



**BOTSWANA**  
Qualifications Authority



Frequently Asked  
Questions



**Botswana Qualifications Authority**

"Building a seamless Education and Training System"

1. **I want to apply for BQA services. Where can I get the application forms and a list of documents that need to be attached?**

**ANSWER:**

All applications are submitted online ([online.bqa.org.bw](https://online.bqa.org.bw)). Click on “Online submissions” and register an account if you haven’t done so before. Otherwise, login with your credentials’ and select the service you need to apply for. It is important to read the guidelines as they outline required documents that must accompany the application. Submit your application and make payment (for payable services) online using your VISA card/ Mastercard.

Please note: Hard copies are not accepted.

2. **Where can I get the costs for the services that I want to apply for?**

**ANSWER:**

<https://online.bqa.org.bw/docs/pub/56fa0793fce4c930c20481f7c11dbc71/default/?path=%2F1.%20Act%20%26%20Regulations%2F>

3. **How do I pay for my application?**

**ANSWER:**

BQA accepts online payment for all services. As you submit your applications online, you will be directed to the BQA payment gateway for payments. VISA card (debit or credit), Local VISA enabled Mobile Money Services Cards (For example Mascom Myzaka, Orange Money and BTC Smega) and Master Card are acceptable payment methods. It is important to have your card ready to input your card details and make payment immediately upon submitting your application. Please note that cash payment is not accepted.

4. **How do I know that my application has been successfully submitted to BQA?**

**ANSWER:**

If your application has been successfully submitted, you will receive an email confirmation together with a reference number for follow up/ enquiry with BQA.

5. **Who do I contact if I need clarity on the application form or process?**

**ANSWER:**

Customer Service at (+267) 365 7200 or [customerservice@bqa.org.bw](mailto:customerservice@bqa.org.bw), SMS/ WhatsApp line (+267) 75 671 114

6. **I would like to open a school/ training institution. What is the process to follow to offer learning programmes leading to qualifications that are registered on the National Credit and Qualifications Frameworks (NCQF)?**

**ANSWER:**

Should you wish to offer qualifications and/ or skills programmes, please note that

the first stage is to register your institution with BQA. There are a set of Quality Assurance Standards/ Criteria and Guidelines that must be satisfied for Registration and Accreditation of ETPs. These are available in the document library on the BQA website (LINK)

**7. What should I do if the ETP that I am enrolled with fails to deliver the learning programmes in accordance with accreditation requirements?**

**ANSWER:**

Where an institution fails to deliver a learning programme according to accreditation requirements, such as unqualified lecturers etc. Learners should follow the laid down complaint procedure for their ETPs to raise their concerns. If the complaint is not resolved, the learner may then raise it with BQA to facilitate investigations and act appropriately. Learners should familiarise themselves with their institution's Protection of Enrolled Learners policies/ guidelines.

**8. I would like to enrol with an institution outside Botswana. Can BQA confirm if both the institution and the programme that I would like to pursue are registered and accredited in that country?**

**ANSWER:**

No. BQA registers and accredits institutions in Botswana, and the learning programmes they offer. Click here to access the list (<https://www.bqa.org.bw/>). Institutions and learning programmes offered outside Botswana, registered and accredited by Authorities in their respective countries. Applicants must therefore confirm registration and accreditation statues of such institutions and their respective leaning programmes at their country of origin. It is important that confirmation is made in advance before enrolment is made.

**9. I want to be registered as an Assessor/ or Moderator, which qualification do I need to evaluate so that I become accredited?**

**ANSWER:**

The applicant must have evaluated a full qualification that he/ she wants to assess against over and above the assessor/ moderator course or teaching qualification.

**10. How do I apply to be registered and accredited as Assessor/ Moderator?**

**ANSWER:**

Click on "Online Submissions" and select the service your need to apply for and apply. Attach all the required documents as outlined in the guidelines and submit the application.

**11. How many years of experience do I need to be registered and accredited as an assessor and moderator?**

**ANSWER:**

At least 2 years teaching experience in Botswana.



**12. How do I apply for evaluation of qualification?**

**ANSWER:**

Click on “Online Submissions” and select the service you need to apply for and apply. Attach all the required documents as outlined in the guidelines and submit the application.

**13. I did not complete my qualification; can I evaluate modules that I have done?**

**ANSWER:**

No, Evaluation of qualification does not cover.

- Incomplete qualifications or qualifications that are being read at the time of the application,
- Short courses – these are designed to improve an individual's knowledge and skills or for professional development.
- Adding together qualifications and part qualifications to equate to a qualification at a higher level of study.
- Certificate of attendance, certificate of competence, certificate of provision, certificate of task or work experience, membership offered by chartered institutions which are not recognised as award in their country or origin.

**15. I do not have the required documents for application for evaluation of qualification, what should I do?**

**ANSWER:**

- If you do not have your full academic transcripts and or certificates you can request a copy or reissue of the copies from the awarding body.
- If you cannot get copies of those documents from the awarding body, then request for an academic statement outlining your study.

**16. What can I do if I have lost my Evaluation of Qualification report?**

**ANSWER:**

You can request a copy of evaluation of qualification report at a fee.

**17. If I am not happy with the evaluation results, can I appeal the decision?**

**ANSWER:**

Yes, application for appeal is submitted online. Click on “Online Submissions” and select the service you need to apply for and apply. All documents supporting the decision to appeal must be attached as evidence.

**18. I want to be a trainer/ teacher, what are the requirement?**

**ANSWER:**

Botswana Qualifications Authority (BQA) ceased to register and accredit individuals as trainers from the 04 January 2017. This came about after the Vocational Training Regulations 2004 (Registration of Assessors and Trainers) were revoked.

This means that trainers who were previously registered and accredited no longer have their certificates renewed upon expiry. Instead of registering and accrediting trainers, the Authority assesses them as key resources when evaluating applications for accreditation of learning programmes. BQA therefore quality assures individuals when validating resources at learning programme accreditation phase. Therefore, if you wish to train:

- a) You first must be a qualified trainer or educator because institutions by law should only engage trainers or educators who have been trained over and above their areas of specialty and
- b) Should have an Evaluation of Qualifications Reports of the qualification that covers the scope the training will be offered in.

**19. How much does it cost to evaluate qualifications?**

**ANSWER:**

- a) Local Qualification: P1,000.00 each
- b) External Qualification: P2,000.00 each

**20. Which qualification do I need to evaluate to train?**

**ANSWER:**

The applicant must evaluate a full qualification that he/ she wants to train against.

**21. Can I develop a qualification and own it wholly without other developing learning programmes from it?**

**ANSWER:**

No. All qualifications registered on the NCQF are national qualifications which any institution may develop learning programmes from.

**22. Where can I find list of registered qualifications?**

**ANSWER:**

Follow the link of registered qualifications:

<https://www.bqa.org.bw/qualifications/>

**23. What causes a learning programme to have its accreditation deferred when the ETP has applied for its accreditation after the programme review and approval stage?**

**ANSWER:**

This happens when the validation process has identified gaps that would need a year to close. Learners already enrolled on the learning programme when this status is attained would complete and graduate with a recognised qualification. During this period, the ETP would be under close monitoring by BQA to ensure learner protection. The ETP would not be allowed to enrol new learners on the

programme until the status changes to either Provisional or Full Accreditation.

- 24. Is there any engagement between the Botswana Qualifications Authority and professional bodies (like the Botswana Health Professionals Council (BHPC) and the Engineers Registration Board (ERB) in the process of the developing academic qualification standards?**

**ANSWER:**

BQA works with sector Professional Bodies or regulators when registering qualifications and accrediting learning programmes. Where a professional body exists, BQA enters into an agreement with the professional body so that programmes are validated by the professional body before accreditation. Memoranda of Understanding will be entered into with various professional bodies as BQA rolls out the new Quality Assurance System. This is to ensure that the learning programme meets the sector standards and requirements.

- 25. Are public ETPs bound by BQA rules and regulations the same way as private ETPs?**

**ANSWER:**

In terms of BQA Act and its regulations, all Education and Training Providers (ETPs), either public or private, are to be registered and accredited with the Authority. Furthermore, no learning programme can be offered until it has been accredited. The regulations cover all schools, workplaces, consultancies, NGOs etc., that provide education and training at all levels.

- 26. Are online courses recognised in Botswana?**

**ANSWER:**

Botswana Qualifications Authority registers and accredits training institutions based in Botswana together with the learning programmes they offer.

For qualifications acquired externally to be recognised by BQA, there has to be confirmation that both the training institution and their learning programmes are registered and accredited by Authorities in their respective countries. Applicants must therefore confirm registration and accreditation statuses of such institutions and their respective learning programmes (even those offered online) at their country of origin.

- 27. What does Revocation of ETPs or Learning Programme means?**

**ANSWER:**

In terms of Regulation 16 of the Botswana Qualifications Authority (Accreditation of Learning Programmes) Regulations, 2016, an Intention to Revoke Accreditation is a first step in the revocation process. The procedure is that once the Authority has issued an Intention to Revoke accreditation, an Education and Training Provider (ETP) is notified in a writing that its learning programme no longer meets accreditation requirements, and the ETP is then given an opportunity to comply

with the accreditation requirements within the specified time.

## 28. What is the purpose of Evaluating Qualifications?

### ANSWER:

Evaluation of qualifications is the process of analysing qualifications in terms of their country-of-origin contexts and points of difference and/or similarity in relation to local qualifications and contexts. It is a twin process that includes:

**Verification:** a process of authenticating the status of awarding body and/or Education and Training Provider and the qualifications offered by them, as well as investigating the authenticity of qualification documentation and verifying that the qualification was awarded an individual.

**Comparability:** a process which entails comparing external qualifications with NCQF qualifications, considering the structure and outcomes of qualifications; and locating them within the NCQF.

## 29. How does BQA Quality assures Institutions/ Learning Programmes?

### ANSWER:

The Authority has an Institutional Audit division whose main role is to promote and ensure compliance in ETP's through conducting Monitoring Audits and Statutory Audits among others.



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## • **Contact us:**



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