

Newsletter 13/2020

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CHALLENGES WITH REGARD TO SACE REGISTRATIONS DURING LOCKDOWN

Registration with SACE seems to have been a huge challenge since the beginning of the lockdown. Updating or renewing of provisional registrations seems to be particularly challenging. SACE's offices are not yet open. Therefore they are working with a skeleton staff to process applications. Administering onsite registration through walk-ins is not yet allowed. Virtual and online processes are in place to assist with new registrations as well as updating or renewing provisional registrations.

The SAOU has received the following advice with regards to the concerns and challenges we raised with SACE's management and the officials responsible for processing the various types of registrations.

The SAOU's main concern is the registration of newly qualified teachers, who are provisionally registered and want to update from provisional status to full registration status. Most of these teachers have not yet had graduation ceremonies and have thus not received their qualifications. In the interim their provisional registrations have expired and those who have been appointed by PERSAL since the beginning of the year, have had their services terminated as a result.

We trust that the following question and answer section will assist all teachers who are currently experiencing challenges with SACE registration.

POLICE CLEARANCE

[Click here](#) for a list of AFISWITCH service providers in each province that will be able to assist with your police clearance certificate.

What happens to the police clearance certificates of applicants who posted their applications just before or during the lockdown and which might have expired since then?

- All applicants whose police clearance expired between 26 March and 31 May will still be considered.
- Applicants whose police clearance expired from 1 June 2020 to date must apply for new police clearance certificates.
- Teachers who applied for police clearance through AFISWITCH in 2019 can contact the company or request a re-submission of their application on the following AFISWITCH contact detail:
WhatsApp: 083 229 3704 or Email-address: resubmit@afiswitch.com
- These certificates will then be issued without teachers having to visit the AFISWITCH offices again as AFISWITCH already has all their details.
- Police clearances may not be older than 6 months or more at the time of submission to SACE and it must be verifiable. If an AFISWITCH provider was used, their reference number must be on the certificate.

ONLINE REGISTRATION

Only **new** SACE registrations must be done online.

- Visit the SACE home page (www.sace.org.za) and scroll down to online registration. Please note: The SACE online registration is facilitated through the SITA e-services portal.
- Please go to www.eservices.gov.za.
- Click on the link, then register on the e-gov services. Once registered with the e-gov service, you can login to the e-gov portal and select SACE to begin registering. The registration requirements and the applicable forms are available on the SACE home page.

- Click on *Departments* and scroll down to *Registration*.

What is the current turnaround time w.r.t. possible errors or outstanding documents?

- Online applicants are given 21 days to rectify errors. This is communicated via the online portal. This should afford teachers enough time to process and upload correct documents.

Where can teachers make enquiries if they have not received any feedback?

- Both online and email enquiries can be made to:
info@sace.org.za and CC – registration@sace.org.za
- Please note – only **queries** are addressed via email. Please **do not** send application forms to these two email addresses.

How can teachers who struggle to apply online, be assisted?

- Teachers who struggle to apply online should use the following email address so submit their application form and all supporting documents in PDF-format.
update.freestate@sace.org.za
- **ALL** documents must be sent together, not just those that were outstanding or those with errors. To use SACE's description – we don't want 'bits and pieces!'
- Take a screenshot of the error-message you might have received or to indicate where / when during the online-process your challenge arose. Include this in your message as this will enable them to better assist you and provide evidence of your attempt to register online.

SACE APPLICATIONS AND DOCUMENTS THAT WERE POSTED JUST BEFORE OR DURING LOCKDOWN

Whilst the post office has started working after the 1st three weeks of lockdown, it should be noticed that SACE had a shutdown and their offices are still closed. During lockdown NO postage was received by SACE. Consequently, there are unavoidable delays and backlogs in processing documents that were posted, and posting them back to applicants accordingly.

How can teachers who posted documents, and who have not yet received their provisional, updated or permanent registrations, be assisted?

- **First time** applicants are advised to **re-apply** via the online portal
- Applicants who have applied via the post office for **updates, renewals or extensions** are requested to email all their documents in PDF-format to the following email address:
update.freestate@sace.org.za

NEWLY QUALIFIED TEACHERS WHO COMPLETED THEIR STUDIES IN DECEMBER 2019

Newly qualified educators, who completed their studies in December 2019 and who were at the time provisionally registered with SACE, all have different expiry dates for their provisional registrations. These newly qualified educators were appointed by PEDs at the beginning of 2020. Because they were provisionally registered with SACE there was an understanding that once their graduation ceremonies were held and they received their official qualifications, they will be able to apply for permanent/full registration with SACE. Many of the affected educators have been appointed on PERSAL since the beginning of the year, however, in many cases their provisional registration has since expired and as a result their employment on PERSAL has been terminated. They cannot be re-appointed because their provisional registration has not been extended and because they await their full /permanent registration. This might be because of administrative or logistical issues which are part and parcel of the lockdown or because virtual graduation ceremonies have not yet taken place or qualifications/official certificates have not yet been issued by HEIs.



How can these newly qualified educators be assisted so that they can be re-appointed on PERSAL?

- SACE will issue a **newly qualified status letter** to all recently qualified educators who are still waiting for their qualification certificates. This letter will be emailed to the applicant.
- For this to take place newly qualified educators must apply for an **extension or renewal** of their provisional registrations using their complete academic record which indicates the qualification they completed. Remember to use the correct application form i.e. UPDATES AND EXTENSIONS FORM: SA CITIZENS
- Where educators have now completed their PGCEs, it is compulsory to include the 'junior' certificate or initial qualification that was received before PGCE. e.g. BA/BSc, as well as their complete academic records for PGCE.
- Remember that these academic records and certificates must be certified. Certification must be original and clear. It must be stated as a true copy of the original and dated. The date may not be older than 3 months at the time of submission.
- The academic record must be an official document on the university letterhead.
- All these documents must be saved in PDF-format, together with the renewal application form, expired letter of SACE registration, Gr 12 certificate, SA ID (printed both sides in case of a smart card/valid passport and permit), your police clearance certificate (not just a name clearance certificate). Check the *SACE registration requirements* on the SACE website to ensure that you attached all the required documents.
- These documents should be emailed to only **ONE** of the following email addresses:
Update.freestate@sace.org.za (This is the one SACE recommends)
Update.centurion@sace.org.za
Update.kzn@sace.org.za
Update.limpopo@sace.org.za

How will I receive my registration certificate?

- Status letters, registration letters and registration certificates for updates and renewals will be sent via email.
- For online applications (www.eservices.gov.za) registration letters will be sent via the portal.
- For online applicants who qualify to be issued with a certificate – these will be emailed to the applicant.
- Original certificates will be mailed after being emailed and only once the SACE offices have re-opened.
- No collections will be allowed from any of the SACE offices until further notice.

How long will it take before I receive my status letter or my registration letter?

- Upon receiving the documents, the Council needs to verify the authenticity with external institutions such as universities, SAPS, Home Affairs and UMALUSI. This applies to online registrations as well as updates/renewals.
- Taking the realities of COVID-19 into consideration and the fact that SACE is working with a skeleton staff, there will be unavoidable delays. For the process to be finalized it will take between 21 – 30 **working** days.

The SAOU trusts that the information provided by this newsletter will assist you in terms of your various SACE-related challenges. Please follow the advice and instructions as suggested in this newsletter and contact your SAOU provincial office if you continue to have difficulties managing your SACE registration.