

ENERGY SECTOR EDUCATION AND TRAINING AUTHORITY



**PROCEDURES FOR THE USE OF SAQA TRADEMARKS AND
THE SAQA HOLOGRAM**

INTRODUCTION

SAQA's policy prohibits the unauthorized or unacceptable use of its trademarks, logo or hologram. These trademarks are:

- SAQA
- South African Qualifications Authority
- South African Qualifications Authority together with "Q" device
- National Qualifications Framework
- NQF
- National Learner's Records Database
- NLRD

Written permission must be sought from SAQA for the use of the SAQA name, logo and hologram.

ESETA providers may make use of these trademarks and logo, but not the hologram, if they are accredited by ESETA for the duration of their period of accreditation. ESETA will insist on the proper internal controls being established by the provider before permission to use the trademarks and logo is granted. The SAQA logo may be used by ESETA or ESETA accredited providers for the following purposes:

- Advertising
- Publications
- Business usage
- Certification
 - Results of learners
 - Certificates issued by accredited providers and assessors
 - Learner achievement certificates as defined by NSBs and SGBs.

Providers may not use the logo or trademark(s) in the following manner:

- The words "course" or "programme" in conjunction with a trademark, or a phrase containing a trademark.
- A trademark when comparing a non-accredited programme with any other NQF programme.
- Imply that a connection exists between a provider's status, accreditation or registration and a trademark that is not factually correct.

The SAQA logo

SAQA have issued specifications that need to be adhered to in the use of the logo:

- Only the designer master drawing may be copied.
- It must be reproduced in a solid, unbroken tone on a solid, unbroken background.
- It must be in proportion to its original size if enlarged or reduced.
- The logo must always be reproduced in an upright manner.
- The logo may appear more than once on the same page, but only in the same size.

Restrictions pertaining to the use of the logo are:

- It may not be used in conjunction with any other element that would imply that it forms part of the logo design.
- The logo may not be circled or partly circled.
- The “Q” device may not be substituted for the Q in SAQA.
- The logo may not be used to form a repeating pattern or border.

SAQA reserves its rights to determine whether the logo is being used inappropriately and to take such steps to remedy the matter.

Procedures for providers

Providers must request permission from SAQA to use their trademarks or logo. Permission to use the hologram will not be granted to providers. This must be in writing, with the following supporting documentation:

- Copy of accreditation certificate from ESETA ETQA
- Qualifications or unit standards for which provider is accredited
- A written commitment to abide by SAQA's trademark policy

SAQA will obtain a recommendation from ESETA and advise the provider accordingly.

The SAQA hologram

SAQA have developed a holographic logo (hologram) for use by ETQAs and providers. The purpose of this hologram is to indicate that certificates issued by them are valid, authentic documents within the National Qualifications Framework.

Only SAQA will distribute the hologram, and only to SETA's.

SAQA holograms will only be affixed to:

- ESETA certificates of full qualifications
- ESETA certificates of registration of constituent assessors/moderators and verifiers
- ESETA certificates of accreditation of providers

To prevent abuse of this hologram, strict controls need to be established by ESETA. The purpose of this document is to give detailed guidance to ESETA officials for the:

- Receipt and storage of holograms,
- Issuing of holograms,
- Return of damaged holograms,
- Stock control and auditing of holograms

as well as the associated internal controls to manage the security of the holograms.

PROCEDURES FOR THE CONTROL OF THE SAQA HOLOGRAM

1. The receipt and/or return of SAQA holograms

- 1.1. The holograms will be issued by SAQA. The ESETA CEO and HOD ETQA will personally collect the holograms and return them directly to the ESETA head office. The same officers will return damaged holograms to SAQA in the same manner.
- 1.2. The holograms will immediately be counted, individually registered in the ESETA hologram control sheet with both the ESETA CEO and HOD ETQA signing the control sheet for each hologram to certify this.
- 1.3. The holograms will then be stored in the safe with the control sheet.
- 1.4. Additional holograms will be ordered from SAQA when the quantities on hand fall below a minimum level determined by the usage of the hologram. The ESETA CEO and the HOD ETQA must request the order in writing.

2. The storage of SAQA holograms

- 2.1. ESETA will use a “two-key” safe that prevents any one individual from gaining access to its contents.
- 2.2. The only two key holders will be the ESETA CEO and the HOD ETQA.

3. Movement of holograms within ESETA

- 3.1. All movements of holograms will be captured individually on the control sheet. The following information will be recorded:
 - 3.1.1. Date of receipt on the stock sheet
 - 3.1.2. Hologram serial number on the control sheet
 - 3.1.3. Signatures of ESETA CEO and HOD ETQA
 - 3.1.4. Date of issue
 - 3.1.5. Certificate number
 - 3.1.6. Certificate type
 - 3.1.7. Name of learner, assessor or provider
 - 3.1.8. Signatures of ESETA CEO and HOD ETQA
 - 3.1.9. Return date if damaged
- 3.2. Holograms will only be issued when they are needed to be affixed to a ESETA certificate.

3.3. Only the ESETA CEO and the HOD ETQA together may issue holograms from the safe.

3.4. The HOD ETQA will affix the hologram to the certificate.

3.5. All damaged holograms will be returned to the safe. If the tamper label has been removed, it must also be stored with the hologram. Their return must be logged on the control sheet, and all damaged holograms must be returned to SAQA. In no circumstances may a hologram be destroyed for any reason by ESETA.

4. Certificates that require the hologram

4.1. ESETA certificates of full qualifications

4.2. ESETA certificates of registration of constituent assessors/moderators and verifiers

4.3. ESETA certificates of accreditation of providers

5. Stock taking and auditing of holograms

5.1. The HOD ETQA will account for all holograms weekly on a stock control sheet.

5.2. The ESETA CEO will account for all holograms monthly on the same stock control sheet.

5.3. The control sheet will record the following information:

5.3.1. Serial no. range

5.3.2. Total no. of holograms in the batch

5.3.3. Quantity issued and on hand

5.3.4. Signature of officer(s)

6. Duties of responsible officers

6.1. ESETA CEO

6.1.1. Collect holograms from SAQA and return damaged holograms to SAQA.

6.1.2. Record individual holograms on the control sheet and sign for them.

6.1.3. Lock holograms and control sheet into the safe.

6.1.4. Issue and record the issue of holograms to the HOD ETQA.

6.1.5. Account and sign for all holograms on a monthly basis.

6.2. HOD ETQA

6.2.1. Collect holograms from SAQA and return damaged holograms to SAQA.

- 6.2.2. Record individual holograms on the control sheet and sign for them.
- 6.2.3. Lock holograms and control sheet into the safe.
- 6.2.4. Issue and record the issue of holograms and complete the relevant details on the control sheet.
- 6.2.5. Account and sign for all holograms on a weekly basis.

6.3. Delegation of authority

- 6.3.1. If the ESETA CEO or HOD ETQA is absent from the office for a period greater than a week, they must delegate their responsibilities in terms of this document to the Learnership Manager.
- 6.3.2. The CEO or HOD ETQA must issue a letter authorizing the Learnership Manager to act on their behalf. The letter must indicate the duration of the period of absence and SAQA must be given a copy of the letter.

7. Validation of certificates using the hologram

- 7.1. All enquiries about the validity of a ESETA issued certificate must be referred to the HOD ETQA. The HOD ETQA must request to see the original certificate.
- 7.2. The affixed hologram must be verified against the information recorded on the control sheet.
- 7.3. The hologram itself must be examined the HOD ETQA for any possibility that it may be a forgery.
- 7.4. The HOD ETQA may issue a letter confirming that the certificate and hologram are valid in terms of SAQA and ESETA regulations if this is established.
- 7.5. If the certificate and/or hologram are forgeries, the appropriate internal steps must be taken to establish the origin of the forgery. SAQA must be advised of this in writing.

8. Security measures pertaining to the hologram

- 8.1. Only the HOD ETQA should be aware of the security measures embedded in the hologram.
- 8.2. The HOD ETQA must sign a SAQA affidavit or oath of secrecy that no information pertaining to the security, control and distribution of holograms will be divulged.

