



NEW ZEALAND QUALIFICATIONS AUTHORITY
MANA TOHU MĀTAURANGA O AOTEAROA

Guide to applying online for an International Qualifications Assessment (IQA)

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WELCOME

Welcome to the NZQA online service for the assessment of qualifications gained outside New Zealand.

This guide contains important information to help you complete your application for an International Qualification Assessment (IQA).

Icons used in this guide



Important note: When you see this icon, there is important information relating to the section you are completing



Did you know: When you see this icon, there is additional information that may be relevant for you



You will find information in the Frequently Asked Question section at the back of this guide about this topic



It's time to save your work and progress to the next stage of the application

SET UP LOGIN AND PASSWORD

If you are a first time user, you will need to set up an account. This will enable you to return at a later stage, to check on the status of your application.

Email address

Enter an email address that you can access and check regularly. All correspondence relating to your application will be sent here.

Password

Record your password in a safe place that you can access at a later stage. Your password must be between 6 and 16 characters.

START AN APPLICATION

NZQA offer 3 types of assessment for international qualifications:

1. Pre-assessment Result (PAR)
2. International Qualification Assessment (IQA)
3. Overseas Study Assessment (OSA)

To start an application for an IQA, click on the link, Apply for an International Qualification Assessment (IQA) application. You can only access this link once you have logged on.

COMPLETING YOUR APPLICATION

STEP 1 – PERSONAL AND CONTACT DETAILS

In this section, you need to provide your personal and contact details.

PERSONAL DETAILS

First Name, Middle Name, Last Name (or Family Name)

Your first name, middle name and last name will be the names appearing on your IQA report. This must be the legal name by which you are currently known.

Previously used names

Record in the field, any previously used names or name variations used in your documents.



When you submit documentation in support of your online application, also include a certified copy of documents showing your change of name. Certified documents can include a marriage certificate, deed poll certificate or change of name declaration.

Date of birth, Gender

Pick from the calendar or enter in the format, DD MM YYYY your date of birth. Pick your gender.

CONTACT DETAILS



If you are employing the services of an immigration agent, or you are an immigration agent making an application online on behalf of your client, please provide the immigration agency's contact details.



If any part of your contact details change, you must notify NZQA immediately. This applies to both your email and physical address.

Contact Email Address

NZQA will use your email address as the preferred method of correspondence, except when returning original documents or when an IQA report is to be sent.

Contact Telephone Number

NZQA will use your phone number as a secondary method of communication and also to provide to courier companies to assist with delivery.

Postal address



NZQA requires a physical address (not a PO Box number) for the return of original documents.

Physical address

Your original documents will be couriered to the address you enter in this part of the online application.

For immigration agents, enter the agency's physical address.

Alternative contact 1, contact 2 and contact 3

Enter the names of any alternative contact persons you permit to make enquiries on behalf of your application. This could include a relative or friend.

Alternative email address

If you have provided an alternative contact above, enter the person(s) email address where they can be contacted.

APPLICATION PURPOSE

You must tick at least one box, indicating your purpose for seeking the IQA. You can tick more than one box if more are relevant. Please tick the purpose if you may require this within the next three years.



If you require another purpose added to an IQA after it has been issued to you by NZQA, an additional fee is payable. Additional purposes cannot be added 6 months after your IQA has been issued. A new application will be required once the 6 month period is over. The best course of action for application purpose(s) is to request it if you may require it in the next 3 years.

Immigration

Select 'Immigration' if you intend to use the IQA to gain points under the Skilled Migrants Category of Immigration New Zealand (Department of Labour)

Further Study

Select 'Further Study' if you intend to use the IQA to support your claims for admission into, or advanced standing towards education programmes offered in New Zealand.

Teacher Registration / Teacher Salary

Selecting 'Teacher Registration or Teacher Salary' when you do not have teaching related qualifications gained overseas to assess is not recommended.

Employment

Select 'Employment' if you intend to use the IQA to support your job applications or claims for higher pay, where you believe prospective employers or your current employer may not adequately recognise your education achievements gained outside New Zealand.



If you have submitted an application to NZQA after 27 June 2008, the details you are entering in this application may be matched to a previous application(s) you have submitted from that date. To access your account, enter the email address or number used on previous applications to see your account history.

STEP 2 – SCHOOL QUALIFICATIONS

In this section, you need to provide details about your **secondary school** qualification(s).

In some countries, secondary schools offer general education at junior level, then technical or vocational education at senior level.

If you attended such a secondary school, NZQA needs to see your junior secondary school qualification(s) and your senior secondary school technical or vocational qualification(s).



See Section 6 on Documents for information relating to the original documents you need to provide. There is also information relating to Documents in the Frequently Asked Questions section at the back of this guide.



Do not send certificates from informal courses or in-service education, as NZQA is unable to assess these qualifications.

SCHOOL QUALIFICATION DETAILS

Country where qualification was gained, name of qualification, dates of study, name of school, and address of school

This is mandatory information. You can edit and delete this information at a later stage.



Once you have saved your school qualification, the details you entered will be displayed in a table. You can edit or delete the information relating to this record, or you can choose to add another qualification.

When you have finished adding qualifications, click **Return back to steps**, to move onto the next stage of the application.



Note : This section is for secondary school qualifications and not the qualifications you want to be assessed. Step 3 will allow you to list all post secondary qualifications to be assessed.

STEP 3 – QUALIFICATIONS FOR ASSESSMENT

In this section, you will need to enter details of the qualifications you want assessed. You can enter up to 5 qualifications. Start by searching for qualifications currently listed in the NZQA database to pick from.



Before applying for an assessment of your qualifications, check that your qualifications and/or the awarding body or institution is either accredited by the national accrediting body in the country of origin, or is internationally recognised under a multilateral-governmental accord or convention (such as is the case with many maritime qualifications for instance).

If NZQA is unable to recognise your qualification(s) because of a lack of accreditation by a national accreditation body or recognition under a multilateral-governmental accord or convention, NZQA will issue you an International Qualification Assessment report in which your qualification(s) will be disclaimed, and your application fee will not be refunded.

Search for institution and qualification

Pick the country where you received your qualification, and enter the name (or parts of the name) of the institution who awarded it. If there is a match, pick from the list that matches your qualification.

Otherwise, click on the link **return to application form and record the institution and qualification names** to start entering details of the qualification you want assessed.

QUALIFICATION TO BE ASSESSED DETAILS

Awarding institution name

Enter the full name of the institution that awarded your qualification. For example, the University of Western Sydney, Hawkesbury, New South Wales, Australia.

English language name of qualification

Either pick from the list of qualifications the name that exactly describes your qualification, or enter the name of the qualification in the text box below.

Original language name of qualification if different from above

If the name of the qualification above was translated to English, enter the original language name of the qualification here.

Full or part-time, major / specialisation, division / class, grade point average, dates of study from and to, date qualification awarded

Note that many fields in this section are mandatory. If the field is not applicable, make sure you tick the 'not applicable' box.



NZQA can not assess incomplete qualifications. If you have not finished a qualification please do not include it in this section.

AWARDING INSTITUTION/BODY

Full address of awarding institution/body

For example, University of Western Sydney, Hawkesbury campus,
Richmond Road, Richmond, New South Wales, Australia, 1234.

STUDY INSTITUTION

Full name of institution where study was completed

This field is only relevant if the institution where your study took place is different from the institution that awarded the qualification.



You are now ready to save your qualification. The details you entered will be displayed in a table where you can edit or delete the information relating to this record. You can choose to add up to 5 qualifications.

When you have finished adding qualifications, click **Return back to steps**, to move onto the next stage of the application.

STEP 4 – VOCATIONAL TRAINING (OPTIONAL)

Please note the following section is optional.



If your qualification includes the completion of vocational training with an employer (for example, an apprenticeship), you must provide your original contract and completion certification (if applicable).

For example, a qualified tradesperson from the Republic of South Africa would be expected to provide NZQA with a series of National N Certificates, a completed (“terminated”) Contract of Apprenticeship endorsed by the appropriate Registrar (e.g. Registrar of Apprenticeship or Registrar of Manpower Training), and a Certificate for passing a qualifying trade test or a Trade Diploma.

A qualified person from Germany would be expected to present NZQA with a Leaving Certificate from a Berufsschule, a Final Examination from an IHK, HWK or LWK, and a Gesellenbrief or Facharbeiter.

VOCATIONAL TRAINING

Job title, employer name, full address of employer, country and employment period.

Enter the details of your vocational training.



You are now ready to save your vocational training details. The details you entered will be displayed in a table where you can edit or delete the information relating to this record.

When you have finished adding vocational training, click **Return back to steps**, to move onto the next stage of the application.

STEP 5 – WORK EXPERIENCE

Original work experience information is required from all applicants. NZQA needs this information because:

- Work experience is a component of, or prerequisite for, some New Zealand qualifications;
- Work experience is relevant to professional registration in some professions; and
- NZQA needs to see whether your qualifications were obtained through part-time or full-time study

Please list all work experiences that relate to your qualifications. NZQA need to see original supporting documents showing your name, your employer's name and address, the position held, a description of your duties and the dates you held the position.

References usually contain this information. If there is not enough space on the application to include your work experience, you should include a copy of your curriculum vitae (CV, resume or bio data).

A clear description of your work duties and responsibilities is particularly important if you have vocational or trade qualifications.

WORK EXPERIENCE

Job title, full or part time, employer name, full address of employer, country, and employment period

Enter the details of your work experience.



You are now ready to save your work experience details. The details you entered will be displayed in a table where you can edit or delete the information relating to this record.

When you have finished adding work experience, click **Return back to steps**, to move onto the next stage of the application.

STEP 6 – DOCUMENTS

In this section, you will need to enter details of the original documents you will be sending to NZQA in support of your application.

NZQA requires original documents for all qualifications gained in all countries, and for all your work experiences. This includes:

- Certificate of completion of final year at general or junior secondary level;
- Degrees and diplomas, or other award certificates from tertiary institutions, trade schools, technical colleges or specialised senior secondary schools;
- Transcripts of results, mark sheets or academic records for degrees, diplomas or other award certificates;
- Evidence of vocational or trades training (apprenticeship contracts, completion certificates and trade tests, if applicable);
- Employment records or employer references describing your work experience; and/or
- Current practising certificate, registration or licence as appropriate.

If the institution where you studied does not provide transcripts or mark sheets, you will need to provide the equivalent information. This may be an index book, a diploma supplement or an official curriculum. If none of these documents are issued, NZQA requires an original letter or other evidence from the institution showing your course content.

NZQA needs evidence of more than just your highest qualification. If, for example, you have a master's degree, NZQA needs to see your bachelor's degree and transcripts as well. NZQA needs this so that it can see the progression and content of your tertiary education.

NZQA may also require a certified copy of the official syllabus/curriculum for the course of study and / or training completed.

Do not send certificates from informal courses or in-service education, as NZQA is unable to assess these qualifications. In order to be assessable a formal qualification course must have a duration of at least 400 hours.



Do not send certified copies of your original documents.



See the section on **Documents** in the Frequently Asked Questions section at the back of this guide for more information about your rights and responsibilities with regard to original document handling.

QUALIFICATION DOCUMENTS

The qualifications you listed for assessment in Step 3 will appear in the column under Qualifications Requiring Original Documents.

List the number of original and translated certificates you will be sending

to NZQA in support of your application.

Repeat this step for transcripts.



If any of your documents are not in English, a full and accurate official translation into English is required.

All translations must comply with the following requirements:

- The translation must be prepared by a registered and accredited official translation service;
- translation must be on official letterhead and bear the stamp and/or signature of the translator or translation service;
- The translator must certify that the translation is a correct translation;
- The translation must not be prepared by you, or any member of your family or any person interested in the outcome of your application; and
- Translation costs are your responsibility.

If you are in New Zealand, you must have your translation prepared by a translator or translation service on the List of Recognised Translation Services, which can be viewed on the NZQA website:

www.nzqa.govt.nz/for-international/qual-eval/international/

Only the original language document will be treated as original. All translations of original language documents, including notarised documents, must be certified by an official of the issuing translation service.

ADD DOCUMENTS

Here you can add Vocational, Evidence of Work Experience or Identity Documents.

Enter a description of the document, and the number of original and translated documents you will be including in support of your application. When you have finished entering details of your document, click Add and its details will appear in the relevant section below (i.e. Vocational Documents, Evidence of Work Experience, Identity Documents).



Certified copies of some documents are acceptable. This includes:

- Complete copies of official academic syllabus / curriculum; **and**
- Deed poll or marriage certificates showing change of name, if applicable.
- Identity document (Passport and/or birth certificate.)



It is not a requirement to send an original passport



See the section on **Documents** in the Frequently Asked Questions section at the back of this guide for more information.



You are now ready to save your details regarding the documents you will send to NZQA in support of your application.

You are now ready to move onto the next stage of the application.

STEP 7 – TERMS AND CONDITIONS

For applicants:

Read the Terms and Conditions and Privacy Statement carefully before agreeing. If you are an immigration agent, or some other person helping with an online application, you can agree to the Terms and Conditions and Privacy Statement, yourself. But an agent cannot sign the Cover Sheet on behalf of the applicant. **Both the applicant and agent must sign the Cover Sheet.**

Signing the Cover Sheet is confirmation that the information entered online is entered by you, or on your behalf. Signing the Cover Sheet is authorising whomever you may have nominated in your online application as your authorised agent.

For agents:

By agreeing to the Terms and Conditions, you are confirming that the information entered online is entered by you on behalf of your client.

Signing the Cover Sheet is also confirmation that the information entered online is entered by you on behalf of your client. The client must sign the Cover Sheet too, to authorise you as their agent.

Click Agree and you are now ready to move onto the next stage of the application.

STEP 8 – PAYMENT AND SUBMIT APPLICATION

Please note that all fees are subject to change.

About the fees:

APPLICATION FEE (MANDATORY)

The current standard application fee for an IQA is NZ\$730.00.

The standard application fee and/fast track fees do not cover:

- Charges imposed by third parties, for example, for verification fees. If NZQA asks an institution for verification of your qualifications and that institution imposes a fee, you will be asked to pay the fee directly to the institution;
- The cost of returning your original documents to you (see return of documents/courier fee);
- An application for a review of your assessment;
- Reopening your application after it has been closed due to lack of verification information; or
- Adding additional 'purposes' on your assessment report.

When your application has been accepted for processing, you will receive an acknowledgement email from NZQA. The date of this email indicates when the assessment service has commenced.

FAST TRACK FEES (OPTIONAL)

A fast track fee means your application will take twenty working days from the date NZQA receives all required information and fees from you. Twenty working days is exclusive of any verification delays.



If your application requires verification, NZQA is unable to control the time it takes to obtain a response from third parties to verification requests. Any delay caused by the verification process will delay completion of your assessment report.

RETURN OF DOCUMENTS FEE (OPTIONAL)

Unless you inform NZQA in writing that you do not want your original documents returned, you must either pay a return of documents fee of NZ\$40.00 or enclose a track and trace prepaid courier bag (if within NZ), or that of your authorised immigration agent, before your application can be processed by NZQA.

NZQA will retain your original documentation until the return of documents fee or courier bag is submitted.

If you are sending a prepaid courier bag, NZQA requires that you use a traceable courier service that requires a signature on receipt.

Your courier bag needs to be large enough to hold your documents without unnecessary folding. NZQA will not return any original documents by ordinary post.

Any original documents which are returned to NZQA from your last notified correspondence address, will be destroyed after five years from the date the assessment report is issued.



See the section **Tracking the status of my application** in the Frequently Asked Questions section at the back of this guide for more information on how to access and track the progress of your IQA online.

Click Confirm Payment and you are ready to progress to the next stage of the application.

Check the fee amount you have selected is correct and click Proceed to Payment.

A new page over a secure connection will open where you can enter your credit card details.

You will know immediately if your credit card payment has been accepted.

STEP 9 – PRINT COVER SHEET

Having entered online the details of what documentation you intend to send to NZQA in support of your application for an IQA, a Cover Sheet is automatically generated in a .pdf format for you to download and print.

The cover sheet contains a summary of the titles and number of all the original and / or certified copies, translations and notarised documents that you intend to submit in support of your application to NZQA.

Please print this cover sheet, sign it, and send it to NZQA together with the documentation you have listed.

If you are being represented by an agent, you must also ask your nominated agent to sign the Cover sheet also. If you nominate an agent and they do not sign the Cover sheet, your application **will not be processed** and your Cover sheet will be returned to you or your agent for completion.

NZQA will wait to receive the documentation you have listed on the Cover Sheet, and reconcile what is received against the Cover Sheet. If there is anything missing, NZQA will contact you. The Cover Sheet will also be used to ensure that everything you have provided to NZQA will be returned.



If you omit information or original documentation NZQA, will need to contact you. This will result in lengthy delays because NZQA cannot start assessing your qualifications until it has every document required.



Signing the Cover Sheet is confirmation that the information entered online is entered by you or on your behalf. Signing the Cover Sheet is authorising whomever you may have nominated in your online application as your authorised agent.

Click on Return to QRS documents and you will return to the summary page containing your application and any previous online applications.

FREQUENTLY ASKED QUESTIONS

Topics

- Agents
- Applicants
- Assessment
- Changes in contact details
- Documents
- Fees
- Provision of information
- Replacements
- Processing timeframes
- Tracking the progress of my application

AGENTS

Q. Can I use an agent to make and receive enquiries on my behalf during the assessment process?

If you need help in preparing your application, and you would prefer for another person to communicate with NZQA during the assessment process, you can appoint an agent (and nominate a relative or friend).

If you appoint an agent, you and the agent will need to sign the Cover Sheet. This form is automatically generated and is one of the last steps of making an application online. The Cover Sheet contains a short declaration, when signed indicates to NZQA that you agree to the Applicant's Declaration and your Agent agrees to the Agent's Declaration.

To reach this stage in the online application, either you or your agent would have clicked Agree on the appropriate screen of the online application in which the full versions of these declarations are presented.

It is important to notes that Agents must comply with the requirements of 'Immigration Advisors Licencing Act 2007.'

Q. What is the applicant's declaration?

Read the Applicant's Declaration carefully before clicking Agree. By clicking Agree and signing the Cover Sheet, this is confirmation that the information entered online is entered by you or on your behalf.

Q. What is the agent's declaration?

If you have chosen to employ the services of an Agent to help you in preparing your application, they must sign the Cover Sheet. This is confirmation that the information entered online is entered by you or on your behalf by them, and authorises them to make or receive enquiries on your behalf during the period of assessment.

Q. What permission am I giving my agent when I sign the cover sheet?

The Cover Sheet is confirmation that the information entered online is entered by you or on your behalf. Therefore, signing the Cover Sheet is authorising whomever you may have nominated in your online application, as your authorised agent.

This means you are authorising this person to make and receive enquiries on your behalf.

Q. Can I nominate additional people to make and receive enquiries on my behalf during the assessment process?

You can nominate a relative, friend or employer to make and receive enquiries on your behalf. This person must be nominated in the Alternative Contact details in Section 1 of the online application and they will need to sign the Cover Sheet.

If you want to add or remove people from your Alternative Contact list during the assessment process, please submit a written request to NZQA. NZQA will not provide information about your application to relatives, friends or employers without your written authority.

APPLICANTS

Q. Who should apply to have their international qualifications assessed?

People wanting to live, work or study in New Zealand may need their qualifications assessed for the following purposes:

- employment
- further study
- teacher registration/salary
- immigration.
- professional / occupational registration.

Q. Should I apply for an IQA if I want to register for work or to practice a profession in New Zealand?

In the first instance, NZQA advise those seeking professional registration in medical fields (including nursing) or in law to contact the respective registration authority in New Zealand, and possibly also Immigration New Zealand if immigration is your intent, to discuss your options before committing to an NZQA qualification assessment. Professional bodies and registration authorities have their own requirements for membership or registration.

In many cases, (for eg. teaching), but not all cases, you will need your qualifications assessed by NZQA and later also considered by the appropriate professional body.

If your occupation does require you to be registered in New Zealand or to be registered with a professional body and/or you do require an IQA for immigration, NZQA will send you the appropriate referral details with your assessment report.

Q. Will the IQA satisfy any requirements to register my professional qualifications in New Zealand?

The IQA report is not binding on any institution or registration body and it is based on information available to NZQA, including internal (or in-house) Qualification Assessment Guidelines, at the time of the assessment. If you have professional qualifications, you will also need to contact the appropriate professional body concerning registration or membership.

ASSESSMENT

Q. Are there qualifications that NZQA does not assess?

NZQA cannot assess the following:

- Incomplete qualifications including qualifications that are pending completion or being obtained at the time of application
- Informal or in-service courses
- Qualification of less than 40 credits (approx 3 months full-time study /400 notional learning hours)
- Qualifications issued by education and training institutions which are not officially recognised in the country of origin, and / or accredited according to the relevant provisions of that country
- Work experience

If you submit an application that falls into these categories, NZQA will close your application. Your original documents and the remainder of your fee will be returned to you (subject to bank fees and foreign exchange fluctuations).

Q. Who assesses international qualifications in New Zealand?

Established under the Education Act 1989, the New Zealand Qualifications Authority is a Crown Entity. Section 223 under the Education Act 1989 states:

“Functions of the Authority – (1) The Authority has the following Functions: ... (h) To maintain effective liaison with overseas certifying and validating bodies, in order to recognize overseas educational and vocational qualifications in New Zealand and to achieve recognition of New Zealand educational and vocational qualifications overseas: (i)....

Q. What is the purpose of an International Qualification Assessment?

An International Qualification Assessment states, where possible, which currently offered New Zealand qualification(s) on the Register of Quality Assured Qualifications (the Register) are substantially similar to the qualification(s) you have gained outside New Zealand. The International Qualification Assessment also indicates the level of learning outcome your qualification represents on the Register.

Q. What does it mean for me if you cannot find a qualification available in New Zealand comparable to my qualification from overseas?

If it is not possible to specify a particular qualification currently offered by a New Zealand qualification on the Register, the nominated qualification will be compared to a level (and where possible credit value) on the Register.

If an international qualification can not be compared to any New Zealand qualification because the NZQA was unable to determine the accreditation status or authenticity of one or more of your qualifications, this is stated on the International Qualification Assessment report.

Q. What is the Register and how are qualifications grouped and categorised?

The Register criteria set minimum credit and level requirements for each type of qualification.

There are ten levels involved in a qualification on the Register - 1 is the least complex and 10 the most. Levels depend on the complexity of learning. They do not equate to 'years spent learning' but reflect the content of the qualification (for more details view the level descriptors).

Qualifications on the Register are registered in accordance with an agreed set of title definitions, i.e.

10	Doctorates
9	Masters
8	Postgraduate Diplomas and Certificates, Bachelors with Honours
7	Bachelors Degrees, Graduate Diplomas
6	Diplomas
5	
4	
3	Certificates
2	
1	

Q. What can I do if I disagree with the result of my assessment?

If you are dissatisfied with your assessment, you may seek a review, in which two evaluators not involved in the initial assessment of your qualification(s) gained outside New Zealand, will reassess your qualification(s).

A written request for a review, and the fee, must be received within twelve months of the date on the assessment report (otherwise, your request will be automatically declined and the fee refunded).

The review fee is NZ\$225.00.

If your request for a review is accepted, the review will be completed within 35 working days of NZQA receiving the request and review fee.

NZQA will refund the review fee ONLY if the assessment result changes and this was **not** due to:

- A change in NZQA internal (or in-house) qualification assessment guidelines, and/or
- New documentation provided in support of the review that would have affected the outcome of the disputed assessment had it been submitted to NZQA initially.

Q. How do I request a review?

To request a review contact NZQA by:

Email: grs@nzqa.govt
 Phone: +64 4 463 3000
 Fax: +64 4 802 3401
 Post: Pamela Hulston - Manager
 Qualification Recognition Services
 New Zealand Qualifications Authority
 PO Box 160
 Wellington 6140 NEW ZEALAND

NZQA will send a credit card authorisation form for you to return with a signed letter requesting a review and explaining why you are dissatisfied with your assessment. Please be sure to include a legible mailing address.

Q. Can I request a refund?

NZQA does not pay refunds if you withdraw your application. Refunds are only given under the provisions of the New Zealand Consumer Guarantees Act.

Q. When can I contact NZQA to learn my assessment result?

Assessment results will not be given over the telephone, by email or fax. NZQA will post the result of your assessment to the address provided by you in contact details. That's why it's so important to notify NZQA if this changes during the period in which your assessment occurs.

Unless you give your written authority, NZQA will not answer questions or give information about your application to anyone other than you.

CHANGES TO CONTACT DETAILS

Q. What do I need to do if my contact details change?

A. If your physical address or email address changes and you want NZQA to return your original documents or IQA report to a different address from the one originally provided, send or fax a signed written notice of the change and new address details to NZQA. An email from your original email address supplied at the time of application is also permissible.

Q. What happens if I fail to notify NZQA of a change in my physical address?

A. If you fail to notify NZQA of your change of address, and your original documents are:

- Returned to NZQA, then you will be responsible for any fees incurred by NZQA in resending the documents; or
- Lost, then NZQA will not be liable for the loss of your original documents (or any consequential loss).

Q. What is a Cover Sheet and where can I access one?

A. A Cover Sheet is written confirmation that the information entered online is entered by you or on your behalf. A Cover Sheet can be accessed online during the application process. You will need to print a hard copy, and send it to NZQA with any original documents supporting your application for an IQA.

DOCUMENTS

Q. Will my original documents sent to NZQA be kept safe?

NZQA will be responsible for the safekeeping of original documents received. In the unlikely event that an original document is misplaced or damaged by NZQA, we will assist you in obtaining a replacement copy at NZQA's cost.

Q. What happens if my documents are lost or damaged at NZQA?

Any liability for the loss of or damage to original documents is limited to such replacement costs. NZQA is not liable for any contingent liability or consequential loss which results from the loss of or damage to the documents.

Q. What happens if my documents are lost or damaged while in the care of a recognised courier?

NZQA does not accept liability for documents while in the care of a recognised carrier or a courier nominated by you, nor does it accept liability for original documents lost due to applicants supplying incorrect return addresses or not advising of changes of address.

Q. How long will my original documents be kept by NZQA?

Any original documents which are returned to NZQA from your last notified correspondence address will be destroyed after five years from the date the assessment report is issued. This is in accordance with NZQA's Records Retention and Disposal Policy.

Please ensure that you advise NZQA in writing of any change to your address, so that we can ensure that your original documents are sent to your correct address.

Q. What will happen to my application if it is incomplete?

If the application you submit is not complete NZQA will notify you. If after six months you have not submitted the outstanding requirements, NZQA will close your application. No refund will be given if you fail to submit a complete application. NZQA reserves the right to return original documents to the last notified correspondence address (or retain them until you provide the courier fee or prepaid courier bag) and the right to request a full application fee if a new application is submitted at a later date.

Q. What are certified copies?

Certified copies are photocopies that have been stamped and endorsed by a person who certifies that the copy is a true copy of the original. The person who certifies the copy must be an official of the issuing authority or a person authorised by law in your home country or in New Zealand to certify documents. In New Zealand this is a Justice of the Peace, a lawyer, or a court official. A signature is required on each page with the name and title of the official shown legibly below their signature. Please note that certified copies of original award certificates and transcripts are not permissible.

Q. Which document types will NZQA accept a certified copy of?

Certified copies of the following documents are acceptable:

- Complete copies of official academic syllabus / curriculum
- Deed poll or marriage certificates showing change of name, if applicable.
- Passport and birth certificates.

Q. When will NZQA return my original documents?

Normally these are returned once the evaluation is complete and the report is issued. The original documents are returned to you with the report.

Q. How do I organise a replacement copy of my IQA?

The fee for a replacement copy of an IQA report is NZ\$50.00.

To request a replacement copy contact NZQA and NZQA will send a credit card authorization form for you to return with your signed request in writing explaining why you need a replacement copy. Please be sure to include a legible mailing address.

Only one replacement copy will be issued for each assessment report.

Email grs@nzqa.govt
Phone +64 4 463 3000
Fax +64 4 802 3401
Post Qualification Recognition Services
New Zealand Qualifications Authority
PO Box 160
Wellington 6140 NEW ZEALAND



No replacement copy will be issued for an assessment report that is more than three years old.

FEES

Q. What fees am I likely to incur for my IQA application?

The following list describes the complete list of fees charged by NZQA for an IQA and related services:

- Standard application fee (NZ\$730)
- Fast track service fee (an additional NZ\$395) - for preferential processing
- Return of Documents/Courier fee (NZ\$40) - for return of your original documents
- Duplicate report fee (NZ\$50) – for a replacement copy of your assessment report
- Review fee (NZ\$225) - if you dispute assessment report result and would like to request a review of the result
- New Purpose fee (variable) - an additional purpose required from your completed assessment report.
- Reopening of application fee (NZ\$50) - if you choose to reopen your application once closed due to lack of verification information
- Verification fee (unknown) - Some institutions charge a fee for verifying documents. If this occurs, you will be notified and asked to make payment directly to the organisation concerned. Until you pay the fee charged by the organisation your application will not be processed further. Once NZQA has received the required verification, it can continue with the assessment.

All prices referred to in this guide and the online Application for Evaluation of International Qualifications are exclusive of New Zealand's Goods and Service Tax (GST).

NZQA will not accept International Postal Coupons as payment for return of documents.



In any instance where fees are overpaid and/or returned, NZQA will not be liable for any bank fees and foreign exchange fluctuations incurred in the transaction.

Q. How should I organise payment?

You can pay online using a credit card (Visa or MasterCard only).

PROVISION OF INFORMATION

Q. Why do I have to provide the information?

All of the information requested of you is needed to assess your qualifications gained overseas against those currently offered in New Zealand. Supplying the information requested is voluntary, but if you do not supply the information NZQA may be unable to issue an International Qualifications Assessment.

Q. Who will have access to the information I provide?

The main recipient of the information you provide is NZQA. For the purpose of assessing your qualifications, however, NZQA may need to disclose this information to relevant educational institutions, other persons or organisations.

Q. Where will my personal information be kept and how can I access it?

The information is held by NZQA at 125 The Terrace (P.O Box 160), Wellington 6140, New Zealand. If you are a New Zealand citizen, a permanent resident of New Zealand, or you are in New Zealand, you have the right to see the information held about you. If you think it is necessary, you may ask for any of the information to be corrected. If you have appointed an agent, they may have the right to see this information on your behalf.

Q. Will my documents be verified?

NZQA may verify all your qualifications and the status of an awarding institution and other information you provide, to be sure that it is accurate. This involves contacting the institutions that awarded the qualifications, or employers, or other organisations (third party).

The verification process must remain confidential between NZQA and the third parties that are approached and you must not become involved in this process unless requested to do so by NZQA.

Q. What happens if verification or accreditation information is either unavailable or unobtainable?

If NZQA has not received the verification or accreditation information after at least three series of requests to obtain this have been sent (each attempt usually includes requests by email, fax and by post), and it is more than six months from the date on which first series of requests was sent, an International Qualification Assessment report will be issued in which the qualification(s) that could not be verified, or for which accreditation could not be established, are disclaimed. Your application will be closed, and your application fee will not be refunded.

If, however, after having closed your application, the requested verification or accreditation information is received within six months of your application being closed, NZQA will contact you and you will have the opportunity to reopen your application. The fee for reopening your application is NZ\$50.00 and the fee must be received by NZQA before the assessment process can resume.

Q. What happens if I falsify information on my application?

If an applicant submits any forged, false or altered documents, no assessment report will be issued and the matter, including all relevant documents, will be referred to Immigration New Zealand (INZ), Interpol and the New Zealand Police. The fraudulent documents will not be returned.

PROCESSING TIMEFRAMES

Q. How long will it take NZQA to process my standard application?

NZQA will process a 'standard' (NZ\$730.00) International Qualification Assessment application within 35 working days from the date NZQA receives all of the required information and fees from you (e.g. courier fee). 35 working days is exclusive of any verification delays.

If your qualification requires verification, a specific timeframe cannot be given for the completion of your assessment, as NZQA is unable to control the time it will take to obtain a response.

When your application has been accepted for processing, you will receive an email from NZQA.

Q. How long will it take NZQA to process my fast track application?

For applicants who pay the additional fast track fee of NZ\$395.00, NZQA will process a 'fast track' application within 20 working days from the date NZQA receives all required information, documentation and fees from you (e.g. courier fee). 20 working days is exclusive of any verification delays.

TRACKING THE STATUS OF MY APPLICATION

Q. How can I track the progress of my application?

Login to the NZQA website to track the progress of your application. Enter your email address and password details, and click on the application type you want to track.

Home > International > Qualification Recognition Services > QRS Applications for Applicant

International
 QRS Applications
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Portal links...
 Ratonga Māori
 For learners
 For providers
 International
 Business & industry

QRS Applications for Helen Seavor

When communicating with NZQA, you should refer to your QRS Applicant ID which is: 120

Application History

Application ID	Application Type	Qualification(s)	Status	Date Submitted
1	Pre-Assessment Result	Bachelor of Archaeology	Closed	15 May 2008
2	International Qualification Assessment	Bachelor of Archaeology	Closed	15 May 2008
3	International Qualification Assessment	Bachelor of Arts (General) Master in Education	In progress	16 May 2008

Start New Applications

[Apply for a Pre-assessment Result \(PAR\) Application](#)
[Apply for an International Qualification Assessment \(QAR\) Application](#)
[Apply for an Overseas Study Assessment \(OSA\) Application \(for the IRD\)](#)

[Email QRS at NZQA](#)
[Return](#)

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There may be one of several categories which appear next to progress:

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 For providers
 International
 Business & industry

QRS Application 200068-8 for Denis Purdy

International Qualification Assessment Report (IQA) Application

Date submitted 20 June 2008

Progress > **Receive Original Documents** > File Set Up > Allocation > Evaluation > Report
 Preparation > Quality Checking > Approval > Notification

Current step started on 20 June 2008





Qualifications
 Diplome d'Etudes Approfondies

View the [submitted application details](#)
[Email QRS at NZQA about application](#)

[Return to applicant home page](#)

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The following tables explain how to interpret what you see on the Progress line.

Icon	Description
	The step is done. NOTE: this can be reversed at some steps (e.g. Allocation) if returned from a succeeding step.
	The step is current and the process is waiting. i.e. NZQA is waiting for an external party (which may be the applicant or agent) to provide documents or information. The processing is on hold pending the response.
	The step is current and the process is in progress. i.e. a NZQA staff member is working on the application.
	The process is complete and the application is closed. The report has been dispatched

Progress Step	Description
Receive Original Documents	NZQA is waiting for the original docs to arrive.
File Set Up	NZQA has received documents and is setting up the file.
Allocation	With the Team Leaders for allocation to an Evaluator.
Request For Missing Docs/Money/Information	A request for missing documents etc. has been sent to applicant/agent; the processing is on hold pending a response.
Accreditation of Institution	A request for accreditation has been sent to a 3rd party accrediting body; the processing is on hold pending a response.
Verification of Qualification	Request for verification sent to awarding body; the processing is on hold pending a response.
Evaluation	With an Evaluator for assessment.
Request for Explanation	A request for explanation has been sent to the applicant/agent; the processing on hold pending a response.
Report Preparation	With the assessing Evaluator for report editing.
Quality Checking	With a Quality Checker for quality checking.
Approval	With the QRS Manager for sign out approval.
Notification	With Business Support for issuing of the documents and closure of the file.

Q. If I am having trouble tracking my status online, is there someone I can contact?

If you want to find out what stage your application has reached, and you are having trouble accessing this information online, you can contact NZQA by:

Email grs@nzqa.govt
Phone +64 4 463 3000
Fax +64 4 802 3401
Post Qualification Recognition Services
New Zealand Qualifications Authority
PO Box 160
Wellington 6140 NEW ZEALAND

Q. What is the process once NZQA receives my application?

When NZQA receives your application, the following steps will occur:

- You will receive an email acknowledging receipt of your application
- NZQA will check to make sure you have included all of the necessary information and documentation
- If there is information, documentation or fees which are missing, NZQA will ask you to provide these
- You will be informed who to contact within NZQA if you have any questions
- NZQA may seek further information concerning the accreditation and / or authenticity of your qualifications and you will be advised if this occurs
- Your original documentation will be copied and returned to you or your agent
- NZQA will assess your qualifications as soon as all necessary information and documentation is provided, verification (if relevant) is provided and outstanding fees are paid. The assessment timeframe commences at this point and you will be notified of your result in 35 days if you chose standard service or 20 days if you chose fast track service.



If your qualifications are teacher related and you apply for the purposes of teacher registration and / or teacher salary, supplementary information will be included with your IQA report for you to present to the New Zealand Teacher's Council. A copy of the assessment is also forwarded to the New Zealand Teacher's Council for you on your behalf.

APPLICANT CHECKLIST

Before your IQA application is ready to be processed by NZQA, you need to do the following:

- Record your user name and password somewhere safe, so you can log back in at a later stage to check the status of your application

- Record your QRS Applicant ID somewhere safe in case you need to make a telephone enquiry

- Complete the online form and submit payment details

- Print and sign the Cover Sheet. You need to get your agent to sign it too if they are helping you with this application.

- Include a courier bag big enough to hold all original documents if you chose not to pay for a return of documents fee

- Include all original documents (officially translated to English) relating to your IQA assessment

Once you have completed this checklist, you are ready to send your Cover Sheet and documents in support of your IQA application to the following address:

Postal address

Qualification Recognition Services
New Zealand Qualifications Authority
PO Box 160
Wellington 6140
NEW ZEALAND

Courier address

Qualification Recognition Services
New Zealand Qualifications Authority
Level 13, 125 The Terrace
Wellington
NEW ZEALAND