

Frequently Asked Questions (FAQs)

Everything should be in Arial 12 format

Graduation/Certification

Question	Answer
1. What are the contact details?	<ul style="list-style-type: none">• Email address: graduationoffice@tut.ac.za• Telephone numbers: 012 382 4818/4742/5344• Fax number: 012 382 4119
2. How can a student apply?	<ul style="list-style-type: none">• Obtain application forms at the following places:<ul style="list-style-type: none">- Certification Management Office- Information at Soshanguve South Campus (Building 5 Room G10)- Different campuses' Academic Administration• Online application<ul style="list-style-type: none">- Website: www.tut.ac.za• Send a fax to 012 382 4119, with the following details:<ul style="list-style-type: none">- Student number- Qualification- Contact numbers• Note: It is the responsibility of the student to make sure that all his/her biographical information is correct. Admissions have to be notified of all changes.
3. Before what date should a student apply?	<ul style="list-style-type: none">• Closing date for April/May 2013 – 28 February 2013• Closing date for September 2013 – August 2013
4. After how many working days can the student contact you?	<ul style="list-style-type: none">• Between 5 and 10 working days (remember, it varies from time to time)• The letter will be posted, whether the candidate qualifies or not.
5. When and how will the student be informed on the status of his/her application for the issuing of a qualification?	<ul style="list-style-type: none">• The Certification Management Office will post a letter of confirmation if the student qualifies or a "NO letter" to inform the candidate what is outstanding before the qualification can be issued.• The following outstanding issues can delay the issuing of a student's confirmation letter:<ul style="list-style-type: none">- Outstanding fees, whether it's bad

	<p>dept or a block on the student's information. In that case the student can contact Student Accounts at 012 382 5477/4241/4247/5810.</p> <ul style="list-style-type: none"> - See attached list with outstanding information and contact numbers. • NOTE: It is the responsibility of the student to make sure that all the information is up to date and to inform the Certification Management Office when, for example, fees have been paid. • YES (HDL or invitation) letters will only be printed after the official publication date.
<p>6. Can a student choose to which ceremony to go?</p>	<ul style="list-style-type: none"> • NO, the student will be invited to the graduation ceremony in April/May on the campus where he/she was registered for his/her last subject(s) • For graduation in September it doesn't matter on what campus the student was registered, because all the September graduation ceremonies are held at the same place, namely the Soshanguve South Campus.
<p>7. Can a student receive a qualification certificate before the graduation ceremony?</p>	<ul style="list-style-type: none"> • NO, the issuing of a qualification has to be officially published in a graduation programme before the qualification can be issued. • The student can get the certificate on the day of the graduation ceremony or can collect it after all the graduation ceremonies at the Certification Management Office. (Pretoria Campus, Building 21, Room G13)
<p>8. What happens if there are errors on my certificate?</p>	<ul style="list-style-type: none"> • According to statutory rules the information on your certificate must correlate with the information on your senior certificate, therefore the information on your senior certificate will be used. <p>BUT if the student tried to laminate the certificate, they don't get an original certificate again They pay for a statement certificate (duplicate) and we destroy original certificate.</p> <ul style="list-style-type: none"> • If there is an error on the certificate, the student should post the original certificate back to TUT or deliver it to us in person. A certificate cannot be replaced if the original

	<p>has not been returned.</p> <ul style="list-style-type: none"> • A new certificate will then only be ordered and can take from 5 to 10 working days.
<p>9. What should I do if my certificate is lost or stolen?</p>	<ul style="list-style-type: none"> a. Short course certificate (SLP) <ul style="list-style-type: none"> • The form can be collected from Wally Langa (012 328 4256) or Thivhudziwi Walter Vele (012 382 4672) b. Formal qualifications <ul style="list-style-type: none"> • You can email the application form or go to the TUT website (the same place as the application form to apply for graduations) • The banking details appear on the back of the form • When you return the completed application form for a new certificate, it has to be accompanied by: <ul style="list-style-type: none"> ▪ Proof of payment ▪ Affidavit from the police station • You must indicate if you will collect the certificate or if we should post it (registered mail). • Duration: usually about 10 working days.

