

DHET EXAMS e-QUERIES SOLUTION FOR COLLEGES

What is e-Queries?

It is a 24/7 online service that affords students a platform to submit queries regarding their examination results and outstanding certificates directly to the College and to the Department using mobile phones and desktops:

- * To improve the quality of examination services delivered to students
- * To automate current query processes
- * To centralise the DHET exam query management system
- * To effectively manage and monitor candidates'/students' query life cycle

What benefits do the e-Queries solution service provide?

- * It allows an interactive engagement between students, colleges and the Department of Higher Education and Training
- * Students can track progress of their queries from submission to resolution
- * Students will also get regular notifications via e-mail, sms and online chats

How to lodge a query?

Students must first register on the e-Gov portal:

www.eservices.gov.za
and create a personal account

For assistance with registration, students can contact the helpdesk at: 0800 11 55 777

Phase One of the e-Queries solution is currently running at six Gauteng colleges.

Phase Two of the e-Queries service will be extended to all Public, Private and Community colleges around the country in January 2018