your Faculty. All transcripts must be requested through MIE. MIE is unable to provide documents for informal courses such as short courses, Academic Records, Academic Transcripts, translations and certificates or answer questionnaires for any other tertiary institution, which includes 'Continuing Education at UP'.

MIE provides all documents in English – currently the default language of the University of Pretoria.

As per UP Policy, only documented information found in academic year books can be included in the Academic Transcript. No information from study guides or additional information supplied by lecturers will be included. Practical hours completed should be supplied as additional information (see page 3, paragraph D of the request form).

All documents will be printed in color on UP letterheads and signed by an authorised UP representative. The certificate of conduct (unofficial document) will be printed on a blank page and stamped and signed by the authorised UP representative.

#### **Service Expectations**

MIE / UP cannot be held responsible for loss of products, transport cost or any other costs incurred by the client due to a failure of either, Eskom, Telkom, or the South African Power and Telecommunications utilities respectively.

MIE / UP can also not be held responsible for a delay in feedback due to protest actions taking place at the premises of the University of Pretoria.

An email notification will be sent confirming that the document will be dispatched via our courier services or emailed.

Please take note: If more than one (1) product is requested the longest turnaround time will apply to the entire request.

Published turnaround times will not apply for qualifications obtained from Vista University, Goudstad, Heidelberg, NKP (Normaal Kollege Pretoria), Pretoria College of Education and Nursing qualifications obtained from the Nursing Faculty at UP.

#### **Charges and Payment**

You can make an electronic transfer or a direct deposit to the MIE Standard Bank account. Please see Transcript Request Form for banking details.

If you are paying from a non-South African bank account, you must pay the mandatory 'International Administration Fee'. This covers forex fees and banking fees but not delivery fees.

Please confirm the amount due to MIE before making payment. MIE will not be liable for additional fees incurred as a result of incorrect amounts paid, nor the delay in processing the request.

The full academic history is provided in the 'Academic Record', and is not charged per qualification. Prices for all other products ('Academic Transcript', 'Questionnaire', 'Declaration reprint / Translation') are charged per qualification (e.g. A Bachelor's degree and an Honours degree and a CTA count as 3 separate qualifications).

Prices for additional copies are charged per copy, per document requested.

Published prices / fees can change without prior notice.

If you request and pay for an Academic Transcript (product 2), you are not required to pay for a Questionnaire should you require one too. If any other product is requested together with a Questionnaire you will be required to pay the R108-00 per qualification obtained for the Questionnaires. Payment terms are strictly cash on order. If full payment is not received together with the transcript application form, the request will not be processed. No credit card payments will or can be processed.

MIE charges a R50-00 administration fee for overpayments if a refund is required.



## Cancellation Policy

A cancellation fee of 50% of the total amount paid will be charged where the request is cancelled more than 24 hours after it has been received by MIE, provided the request was not loaded on the MIE system yet.

Should the data subject have an outstanding account, a fine or outstanding library material at UP or there is a block on the data subject's Academic Record, monies paid to MIE for the compilation of the Academic Transcript will be forfeited, unless the data subject settles accounts in arrears with UP, and the block is lifted, within 10 working days of MIE notifying the client and the data subject. The client must notify MIE in writing that the block has been lifted.

## Written Consent Required

A signed MIE Transcript Request Form is required for all transcript requests for qualifications obtained from the University of Pretoria, the proof of payment for the specific products ordered, courier fees and/or scanning fees should be forwarded to MIE

## Overview

MIE administers Academic Transcripts on behalf of the University of Pretoria.

**Please take note that this service is currently only available for formal University of Pretoria (UP) qualifications (no short courses).**

**Please also take note that the University of Pretoria cannot confirm that alumni attended classes in a specific language.**

MIE will not be able to assist with the releasing of any records if you have an outstanding account with UP. To confirm your account status with UP please contact the Department of Finance at the University of Pretoria: Frans Mothogoane – 012 420 5112 or Tinus Venter – 012 420 5110 before making a payment to MIE for products required.

Please read [Transcripts Terms and Conditions](#)

## Products:

### 1. Academic Records

#### • Full Academic Record including a Certificate of Conduct:

- ✓ This report contains all marks and subjects, for all modules passed and failed.
- ✓ A certificate of conduct (alumni's behaviour during the period of study) is included on the last page of the academic record.
- ✓ A set of 3 original copies will be supplied.
- ✓ Price: R135-00 per set of 3 original copies.
- ✓ Turnaround time from time request and proof of payment are received by MIE: 3 working days excluding courier time

### 2. Academic Transcripts

- This report contains the detail of all modules as well as a short description of each module completed at the University of Pretoria. One academic record will be included in the final document.
- The University of Pretoria doesn't keep record of practical hours. This should be supplied by the client.
- For nursing qualifications, you have to contact Dr Maree at the Nursing Faculty of the University of Pretoria [Carin.Maree@up.ac.za](mailto:Carin.Maree@up.ac.za) she will forward the detail to UP. Please take note that additional information in this regard can affect the turnaround time of your request.
- Please contact MIE before making payment should you have specific requirements.
- Details (if available) include:
  - ✓ Admission requirements
  - ✓ The length of the course
  - ✓ The list of the prescribed subjects
  - ✓ Details of the subject modules (i.e. if they include practical classes)
  - ✓ The length of the modules
- Details not available for inclusion in the transcript:
  - ✓ Lists of textbooks and copies of study guides
- If an academic transcript is required for more than one degree, the details for all the requested degrees will be combined into one document, as per the official format of UP.
- Price: R920-00 per degree
- Turnaround time from time request and proof of payment are received by MIE: 12 working days excluding courier time.



- A draft copy of the document will be forwarded to you electronically for approval, finalisation of this document should be confirmed by you in writing within **48 hours from the time that the draft document was emailed to you.**

### 3. Questionnaires

- A questionnaire is a formal document which contains specific details of a candidate and their qualification information. This document is often a requirement of specific national and international institutions for individual registration or accreditation purposes. If the Questionnaire is more than 1 page or require module detail, you should request product 2 – the Questionnaire will still be processed)
- Examples of institutions who require questionnaires: WES, ECER, CAPR, FCCPT, LSAC, ICAS, HCPC, CES, Nursing Council of NZ, Medical Councils, Law Societies, etcetera.
- Price: R108-00 per questionnaire
- If products 1, 4 and 5 are requested together with a Questionnaire, R108-00 per degree will apply.
- If product 2 is required, the Questionnaire will be processed at no extra cost.
- Turnaround time from time request and proof of payment are received by MIE: If requested with product 1, 2, 4 or 5 the longest turnaround time will apply

### 4. Official Letter

- An official letter is printed on a University of Pretoria letterhead. Contact MIE to confirm the details of an official letter prior to requesting the formal document.
- Note that a certificate of conduct cannot be printed on an official letterhead – please refer to product 1 if this service is required.
- One academic record (marks and subjects, passed and failed for all degrees) will be included in the final document.
- Price: R135-00 per official letter
- Turnaround time from time request and proof of payment are received by MIE: 3 working days excluding courier time

### 5. Declarations for lost or duplicate certificates:

- 3 Working days excluding courier time
- All declarations will contain a red seal.
- Price: R135-00 per declaration.
- Turnaround time from time request and proof of payment are received by MIE: 3 working days excluding courier time

### Requests for Vista University, Goudstad, Heidelberg and NKP (Normaal Kollege Pretoria) qualifications:

- When applying for a Declaration, please take note that the subjects will not appear on the reprint issued by UP. If a list of subjects is required, please apply for the academic record (product 1) as well.
- Requests for Goudstad qualifications:
  - ✓ Proof of the qualification must be submitted together with the request in order for the declaration to be printed.
- Requests for Vista University, Goudstad, Heidelberg and NKP (Normaal Kollege Pretoria):
  - ✓ Complete page 5 of the Academic Transcripts UP Request Form (Pre-screening request form to confirm if your qualification details are available on the University of Pretoria's Database for studies done at Vista University, NKP, Pretoria Teachers College, Heidelberg and Goudstad Teachers Colleges) and forward this to MIE, before making payment. You will be notified to make payment after UP has confirmed whether the records are available. MIE will not be liable for incorrect and/or omitted information contained in the documents requested if written instructions were not included in the request form sent to MIE (see page 3, paragraph D on the request form). Published turnaround times will not apply for qualifications obtained from Vista University, Goudstad, Heidelberg and NKP Normaal Kollege Pretoria.

### Requests for Academic Records or Academic Transcripts for nursing qualifications obtained from UP

- Academic Records and Academic Transcripts are available on the UP portal.
- Declarations cannot be processed for the Nursing Faculty at UP.
- Published turnaround times will not apply to nursing qualifications obtained from the Nursing Faculty of UP.





## Delivery

The delivery fee depends on the address to which documents are sent and rates provided to MIE by the authorised MIE courier company. Please note that scanning and courier fees are payable in addition to the amounts payable for each product. You can also choose to make use of your own courier services - documentation should then be collected by your courier service from UP.

- Delivery and Scanning charges are as follows:
  - ✓ Courier to one (1) South African address: R200-00
  - ✓ Courier to one (1) International address: R1 000-00
  - ✓ Courier to one (1) Africa address: R600-00
  - ✓ Scanned copies of documentation can be requested at an additional once off administration fee of R30.00
  - ✓ It is your responsibility to supply MIE with the correct delivery address. The delivery address must be a physical address. MIE cannot courier documents to a postal address, Post Office or Postnet.
  - ✓ MIE will not be liable for additional fees incurred due to incorrect delivery details supplied.
  - ✓ MIE can also not take the responsibility for lost or damaged documents if you make use of your own courier service.
  - ✓ If documents are to be couriered to different addresses, please ensure that you make payment accordingly and that you request and pay for copies of documents for all addresses supplied.
  - ✓ Documents can be collected from the MIE Office in Centurion (dates for collection from MIE's office in Centurion will be supplied in the final document send to you by MIE) or the UP Office in Hatfield, Pretoria. Documents for collection will only be kept for 4 weeks after which it will be destroyed and a new request should be submitted to MIE.



**Frequently Asked Questions:**

**Can I make use of my own courier service?**

*Yes, your courier service will have to collect the documentation from the MIE Office in Centurion or from the UP Offices in Hatfield. The collection address will be supplied via email once the documents are ready for collection by your courier service.*

**Can MIE assist with Transcripts for other Universities?**

*We can also assist with Transcripts for the University of the Free State.*

**Can the Certificate of Conduct be requested?**

*The Certificate of Conduct forms part of the Academic Record by default.*

**Will the Academic Record include all qualifications?**

*The Full Academic Record will include all FORMAL qualifications obtained at the University of Pretoria. No short courses will be included and need to be requested from CE@UP directly.*

**Can a third party apply on a student's behalf?**

*No, the student needs to sign the application form. No information will be supplied without the consent of the student whose information is required.*

**Can a request be expedited?**

*No. In order to be fair to all applicants, requests are processed in the order in which they are received.*

**Who issues the documentation requested?**

*MIE only handles the administration of the application and all documentation requested is issued by the University of Pretoria directly.*

**Can the University of Pretoria assist with Vista University / Normaal Kollege Pretoria / Goudstad Teachers College / Heidelberg Teachers College qualifications?**

*The page allocated for these institutions need to be completed first and forwarded to MIE BEFORE making payment for MIE to confirm with the University of Pretoria if the records are available – please see page 5 of the UP Transcripts Request forms. MIE will notify the outcome to the past student as soon as possible after receiving this document.*

**Can the University of Pretoria confirm or issue a letter confirming that a student attended classes in English?**

*No, students who require confirmation that they attended classes in a specific language are advised to provide the third-party institution requiring such confirmation with a sworn statement to the effect that they attended classes in a specific language. Policy of the University of Pretoria is that they cannot verify such information.*

**Can personal details be amended on Graduation Certificates after the student has graduated, for example the surname?**

*No detail on a requested declaration/translation of a graduation certificate can be changed. It must be identical to the original to avoid fraud.*

**Will the applicant be notified if the parcel is couriered by the MIE authorised courier service?**

*When making use of the authorised MIE Courier Service, the applicant will receive an email notification that will include the tracking number for the parcel upon the completion of the application. All documentation is couriered directly from the University of Pretoria.*

**Where do I get the banking details to make payment?**

*The Banking details are noted on the application documentation – page 4.*

**Delivery Queries**

**Can the documentation be collected instead of couriered or scanned?**

*Yes, documentation can be collected from the UP / MIE Offices. The collection address will be supplied once the documents are finalised and is ready for collection.*

**Payment Queries**

**When receiving an invoice does this mean that payment has not been received?**

*Invoices are issued to the applicant as proof that the application has been processed and that payment has been received for the products listed on the invoice.*