

## SACAI Terms and Conditions for Assessment Services

### Preamble

The South African Comprehensive Assessment Institute (SACAI) is an independent assessment body accredited by Umalusi, the Council for Quality Assurance in General and Further Education and Training. SACAI administers the National Senior Certificate (NSC) examinations in compliance with the policies of the Department of Basic Education (DBE) and the regulations of Umalusi.

These Terms and Conditions set out the framework governing SACAI's assessment services, including registration, deregistration, examinations, concessions, accommodations, rechecks, remarks, viewings, payments, refunds, and related processes.

The purpose of this policy is to:

- a) Ensure transparency and accountability in the administration of SACAI assessment services.
- b) Clarify the respective responsibilities of SACAI, institutions, and candidates.
- c) Establish standard procedures for registrations, examinations, post-examination services, and financial transactions.
- d) Protect the integrity, fairness, and credibility of the NSC qualification administered by SACAI.

This document is binding on all institutions, distance education providers, independent schools, and candidates registered with SACAI for the National Senior Certificate examinations.

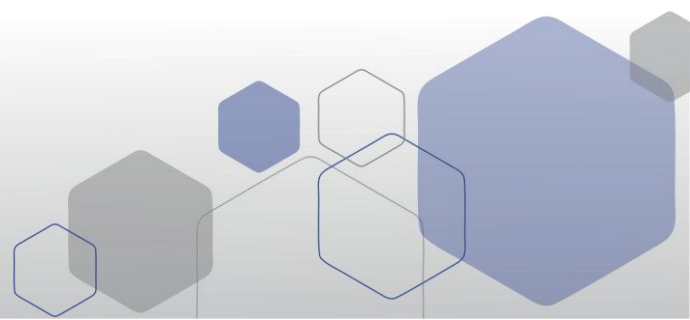
### 1. Definitions

**Examination:** The formal assessment conducted in accordance with the regulatory requirements of the National Senior Certificate (NSC) as prescribed by the Minister of Basic Education (DBE) and overseen by Umalusi.

**NSC October/November Examinations:** The annual National Senior Certificate examinations conducted during October and November for full-time and part-time candidates.

**NSC May/June Examinations:** The mid-year National Senior Certificate examinations primarily intended for repeater candidates, part-time candidates, and adult learners.

**Repeater:** A candidate who has previously written the NSC examinations and wishes to improve one or more subjects.



**Remark:** The process of re-marking an examination script by a different appointed marker to ensure marking accuracy.

**Recheck:** The process of verifying that all answers were marked and that marks were correctly captured.

**Viewing:** The process by which a candidate may, under supervision and upon application, view a copy of their examination script after a remark or recheck.

**Payment:** Any financial transaction made by a candidate or institution to SACAI for assessment-related services.

**Refund:** The process of reimbursing payments to candidates or institutions, subject to the provisions in this policy.

**Registration:** The process of formally entering a candidate for participation in SACAI-administered examinations.

**Deregistration:** The process of formally withdrawing a candidate from participation in SACAI-administered examinations.

**Concession:** A formal approval granted to a candidate with a recognised barrier to learning, allowing an adaptation in assessment conditions.

**Accommodation:** The practical arrangements made to support candidates with approved concessions (e.g., additional time, scribes, or assistive technology).

**Distance Education Provider (DEP):** A registered provider that offers teaching and learning services to candidates through distance or online learning modalities.

**Independent School:** A private institution registered with a Provincial Education Department offering tuition and support to learners who may enter for the NSC examinations through SACAI.

## 2. Institution vs SACAI Responsibilities (NSC October/November Examinations)

### 2.1. SACAI Responsibilities

- 2.1.1. Administer the October/November NSC examinations in compliance with NSC and Umalusi regulations.
- 2.1.2. Set, moderate, and quality-assure question papers and marking processes.
- 2.1.3. Appoint markers, examiners, moderators, and invigilators as required.
- 2.1.4. Issue final results and certificates as approved by Umalusi.
- 2.1.5. Communicate deadlines, policies, and procedures to institutions and candidates.

### 2.2. Institution Responsibilities

- 2.2.1. Register candidates accurately and timeously with SACAI.
- 2.2.2. Ensure all candidate information and subject choices are correct at the point of registration.
- 2.2.3. Prepare candidates for the examinations by providing teaching and learning.
- 2.2.4. Determine key competencies using internal assessments that lead to the promotion of candidates.
- 2.2.5. Provide accurate contact details for communication with SACAI.
- 2.2.6. Support SACAI in ensuring compliance with examination regulations.

### **3. NSC May/June Examinations**

- 3.1. The May/June examinations are intended for repeaters.
- 3.2. Candidates must adhere to the same registration deadlines and procedures for the examinations.
- 3.3. Candidates must ensure that SBAs/PATs/Oral marks were submitted in a previous October/November examination session.
- 3.4. Candidates must comply with all examination regulations, concessions, and accommodations approved for their participation.
- 3.5. Candidates must ensure full payment is received for the examinations.
- 3.6. Candidates can only write the subjects offered by SACAI in the May/June examinations.
- 3.7. SACAI reserves the right to refuse late applications.
- 3.8. SACAI reserves the right to determine the subjects offered in the May/June examinations.
- 3.9. SACAI reserves the right to determine which exam writing centres are used for the May/June examinations.

### **4. Remarks, Rechecks, and Viewing**

- 4.1 Applications for a remark, recheck, or viewing must be submitted within the specified deadlines communicated by SACAI.
- 4.2 Payment for each service must be made in full before an application is processed.
- 4.3 A remark involves re-marking the script by a second appointed marker.
- 4.4 A recheck involves verifying that all answers have been marked and totals captured correctly.
- 4.5 A viewing may only take place after a remark or recheck and will be scheduled at a SACAI-approved venue under supervision.
- 4.6 Viewing will take place as stipulated by policy. Candidates and guardians are responsible for familiarising themselves with said policy.
- 4.7 The decision reached after a remark or recheck is final.

### **5. Payments and Cancellation Policy**

- 5.1 All fees are payable as per SACAI's published fee schedule.
- 5.2 No services (including registration, remark, recheck, viewing, or concession processing) will be rendered until full payment is received.
- 5.3 Late payments may result in penalties or the cancellation of services.
- 5.4 Should a candidate or guardian wish to cancel a service, such a request must be received in writing within 7 working days after the formal service request.
- 5.5 Cancellations after payment may incur an administrative fee.
- 5.5 SACAI reserves the right to update fees annually and will communicate such changes timeously.

## **6. Concessions and Accommodations**

- 6.1 Applications for concessions must be submitted with all required supporting documentation by SACAI's deadlines.
- 6.2 Only concessions approved by SACAI and aligned with NSC policy will be granted.
- 6.3 Accommodations will be implemented in examination centres as per the approved concession.
- 6.4 Institutions are responsible for ensuring candidates are aware of and prepared for their approved accommodations.

## **7. Refund Process**

- 7.1 Refunds will only be considered in exceptional cases and upon written application.
- 7.2 Refunds are subject to SACAI's administrative fee and may not cover the full amount paid.
- 7.3 No refunds will be granted once services have been rendered (e.g., after a remark is completed).
- 7.4 Should a refund be approved, proof of payment and the bank confirmation letter must be submitted within 7 working days of approval. Failure to submit the necessary documentation within the prescribed time leads to forfeiture of the refund.
- 7.5 Refunds will be processed within thirty (30) working days after approval.

## **8. Deregistrations**

- 8.1 Applications for deregistration must be submitted in writing before the specified deadline.
- 8.2 A deregistration may incur an administrative fee.
- 8.3 After the closing date for deregistration, no refunds will be granted.
- 8.4 Institutions and candidates remain liable for any fees due at the time of deregistration.

## **9. General Conditions**

- 9.1 SACAI reserves the right to amend these Terms and Conditions at any time, subject to notification to institutions and candidates.
- 9.2 Failure to comply with SACAI's regulations, policies, or deadlines may result in the cancellation of registration, disqualification of results, or forfeiture of payments.
- 9.3 By registering with SACAI, institutions and candidates agree to abide by these Terms and Conditions.