



**Directives for Certification:  
Trades listed on the  
National Qualifications  
Framework (NQF)**

**September 2016**

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## Abbreviations and Acronyms

AQP	Assessment Quality Partner
DQP	Development Quality Partner
DHET	Department of Higher Education and Training
NAMB	National Artisan Moderation Body
NLRD	National Learners' Records Database
NQF	National Qualifications Framework
OFO	Organising Framework for Occupations
QCTO	Quality Council for Trades and Occupations
OQSF	Occupational Qualifications Sub-Framework
SDA	Skills Development Act, 1998
SETA	Sector Education and Training Authority

## Glossary

accredited trade test centre	means a test centre accredited by QCTO to conduct a trade test for any trade listed in terms of Section 26 B of the Skills Development Act, 1998 (Act No 97 of 1998) and includes a workplace that is an accredited test centre;
assessment	means the process of collecting evidence of learners' work to measure and make judgements about their competence or non-competence with respect to specified NQF registered occupational qualifications and part qualifications;
assessment centre	means a centre accredited by the QCTO for the purpose of conducting external integrated summative assessments for specified NQF registered occupational qualifications and part qualifications;
Assessment Quality Partner (AQP)	means a body delegated by the QCTO to manage and coordinate the external integrated summative assessments of specified NQF registered occupational qualifications and part qualifications;
certificate	means a document issued by the QCTO for an attainment of an occupational qualification or part qualification registered on the NQF;
curriculum	means the contents to be covered in the three curriculum components to achieve an occupational qualification as contemplated in section 26 D of the Act;
Department	means the Department of Higher Education and Training;
Development Quality Partner (DQP)	Means a body delegated by the QCTO to manage the process of developing specific occupational qualifications, curricula and assessment specifications;
exemption	means a credit that is given for a component or all components of an occupational curriculum that has been achieved through a recognition of prior learning process as determined by an AQP or NAMB in consultation with QCTO;

NAMB	means a component in the department which functions under the authority of the Director-General in accordance with section 26 A of the Act;
NQF	means the national qualification framework contemplated by the National Qualifications Framework Act, 2008;
National Learners' Records Database (NLRD)	means the electronic management information system that facilitates the management of the NQF;
occupational certificate	means the formal recognition and certification of learning achievement awarded by the QCTO;
qualification	means a qualification associated with a trade, occupation or profession, resulting from work-based learning, developed and quality assured under the auspices of the QCTO, consisting of knowledge, practical skills and work experience standards and requiring an external summative assessment;
Occupational Qualifications Sub-Framework	means the sub-framework for occupational qualifications which forms an integral part of the National Qualifications Framework;
Organising Framework for Occupations (OFO)	means a coded classification system to encompass all occupations in South Africa, used by the QCTO to limit overlap in occupational qualifications development;
part qualification	means an assessed unit of learning with a clearly defined purpose that is registered as part of a qualification on the NQF;
pre-trade test evaluation	means a predetermined verbal and/or written evaluation and an integrated practical assessment approved by NAMB to determine whether the candidate should be allowed to proceed to take a trade test for a listed trade;
QCTO	means the Quality Council for Trades and Occupations established in terms of Section 26 G of the Skills Development Act;
quality assurance	means the process of ensuring that standards and procedures are adhered to and that delivered products or services meet performance requirements according to the QCTO requirements;

South African Qualifications Authority (SAQA)	means the South African Qualifications Authority established by section 3 of the South African Qualifications Authority Act;
the Act	means the Skills Development Act, 1998 (Act 97 of 1998);
the Council	means the Quality Council for Trades and Occupations (QCTO)
SETA	means a Sector Education Training Authority established in terms of Section 9 of the Act;
trade	means an occupation for which an artisan qualification is required in terms of section 26 B of the Act;
trade test	means a trade test moderated and approved by NAMB, conducted by an accredited trade test centre.

## Executive summary

The purpose of these directives is to provide information to the National Artisan Moderating Body which submits recommendations for trade certification to the Quality Council for Trades and Occupations (QCTO) in terms of Section 26 D(4) of the Skills Development Act, 1998 (Act No 97 of 1998). This document is specific to the certification of trades listed on the NQF.

This document:

- provides guidelines that clarify the way in which recommendations for the issuing of Trade Certificates must be submitted to the QCTO;
- outlines the specific directives regarding the submission of candidate information for certification;
- provides the format in which information must be submitted and explains the way in which the QCTO certifies; and
- provides general information on the certification and verification service that the QCTO offers.

## Directives for certification - trades listed on the NQF

### 1. Preamble

With the promulgation of the *Skills Development Act, 1998 (Act No 97 of 1998)* as amended, and the *National Qualifications Framework (NQF) Act, 2008, (Act No 67 of 2008)*, the QCTO was established and constituted as the Quality Council (QC) for Trades and Occupations, establishing and managing the Occupational Qualifications Sub-Framework.

QCTO serves as one of three Quality Councils, alongside the Council on Higher Education (CHE) and Umalusi, the Council for Quality Assurance in General and Further Education and Training and is required to collaborate with the South African Qualifications Authority and the other Quality Councils (QCs). In terms of Section 27 (a) – (k) of the National Qualifications Framework (NQF) Act, each QC is responsible for the development and management of its sub-framework.

The *Skills Development Act, 1998, (Act No 97 of 1998)*, as amended legislates the quality assurance functions for which the QCTO is responsible. In terms of section 26 D (4) of this Act, QCTO has the responsibility for issuing trade certificates. QCTO is mandated to ensure that trade certificates are credible both nationally and internationally.

These *Directives for Certification* provide a framework to ensure that certificates issued by the QCTO are credible and valid.

In order to issue trade certificates, the QCTO:

- implements principles of good practice in issuing certificates;
- develops and maintains policies and directives for certification;
- maintains acceptable quality assurance standards for awarding certificates;
- maintains a certification system and infrastructure, including appropriate security arrangements;
- maintains a database of certificates from which to verify issued certificates;
- issues replacement certificates;
- identifies and deals with fraudulent certification requests; and
- timeously processes certification requests.

QCTO issues trade certificates in accordance with the provisions of the Occupational Qualifications Sub-Framework (OQSF) Policy and the Skills Development Act, 1998 (Act No 97 of 1998).

The QCTO further takes note of the OFO codes as determined by the DHET in issuing trade certificates. The OFO is a coded occupational classification system. It is the DHET's key tool for identifying, reporting on and monitoring skills demand and supply in the South African labour market.

## 2. OFO code classification

The OFO adds value to skills development planning and implementation in that it:

- provides a common language when talking about occupations;
- captures jobs in the form of occupations; and
- groups occupations into successively broader categories and hierarchical levels based on similarity of tasks, skills and knowledge.

## 3. Listed trades and OFO codes

The National Artisan Moderation Body (NAMB) undertook a process to identify occupations to be listed as “trades” (as indicated in *The Organising Framework for Occupations (OFO) 2013*).

For the purpose of issuing a replacement certificate for a trade certificate previously issued under the Manpower Training Act, until such time that an applicable occupational qualification is registered on the OQSF, the QCTO issues a trade certificate based on the trades listed on the NQF. In the issuing of a trade certificate under the Skills Development Act, the trades as listed in the OFO are used as a guideline.

QCTO issues trade certificates to candidates as stipulated in the rules for each trade and its associated assessment criteria. The issuing of a trade certificate by QCTO can only be considered once a candidate has satisfactorily completed all the tasks in a specific trade test required to be declared competent in a specific trade.

NAMB recognises admission to a trade test in terms of the rules stipulated below.

## 4. Minimum entrance requirements to a trade test

4.1 The transitional entry requirements for a candidate to access a trade test is stipulated in Regulation 11 of the Trade Test Regulations until the QCTO determines the minimum entrance requirements specified for the occupational qualification.

This document should be read together with the following documents as applicable:

- Policy for the certification of candidate achievements for trades and occupational qualifications on the Occupational Qualifications Sub-framework (OQSF), QCTO, 2016
- AQP Criteria and Guidelines, QCTO, 2013
- Policy on Delegation to Development Quality Partners (DQPs) and Assessment Quality Partners (AQPs), QCTO, 2011
- QCTO Policy on Accreditation of Assessment Centres, 2016

- OQSF Policy, Government Gazette No 37879 of 30 July 2014
- Trade Test Regulations, Government Gazette No 38758 of 8 May 2015

## 5. The purpose of the directives

The QCTO recognises that certification should be conducted in an environment where there are clear guidelines and directives for the submission of information, the processing of information by the QCTO and the management by the QCTO of general information related to the certification process.

The purpose of these directives is to:

- provide a basis for a common understanding of the responsibilities and requirements spelled out in the trade test guidelines and the trade test regulations.
- provide information on certification requirements for the issuing of trade certificates for listed trades and their associated specialisations;
- assist the AQP, Indlela and SETAs to request trade certification for candidates who have complied with the requirements for admission to a trade test and have completed the test successfully;
- provide information on the issuing of replacement certificates for trade certificates issued by other bodies prior to November 2013; and
- indicate the content and format of the information to be submitted to QCTO for the issuing of trade certificates to candidates.

All requests for certification must be made by NAMB as the AQP and submitted to the QCTO. The QCTO does not accept recommendations for trade certification from candidates or trade test centres.

## 6. Compliance by the AQP

QCTO awards trade certificates based on the credibility of the assessment provided by accredited<sup>1</sup> trade test centres. In order to satisfy itself of the integrity of the assessment opportunities offered, QCTO may require the AQP to:

- submit full details of its assessment system and practices from time to time; and
- notify the QCTO of any major amendments to the assessment system.

The AQP must:

- determine the trade test result of a candidate in accordance with the requirements stipulated in the trade test entry and assessment requirements, the relevant QCTO policies governing trade assessment and certification, and the directives issued by the QCTO;
- supply candidate information and related trade test assessment information in the format outlined in the directives for trade certification; and

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<sup>1</sup> Further information on QCTO centre accreditation criteria and the required compliance by centres quality assured by the AQP can be obtained from the QCTO website ([www.qcto.org.za](http://www.qcto.org.za)) or in hard copy from the QCTO office.

- verify that all assessments are conducted at accredited trade test centres in line with the provisions of the QCTO Policy on Accreditation of Assessment Centres, 2016 and other relevant policies.

## 7. Certification

Certification is the formal recognition of the successful completion by a candidate of a qualification or part-qualification, in this case, the trades as listed on the NQF. The QCTO issues a trade certificate to a successful candidate who has met the minimum requirements for entrance to a trade test, has successfully completed a trade test assessment at an accredited trade test centre and has been found competent in all tasks as required in the specific trade test.

## 8. Certification fees

QCTO may determine certification fees and inform the AQP and other partners and the public of the certification fees to be paid in respect of the issuing of trade certificates for a specific financial year.

The AQP is required to pay the certification fees directly to the QCTO.

## 9. Verification of certificates

According to section 26 D (4) of the Skills Development Act, 1998 (Act no 97 of 1998), the QCTO has been mandated to issue trade certificates. It is also the QCTO's responsibility to verify the authenticity of the trade certificates it issues.

Until such time that all data relating to trade certificates issued prior to October 2013 by a SETA or Training Board is transferred to the QCTO, it remains the responsibility of the issuing body to verify such certificates. Where a candidate has lost a trade certificate and it is replaced by the QCTO, such a certificate shall clearly indicate that it is a replacement certificate and has been verified by the QCTO.

The verification of trade certificates may be carried out at a nominal fee as determined by the Council. The QCTO reserves the right to review the tariff annually.

## 10. Trade Certification requirements

- 10.1 As stipulated in section 26 (A) of the SDA, the AQP must ensure that a candidate complies with the minimum requirements for admission to a trade test at a QCTO accredited trade test centre.

10.2 The QCTO has the authority to verify the trade test report which is validated by the AQP and shall only issue a trade certificate if it has confirmation that the candidate has passed the trade test, was found competent in all the tasks related to the trade in the specific trade test and complied with QCTO standards.

## 11. Information listed on a trade certificate

The following information is listed on a trade certificate:

- Name of candidate
- ID number or Date of Birth
- Trade specialisation or, where no specialisation, the trade description
- Trade description and OFO code
- Signature of the CEO
- Certificate number
- Date Trade Tested
- Date Issued
- Certificate tracking number, unique to each certificate

Where a replacement certificate is issued, the following information is printed on the certificate:

- Name of candidate
- ID number or Date of Birth
- Trade specialisation or, where no specialisation, the trade description
- Trade description and OFO code (only if issued as a first issue and then replaced by QCTO from October 2013)
- Certificate number
- Date Trade Tested
- Date Issued
- Signature of the CEO
- Replacement Certificate
- Date Replacement printed
- Certificate tracking number, unique to each certificate

## 12. Supporting documentation required in an application for the issuing of a trade certificate

The AQP must adhere to the requirements stated below when submitting a recommendation for the issuing of a trade certificate to the QCTO.

The AQP may require the SETA/Indlela to submit additional documentation with regard to an application for certification, as agreed upon between NAMB s the AQP and the SETA/Indlela.

## 12.1 First issues

Submission of recommendations for certification relating to candidates that have completed a trade test successfully at an accredited trade test centre must be available and submitted on request of the QCTO and includes the following supporting documentation:

- a. Verified copy of the trade test result<sup>2</sup>
- b. Certified copy of ID
- c. Any other relevant documents informing the application

## 12.2 Replacement certificates

All supporting documentation must bear the official stamp of the AQP, SETA/Indlela confirming that the documents are valid and link directly to the application.

### 12.2.1 Trade certificates previously issued by the Departments of Manpower/Labour or Higher Education and Training or the QCTO

In the case of a request for a replacement of a trade certificate previously issued by the Departments of Manpower/Labour or Higher Education and Training or the QCTO, the following supporting documents must be available and submitted with the application as requested by the QCTO:

- a. Certified copy of ID
- b. Verified copy of Trade Test result (clearly indicating if the trade test was completed under section 28 or 13)
- c. Affidavit from the certificate holder (signed by a commissioner of oaths, indicating clearly the reason for requesting a replacement certificate)
- d. Copy of the certificate that is lost (only in exceptional instances where no copy can be traced shall the Annexure 1 serve as supporting documentation)
- e. In all applications for replacement of a lost certificate, Indlela must complete Annexure 1

### 12.2.2 Trainee certificates issued under Section 30 of the Manpower Training Act.

- a. Certified copy of ID
- b. Verified copy of the contract/service letter

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<sup>2</sup> The trade test result must be signed by the assessor. Where a hand written test is the only available test result, the test must be signed by the assessor and no changes to the document shall be accepted. The test must clearly indicate if the candidate is competent in the trade and that all tasks have been completed successfully. NAMB as the AQP must verify the authenticity of the trade test result submitted to QCTO and clearly indicate this on the trade test report. Only in exceptional circumstances shall the QCTO accept a declaration signed by the CEO of SETA as arranged with the QCTO. The trade test result must be verified by the AQP by way of an official stamp and a signature.

- c. Affidavit from the certificate holder (signed by a commissioner of oaths, clearly stating the reason why an application for a replacement certificate is being made)

#### 12.2.3 Certificates previously issued by a SETA or a Training Board

- a. Certified copy of the ID
- b. Verified copy of Trade Test result (clearly indicating if the trade test was completed under section 28 or 13)
- c. Verified supporting documents indicating the status of the trade test outcome where the trade test report and/or the certificate copy is not available.
- d. Copy of the trade certificate<sup>3</sup> (only in exceptional instances where no copy can be traced shall the Annexure 2 serve as supporting documentation)
- e. In all applications for a lost certificate, the SETA must complete Annexure 2
- f. Affidavit from the certificate holder (signed by a commissioner of oaths, clearly stating the reason why an application for a replacement certificate is being made)

#### 12.2.4 Certificates previously issued under the Black Builders Act

- a. Certified copy of the ID
- b. Verified copy of Trade Test result (clearly indicating if the trade test was completed under section 28 or 13, or another Act)
- c. Copy of the trade certificate (only in exceptional instances where no copy can be traced shall the Annexure serve as supporting documentation)
- d. In all applications for a lost certificate, Indlela must complete Annexure 1
- e. Affidavit from the certificate holder (signed by a commissioner of oaths, clearly stating the reason why an application for a replacement certificate is being made)

#### 12.2.5 Certificates previously issued by the QCTO under the Skills Development Act – certificates issued from 1 November 2013 onwards

- a. Certified copy of the ID
- b. Affidavit from the certificate holder (signed by a commissioner of oaths, clearly stating the reason why an application for a replacement certificate is being made)
- c. Annexure 1 or 2 as applicable

#### 12.2.6 Trade certificates previously issued under an Act listed below and repealed by the Manpower Training Act.

<b><i>Title of law</i></b>	<b><i>Extent of repeal</i></b>
<i>Act 37 of 1944 Apprenticeship Act, 1944</i>	<i>The whole</i>
<i>Act 28 of 1951 Apprenticeship Amendment Act, 1951</i>	<i>The whole</i>
<i>Act 38 of 1951 Training of Artisans Act, 1951</i>	<i>The whole</i>
<i>Act 29 of 1959 Apprenticeship Amendment Act, 1959</i>	<i>The whole</i>
<i>Act 46 of 1963 Apprenticeship Amendment Act, 1963</i>	<i>The whole</i>
<i>Act 86 of 1976 Black Employees' In-Service Training Act, 1976</i>	<i>The whole</i>

- a. Certified copy of the ID
- b. Copy of the trade certificate (only in exceptional instances where no copy can be traced shall the Annexure serve as supporting documentation)

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<sup>3</sup> In a case where a copy of the certificate is not available the QCTO might require further information from the SETA/issuing body with regard to the format in which the original certificate was issued and references to the MTA.

- c. In all applications for a lost certificate, Indlela must complete Annexure 1
- d. Affidavit from the certificate holder (signed by a commissioner of oaths, clearly stating the reason why an application for a replacement certificate is being made)

Where the QCTO does not have an official electronic certification record of a candidate previously tested in the homelands (TBVC), a verified copy of the Trade Test result or contract or official document from the issuing body listing the candidate result (clearly indicating if the trade test was completed under section 28 or 13, or another Act), will be required before a replacement certificate can be issued.

### 12.3 Re-issue

Where the QCTO has issued a certificate which is incorrect (administrative error) and which should be re-printed by the QCTO, the following documentation is required:

- a. The original certificate must be returned to the QCTO
- b. Where the certificate was issued with the incorrect trade description, a certified copy of the trade test report
- c. Where a certificate was lost before delivery to the candidate, a detailed affidavit from the SETA/Indlela/AQP indicating why the certificate was not received by the candidate and the measures taken to track the certificate

### 12.4 Certificate issued in Afrikaans that is required to be translated in English

- a. A certified copy of the original certificate must be submitted to the QCTO.
- b. A copy of the ID and request must be submitted directly by the certificate holder to [certification@qcto.org.za](mailto:certification@qcto.org.za).
- c. A transcript of a certificate will be issued.

## 13. Transaction status

The QCTO issues certificates under the following status categories:

- First issue
- Replacement (lost certificate)
- Re-issue (change to original certificate)

The transaction status and any applicable attribute values must be indicated on the *QCTO candidate details for certification* (Excel spreadsheet). Each transaction type must be clearly indicated on the application and need not be submitted in a separate data file. It should however be noted that supporting documents for different types of applications, may delay the issuing of some certificates which must be submitted on request by the QCTO.

### 13.1 First issue certificate

A first issue certificate is the first certificate issued to a candidate after completing the trade test and being declared competent by way of a trade test report.

### 13.2 Replacement: : Original certificate lost, damaged or destroyed

- a. QCTO shall issue a replacement certificate in the case of a certificate that has been lost, destroyed or damaged after its receipt by the candidate.
- b. Where a certificate has been damaged, the original certificate must be returned to QCTO before a replacement can be issued.
- c. A detailed affidavit, by the certificate holder, to the effect that the original certificate was lost or destroyed must accompany the application submitted to the AQP for a replacement certificate. The affidavit must be submitted to the QCTO with the request for the issuing of a replacement certificate.

### 13.3 Re-issues – certificate issued by the QCTO

QCTO in its certification responsibility makes every effort to ensure the credibility and validity of the certificates it issues.

QCTO therefore requires that information as recorded on the QCTO candidate details for certification and in the declaration submitted by the AQP is accurate and relates directly to admission to a trade test and the related trade test report as issued by the accredited trade test centre.

Within a three month period after certification, QCTO will consider a request for a re-issue in cases where an administrative error was made by the AQP, the SETA or the trade test centre.

The following procedure is required in an application for a re-issue:

- a. the request for a re-issue must be made through the SETA/Indlela and submitted to the AQP who prepares the submission to the QCTO;
- b. the original certificate must be returned;
- c. a verification process for *each* of the documents submitted must be undertaken by the AQP. This helps ensure that fraudulent certificates do not go into circulation.
- d. A change to an original certificate shall **not** be considered unless the original certificate (not a replacement) is returned.

#### 13.3.1 Re-issue: Loss of certificate before receipt by the candidate

Where a certificate was issued to a candidate but the certificate was lost by the AQP, the SETA/Indlela or labour/training centre *before* delivery to the candidate, the AQP must submit a re-issue application for such a certificate and include with the supporting documents a detailed affidavit prepared by the entity that lost the certificate, with a detailed explanation of the measures implemented to locate the missing certificate. The reason for the re-issue must be related to the application as described in the information on submission of data.

##### 13.3.1.1 Re-issue: Administrative errors

- a. Administrative errors

Within the three-month period after certification, QCTO *shall* consider a request for a re-issue in cases where there is sufficient proof that the mistake on the certificate, relating to a trade description, test date or personal information of the certificate holder, results from an error by the trade test centre, candidate, SETA/Indlela or the AQP.

- b. Only in exceptional cases, where sufficient proof (original assessment material) can be submitted to prove that a candidate was disadvantaged due to a trade test report being issued incorrectly, or that incorrect details were submitted to QCTO, shall a re-issue request be considered beyond a 12-month timeframe.
- c. A change to an original certificate shall **not** be considered unless the original certificate (not a replacement) is returned.

#### 13.3.1.2 Re-issue: Legal alteration of personal details

A change of personal details due to marriage or civil union or in the case of a person who has changed his/her name through a legal process, does **not** qualify for a re-issue. The onus is on the certificate holder to provide the necessary documentation to prove that he/she is the rightful owner of the certificate.

#### 13.3.1.3 Re-issue: Alteration of sex description and sex status

In the event that the Director-General of the Department of Home Affairs has granted an application in terms of the *Alteration of Sex Description and Sex Status Act, 2003*, and a person's sex description has been altered accordingly, the person may, through the relevant SETA/Indlela request a re-issue with a change of name/personal details and a re-assignment of sex description on the QCTO data-base for trades.

- a. For applications with regard to sex description and sex status, the following documentation is required:
  - i. A detailed sworn statement (affidavit) by the candidate.
  - ii. The original certificate.
  - iii. Certified copies of the candidate's old and new IDs
  - iv. A letter from the Department of Home Affairs confirming that it has, on behalf of the person in question, acted in terms of Section 27(A) of the *Births and Deaths Registration Act, 1992*, and has altered the sex description (and the names) of the person concerned.
  - v. A formal request in the format prescribed by the QCTO.
- b. A change to an original certificate shall **not** be considered unless the original certificate (not a replacement) is returned.

13.3.2 Re-issue: Change of personal details due to errors on ID documents made by the Department of Home Affairs

- a. In the case where an identity document, an ID number or date of birth has been changed as a result of an error made by the Department of Home Affairs, as well as in cases where the candidate is found to share the same identity number with another person, and the ID number has been changed unilaterally by the Department of Home Affairs, an application for a re-issue may be made for the consideration of QCTO. The relevant information, including a letter from the Department of Home Affairs stating the error and how it was corrected, must accompany the application for a re-issue.
- b. For applications relating to errors made by the Department of Home Affairs, the following documentation is required:
  - i. certified copies of the candidate's old and new identity documents;
  - ii. a detailed sworn statement (affidavit) by the candidate;
  - iii. the original certificate;
  - iv. a confirmation letter from the Department of Home Affairs; and
  - v. A formal request in the format prescribed by the QCTO.
- c. A change to an original certificate shall **not** be considered unless the original certificate (not a replacement) is returned.

13.4 Change of personal information on a replacement Trade Certificate previously issued by another Department or a SETA

- a. In many instances, trade certificates previously issued by other entities did not reflect the ID number or Date of Birth of a candidate. These records are in the form of hard copies and the QCTO may in time digitalise such records to facilitate the issuing of replacement trade certificates in future.
- b. QCTO issues a replacement certificate that reflects the personal information, which includes the ID number or Date of Birth, of the candidate as well as the details of the candidate as reflected on the trade certificate previously issued.
- c. In some instances the QCTO may not have a data for which a replacement certificate is requested and shall rely on the AQP to have verified the information against supporting documentation submitted by the respective SETA or Indlela with regard to a request for the issuing of a replacement certificate.
- d. The QCTO shall therefore, when issuing replacement trade certificates reflect the current personal information as indicated on the ID document of the certificate holder where the information was not previously recorded on the certificate. In

cases where the date of issue on the certificate was not reflected on the previous certificate to be replaced, the issue date will be the same as the trade test date.

- e. Only in exceptional cases where there is clear indication of a misspelled name or incorrect ID number issued on a certificate, previously issued by a SETA will the information be verified prior to accepting the correct personal information as reflected on the valid ID document.
- f. Once the replacement certificate has been issued, no further changes shall be effected to the replacement certificate in any future replacement certificates issued for such a certificate holder.

### 13.5 Cancellation of a certificate

In cases where the AQP has recommended the issuing of a certificate to the QCTO and all requirements were met as indicated on the documents submitted to the QCTO, resulting in the issuing of a certificate, and later it is discovered that the recommendation did not adhere to the QCTO and SDA requirements, such a certificate must be cancelled. the AQP must inform the QCTO in writing of the reason for requesting the cancellation of the certificate. The original certificate must be returned to the QCTO. the AQP must indicate the status of such a record as cancelled on their records. The QCTO will maintain the record but the record will have the status of cancelled and cannot be re-issued at any time.

## 14. Recommendations for certification

- a. The AQP must send recommendations for certification by e-mail to the following e-mail address: [certification@qcto.org.za](mailto:certification@qcto.org.za). The following must be provided in the e-mail:
  - i. Declaration by the AQP
  - ii. *QCTO candidate details data for certification*
  - iii. Supporting documentation
- b. An e-mail shall be sent to the contact person in a format determined by the QCTO at the AQP indicating that the declaration, and certification data file have been received by the QCTO.
- c. QCTO processes recommendations for certification by taking the following steps:
  - i. Verifying that the candidate information on the *QCTO candidate details for certification* data file is complete and in line with QCTO specifications;
  - ii. Capturing/uploading of information in the *QCTO candidate details for certification* onto the system;
  - iii. Verification of data for certification;
  - iv. Requesting supporting documentation

- v. Checking supporting documentation for validity, compliance and verification against candidate information recorded on the data file
  - vi. Uploading of supporting documentation onto the system;
  - vii. Finalisation and approval of applications for certification
  - viii. Printing of certificates;
  - ix. Generation of documentation for distribution of certificates
  - x. Generation of documentation for non-issuing of certificates (return supporting documentation on records not accepted for certification)
  - xi. Couriers or collection of the printed certificates.
  - xii. Updating the QCTO system on distribution details
- d. Should QCTO encounter problems relating to the *QCTO candidate details for certification* data and supporting documentation that may be corrupted or not in the correct format or not submitted within agreed time frame, an e-mail shall be sent to the contact person at the AQP informing him/her of the errors encountered with the specific request.
- e. When the printed certificates and relevant documentation are ready for collection, an e-mail shall be sent to the AQP advising them to collect the certificates with supporting documents in a format as decided by the QCTO.
- f. The AQP must collect/or arrange a courier to collect the certificates and other documents from the QCTO offices and sign for it in a register kept by QCTO.

#### 14.1 Information needed for processing recommendations for certification

QCTO requires the following contact details and information from the AQP in order to contact and e-mail feedback to the AQP with regard to recommendations for trade certification. Details of three (3) AQP certification staff can be included, noting that the e-mail shall be sent from QCTO to the individual/group.

The information to be submitted by the AQP:

- i. Contact person name
- ii. Work telephone number
- iii. Fax number
- iv. Cell number
- v. E-mail address
- vi. Rank

### 15. Format for requesting certificates

This part of the directives provides the format in which recommendations for certification must be submitted. These directives are subject to review from time to time or when QCTO deems this necessary. The *QCTO learner certification* data requirements which indicates the way in which candidate information must be submitted as explained in the data file layout below.

## 15.1 Declaration

A declaration with regard to the submission of recommendations, duly signed by the responsible official at the AQP, must be submitted with each *learner certification* data file. Refer to Annexure A of the directives.

## 15.2 Electronic data submission: Submitting recommendations for certification

Applications for certification from the AQP to the QCTO must be made electronically using e-mail directly from the AQP to the QCTO.

The QCTO *learner certification* data file must follow the data structure outline as indicated in paragraph 15.7 and 15.8. Refer to Annexure B for an example of a data file to be prepared in Excel format. The data file can be submitted as an Excel Spreadsheet with fixed headings as determined by the QCTO or as a CSV file with fixed headings.

### File naming convention

The following naming convention must be used when certification datasets are created by the Assessment Quality Partners (AQPs)

**Note:**

- The file must be accompanied by the Declaration which is signed and scanned in PDF format. The declaration document must be saved with the same file name as the data file that is submitted.
- This file must be submitted to the QCTO as per timeframes in the Trade Test Regulations, 2014 (Government Gazette No 98758 of 8 May 2015) but within 3 months of the date of the trade test.

### AABB-CC-DDDDDDDD-EE

AA	SETA/Indlela client code
BB	CE – Certification
CC	Number of the file created on the date, starting at 01 for each date and following sequentially
DDDDDDDD	Date file created (CCYYMMDD)
EE	Number of applications for certificates on the file

E.g. Certification file for Indlela:      **06CE-01-20141121-23**

#### a. SETA/Indlela unique client code

<b>SETA/Indlela Code:</b>	
01	AGRISETA
02	CETA
03	CHIETA
04	E&W SETA
05	FP&M SETA

SETA/Indlela Code:	
06	INDLELA
07	LG SETA
08	MERSETA
09	MQA
10	Services SETA
11	TETA
12	PSETA
13	HW SETA
14	FoodBev
15	SASSETA

### 15.3 Submission of data files to the QCTO

All documents must be submitted to [certification@gcto.org.za](mailto:certification@gcto.org.za).

The subject line in the e-mail message **must** contain the file name.

15.4 Submission of supporting documents as requested by the QCTO must be submitted together with the list provided by the QCTO and sorted in accordance with the information of the list. All files must be submitted electronically in JPEG format in an email to the QCTO or as hard copies.

15.5 The QCTO will check and record supporting documentation submitted and will keep a register in this regard.

15.6 Supporting documentation returned to the AQP will be recorded in a register and signed for by the AQP when collected.

### 15.7 File Layout and Data structure

#### 15.7.1 File layout and Data structure

Field Name	Field Length	Field Prefix	Field Type	Field Description and Values
SETA	3	S	Text	Code as allocated by QCTO S01 AGRISETA S02 CETA S03 CHIETA S04 E&W SETA S05 FP&M SETA S06 INDLELA S07 LG SETA S08 MERSETA S09 MQA S10 Services SETA S11 TETA S12 PSETA S13 HW SETA S14 FoodBev S15 SASSETA

Field Name	Field Length	Field Prefix	Field Type	Field Description and Values
Trade Code	6	Historical trades have a prefix of 'H'	Text	(OFO Code or internal QCTO code on historical trades)
Specialization Code	8		Text	(QCTO internal code) – only for trades certified by QCTO from 2013 Nov
Client Type	3	C	Text	Reference to Act C26– SDA – Section 26 D C13 – S13 – (Contracted) C28 – S28 – (Adult – no contract) C30 – S30 0 (Trainee – no trade test) C27 – S27 (Certificate of Proficiency
Nationality Code	2		Text	Use International coding (two characters) e.g South Africa = ZA Refer also to Annexure in Directives for ease of reference.
ID Number	13		Text	RSA ID number
Passport number	Max 20		Text	The passport/refugee number
Date of Birth	8		Text	CCYYMMDD
Surname	Max 128		Text	<i>Special characters to be included in Unicode format U+00041 to U+007A and U+00C0 to U+017E and U+002D in the data on the spreadsheet. Use Unicode tables – refer to Annexure in Directives</i>
Names	Max 64		Text	Enter all the names separated by a space only. No “,” should be used between names e.g. Peter John <i>Special characters to be included in Unicode format U+00041 to U+007A and U+00C0 to U+017E and U+002D in the data on the spreadsheet. Use Unicode tables – refer to Annexure in Directives</i>
Competence indicator	3	X	Text	X01 = Competent
Trade Test Centre Accreditation Number	Max 20		Text	QCTO or SETA accreditation number
Provider code (SDP)	ALPHA		Text	If RPL – Test Centre Code
Type of issue	3	A	Text	A01 = First issue A02 = Re-issue – correction A03 = Replacement (Certificate lost) A04 = Replacement certificate (Certificate lost - previously issued by DOL/DHET same as 03 A05 - Replacement certificate Training Board or SETA or other recognised body – NO DATA
Date Tested	8		Text	CCYYMMDD
Date Certificate issued	8		Text	CCYYMMDD
Certificate Number	Max 25		Text	Only submitted when applying for a replacement certificate or a re-issue <b>Unicode allowed (- / \ )</b>
Contract No	Max 25		Text	Only Section 13 Replacement <b>Unicode allowed (- / \ )</b>

Field Name	Field Length	Field Prefix	Field Type	Field Description and Values
Reason for re-issue or replacement	3	R	Text	R01 = Certificate lost R02 = Name Correction R03 = ID or DoB Correction R04 = Home Affairs Error on ID number R05 = Administrative Error on issuing of Certificate R06 = Sex change R07 = Certificate lost by AQP prior to delivery to learner R08 – Change in Trade R09 – Change in specialisation R10 – Trade on Type issue A05 incorrect to be corrected R11 – Certificate number on replacement Type issue 05 to be corrected

### 15.7.2 Data Structure for Replacements – Original Certificate Lost – Certificate issued by QCTO (Nov 2013 onwards)

Where a request for a replacement certificate is submitted, all field values are required, As no changes are allowed on personal as well as qualification information as captured in the issuing of the previous certificate issued, information as captured and approved for the previous certificate issued is retained in printing of a replacement certificate.

It is important to note the following 2 fields required in a request for a replacement certificate, i.e.

- Indicate the reason for the replacement certificate i.e. “certificate lost”
- The certificate number linked to the record certified must be corrected.

### 15.7.3 Re-issue – Change to Original Certificate

Information as per the file layout for a first issue must be submitted.

It is important to note the following 2 fields required in a request for a re-issue, i.e.

- Indicate the reason for the re-issue as appropriate
- The certificate number linked to the record certified must be corrected.

## 15.8 Fixed Header Information

	Header Field Name
1	ApplicationTypeCode
2	ClientTypeCode
3	ReasonIssueCode
4	SetaCode
5	TradeOFOfCode
6	SpecialisationCode
7	IDNumber
8	PassportNumber
9	DOB
10	Surname
11	Names

	Header Field Name
12	NationalityCode
13	CompetencyCode
14	TestCenterCode
15	ProviderCode
16	DateTested
17	DateCertificate
18	CertificateNumber
19	ContractNumber

## 16. Due dates and information for submission of recommendations for the issuing of Trade Certificates

- 16.1 The AQP must ensure that systems and processes are in place to recommend certification of qualifying candidates to QCTO as per timeframes outlined in the regulations for trade testing and after verification of results received from the accredited trade test centres.
- 16.2
- 16.3 The QCTO processes recommendations for certification within a 21 working day period from the date received by the AQP.
- 16.4 Given names must be supplied in full. A maximum of 70 characters (including spaces) can be accommodated on the trade certificate.
- 16.5 If a candidate's names exceed the space provided on the certificate, some of the given names shall be printed in full, while the others may be replaced by initials.
- 16.6 The previous certificate number must be supplied in the case of an application for a re-issue or replacement of an original certificate.
- 16.7 The QCTO prints certificates in English only. Where a candidate also requires the information printed on the certificate in another official language, an application for a transcript of the certificate may be requested from the QCTO through the AQP.

Annexure 1

INDLELA	
Candidate Name and Surname	
ID number	
Trade	
Date tested	
Certificate number	
Date certificate issued	
Section 13	
Contract number (Section 13)	
Contract start and end dates	
Section 28	
Black Builder	<input type="checkbox"/> Yes <input type="checkbox"/> No



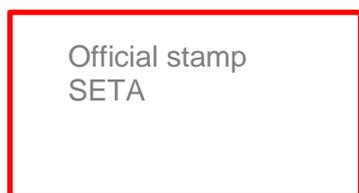
Name \_\_\_\_\_ Signature: \_\_\_\_\_

Designation \_\_\_\_\_ Date: \_\_\_\_\_

Contact number: \_\_\_\_\_ E-mail address \_\_\_\_\_

Annexure 2

SETA NAME			
Candidate Name and Surname			
ID number			
Certificate number			
Date certificate issued			
Trade			
Date tested			
Section 13		Section 28	
Contract start and end date (Section 13)			
Contract Number (Section 13)			
Certificate signed by		<input type="checkbox"/> Registrar and CEO (red seal) <input type="checkbox"/> CEO and ETQA manager <input type="checkbox"/> Other	
Original certificate issued by Training Board prior to 2001: the SETA issued a replacement certificate		<input type="checkbox"/> Yes <input type="checkbox"/> No	



Name \_\_\_\_\_ Signature: \_\_\_\_\_

Designation \_\_\_\_\_ Date: \_\_\_\_\_

Contact number: \_\_\_\_\_ E-mail address \_\_\_\_\_

Enquiries:  
Email:  
Tel:

The Chief Executive Officer  
Quality Council for Trades and Occupations  
256 Glyn Street  
Hatfield  
0083

**DECLARATION – ANNEXURE A  
RECOMMENDATION BY AQP NAME FOR ISSUING OF TRADE CERTIFICATES**

**FILE NAME** \_\_\_\_\_

The above subject has reference.

The Name of AQP hereby recommends that the following \_\_\_\_\_ candidates who have passed the Trade Test Assessment be issued with certificates as included in the file name above.

I, the undersigned, hereby declare that the trade test results included in this recommendation have been duly checked and that all tests have been conducted by an accredited trade test centre. The supporting documentation, including trade test results, have been verified by the AQP for correctness as required in Sections 26 A and 26 D (1 – 3) of the Skills Development Act, 1998 (Act no 97 of 1998) (SDA).

I further declare that:

All recommendations for first issues as included in the data file are certified as correct and in accordance with the requirements of the SDA.

Where a recommendation for replacement certificates (lost original certificate) is included in the data file is certified as correct and were issued as a first issue under the Manpower Training Act, to be replaced under the SDA, section 26 D(4) or were issued under the SDA.

Recommendations for re-issues (correction of errors) as are certified is correct and in accordance with the requirements of the SDA.

All documents have been certified, stored for safe keeping and can be requested by the Quality Council for Trades and Occupations (QCTO) for verification.

Signed on behalf of the AQP or as delegated by the responsible authority under the powers as delegated to me.

\_\_\_\_\_  
**(RANK)**

\_\_\_\_\_  
**Date**

Annexure B

**LEARNER CERTIFICATION DATA FILE**

A Maximum of 25 records can be included to a single data file (This may be reviewed and communicated to the AQP as determined from time to time by the QCTO)

**FILE NAME (file to be save with file name as per requirements)**

ApplicationTypeCode	ClientTypeCode	ReasonIssueCode	SetaCode	TradeOFCode	SpecialisationCode	IDNumber	PassportNumber	DOB	Surname	Names	NationalityCode	CompetencyCode	TestCenterCode	ProviderCode	DateTested	DateCertificate	CertificateNumber	Contract Number	
1																			
2																			
3																			
4																			
5																			
6																			
7																			

## Annexure – Unicode

### 1. U+00041 - U+007a

	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
00C0	À	Á	Â	Ã	Ä	Å	Æ	Ç	È	É	Ê	Ë	Ì	Í	Î	Ï
00D0	Ð	Ñ	Ò	Ó	Ô	Õ	Ö	×	Ø	Ù	Ú	Û	Ü	Ý	Þ	ß
00E0	à	á	â	ã	ä	å	æ	ç	è	é	ê	ë	ì	í	î	ï
00F0	ð	ñ	ò	ó	ô	õ	ö	÷	ø	ù	ú	û	ü	ý	þ	ÿ
0100	Ā	ā	Ă	ă	Ą	ą	Ć	ć	Ĉ	ĉ	Č	č	Ď	ď		
0110	Đ	đ	Ē	ē	Ĕ	ĕ	Ė	ė	Ę	ę	Ě	ě	Ĝ	ĝ	Ğ	ğ
0120	Ġ	ġ	Ģ	ģ	Ĥ	ĥ	Ħ	ħ	Ĩ	ĩ	Ī	ī	Ĭ	ĭ	Į	į
0130	Ĳ	᳚	᳛	ij	Ĵ	ĵ	Ꞥ	ꞥ	κ	Ł	ł	Ḷ	ḷ	Ḹ	ḹ	Ḻ
0140	Ṁ	ṁ	Ṃ	ṃ	Ṅ	ṅ	Ṇ	ṇ	Ṉ	ṉ	Ṋ	ṋ	Ṍ	ṍ	Ṏ	ṏ
0150	Ṑ	ṑ	Ṓ	ṓ	Ṕ	ṕ	Ṗ	ṗ	Ṙ	ṙ	Ṛ	ṛ	Ṝ	ṝ	Ṟ	ṟ
0160	Ṡ	ṡ	Ṣ	ṣ	Ṥ	ṥ	Ṧ	ṧ	Ṩ	ṩ	Ṫ	ṫ	Ṭ	ṭ	Ṹ	ṹ
0170	Ṻ	ṻ	Ṽ	ṽ	Ẁ	ẁ	Ẃ	ẃ	Ẅ	ẅ	Ẇ	ẇ	Ẉ	ẉ	Ẑ	ẑ

### 2. U+00C0 -U+017E

	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
0030	0	1	2	3	4	5	6	7	8	9	:	;	<	=	>	?
0040	@	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
0050	P	Q	R	S	T	U	V	W	X	Y	Z	[	\	]	^	_
0060	`	a	b	c	d	e	f	g	h	i	j	k	l	m	n	o
0070	p	q	r	s	t	u	v	w	x	y	z	{		}	~	¸

### 3. U+002D

	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F
0000	NUL	SOH	STX	ETX	EOT	ENQ	ACK	BEL	BS	HT	LF	VT	FF	CR	SO	SI
0010	DLE	DC1	DC2	DC3	DC4	NAK	SYN	ETB	CAN	EM	SUB	ESC	FS	GS	RS	US
0020		!	"	#	\$	%	&	'	(	)	*	+	,	-	.	/

### Country codes – Nationality

Name	Code
Afghanistan	AF
Åland Islands	AX
Albania	AL
Algeria	DZ
American Samoa	AS
Andorra	AD
Angola	AO
Anguilla	AI
Antarctica	AQ
Antigua and Barbuda	AG
Argentina	AR
Armenia	AM
Aruba	AW
Australia	AU
Austria	AT
Azerbaijan	AZ
Bahamas	BS
Bahrain	BH
Bangladesh	BD
Barbados	BB
Belarus	BY
Belgium	BE
Belize	BZ
Benin	BJ
Bermuda	BM
Bhutan	BT
Bolivia, Plurinational State of	BO
Bonaire, Sint Eustatius and Saba	BQ
Bosnia and Herzegovina	BA

Botswana	BW
Bouvet Island	BV
Brazil	BR
British Indian Ocean Territory	IO
Brunei Darussalam	BN
Bulgaria	BG
Burkina Faso	BF
Burundi	BI
Cambodia	KH
Cameroon	CM
Canada	CA
Cape Verde	CV
Cayman Islands	KY
Central African Republic	CF
Chad	TD
Chile	CL
China	CN
Christmas Island	CX
Cocos (Keeling) Islands	CC
Colombia	CO
Comoros	KM
Congo	CG
Congo, the Democratic Republic of the	CD
Cook Islands	CK
Costa Rica	CR
Côte d'Ivoire	CI
Croatia	HR
Cuba	CU
Curaçao	CW
Cyprus	CY
Czech Republic	CZ
Denmark	DK
Djibouti	DJ
Dominica	DM
Dominican Republic	DO
Ecuador	EC
Egypt	EG
El Salvador	SV
Equatorial Guinea	GQ
Eritrea	ER
Estonia	EE
Ethiopia	ET
Falkland Islands (Malvinas)	FK
Faroe Islands	FO
Fiji	FJ
Finland	FI

France	FR
French Guiana	GF
French Polynesia	PF
French Southern Territories	TF
Gabon	GA
Gambia	GM
Georgia	GE
Germany	DE
Ghana	GH
Gibraltar	GI
Greece	GR
Greenland	GL
Grenada	GD
Guadeloupe	GP
Guam	GU
Guatemala	GT
Guernsey	GG
Guinea	GN
Guinea-Bissau	GW
Guyana	GY
Haiti	HT
Heard Island and McDonald Islands	HM
Holy See (Vatican City State)	VA
Honduras	HN
Hong Kong	HK
Hungary	HU
Iceland	IS
India	IN
Indonesia	ID
Iran, Islamic Republic of	IR
Iraq	IQ
Ireland	IE
Isle of Man	IM
Israel	IL
Italy	IT
Jamaica	JM
Japan	JP
Jersey	JE
Jordan	JO
Kazakhstan	KZ
Kenya	KE
Kiribati	KI
Korea, Democratic People's Republic of	KP
Korea, Republic of	KR
Kuwait	KW
Kyrgyzstan	KG

Lao People's Democratic Republic	LA
Latvia	LV
Lebanon	LB
Lesotho	LS
Liberia	LR
Libya	LY
Liechtenstein	LI
Lithuania	LT
Luxembourg	LU
Macao	MO
Macedonia, the Former Yugoslav Republic of	MK
Madagascar	MG
Malawi	MW
Malaysia	MY
Maldives	MV
Mali	ML
Malta	MT
Marshall Islands	MH
Martinique	MQ
Mauritania	MR
Mauritius	MU
Mayotte	YT
Mexico	MX
Micronesia, Federated States of	FM
Moldova, Republic of	MD
Monaco	MC
Mongolia	MN
Montenegro	ME
Montserrat	MS
Morocco	MA
Mozambique	MZ
Myanmar	MM
Namibia	NA
Nauru	NR
Nepal	NP
Netherlands	NL
New Caledonia	NC
New Zealand	NZ
Nicaragua	NI
Niger	NE
Nigeria	NG
Niue	NU
Norfolk Island	NF
Northern Mariana Islands	MP
Norway	NO

Oman	OM
Pakistan	PK
Palau	PW
Palestine, State of	PS
Panama	PA
Papua New Guinea	PG
Paraguay	PY
Peru	PE
Philippines	PH
Pitcairn	PN
Poland	PL
Portugal	PT
Puerto Rico	PR
Qatar	QA
Réunion	RE
Romania	RO
Russian Federation	RU
Rwanda	RW
Saint Barthélemy	BL
Saint Helena, Ascension and Tristan da Cunha	SH
Saint Kitts and Nevis	KN
Saint Lucia	LC
Saint Martin (French part)	MF
Saint Pierre and Miquelon	PM
Saint Vincent and the Grenadines	VC
Samoa	WS
San Marino	SM
Sao Tome and Principe	ST
Saudi Arabia	SA
Senegal	SN
Serbia	RS
Seychelles	SC
Sierra Leone	SL
Singapore	SG
Sint Maarten (Dutch part)	SX
Slovakia	SK
Slovenia	SI
Solomon Islands	SB
Somalia	SO
South Africa	ZA
South Georgia and the South Sandwich Islands	GS
South Sudan	SS
Spain	ES
Sri Lanka	LK
Sudan	SD

Suriname	SR
Svalbard and Jan Mayen	SJ
Swaziland	SZ
Sweden	SE
Switzerland	CH
Syrian Arab Republic	SY
Taiwan, Province of China	TW
Tajikistan	TJ
Tanzania, United Republic of	TZ
Thailand	TH
Timor-Leste	TL
Togo	TG
Tokelau	TK
Tonga	TO
Trinidad and Tobago	TT
Tunisia	TN
Turkey	TR
Turkmenistan	TM
Turks and Caicos Islands	TC
Tuvalu	TV
Uganda	UG
Ukraine	UA
United Arab Emirates	AE
United Kingdom	GB
United States	US
United States Minor Outlying Islands	UM
Uruguay	UY
Uzbekistan	UZ
Vanuatu	VU
Venezuela, Bolivarian Republic of	VE
Viet Nam	VN
Virgin Islands, British	VG
Virgin Islands, U.S.	VI
Wallis and Futuna	WF
Western Sahara	EH
Yemen	YE
Zambia	ZM
Zimbabwe	ZW