



MAURITIUS QUALIFICATIONS AUTHORITY

COMMUNIQUE

COVID-19: Post Confinement Operations at the MQA

The public is hereby informed that in the wake of COVID-19, the operations at the Mauritius Qualifications Authority (MQA) will *inter-alia* be as follows:

General Information

- The Authority is promoting as far as possible a contactless service to all stakeholders.
- All communication between the MQA and stakeholders will be entertained *via* emails or by phone and where required by post. Emails should be sent to the MQA on the address office@mqa.mu.
- Any applicant (new or existing) is required to submit together with his/her soft copy of duly filled in application form (available on website), scanned copies of relevant documents and make online payment as specified below.
- To minimize contact with the public, any fees payable to the Mauritius Qualifications Authority shall be credited to its Bank Account through bank transfer/internet banking as follows by specifying the purpose of payment and the name of the applicant:
SBM Ltd
Branch: Head Office, Port-Louis
Name of Account Holder: Mauritius Qualifications Authority
Account number: 62030200001723
IBAN number: MU12STCB1180030200001723000000
- Should an applicant intend to call at the MQA in person, s/he would have to seek prior appointment. A meeting would then be held under strict observance of social distancing and sanitary measures (wearing of mask, sanitizing of hands, etc.). S/he would be granted controlled access and would be required to provide his/her contact details as well as his/her National Identity Card number upon entering the MQA office.

Registration and Accreditation

- All applications related to registration and accreditation received prior to confinement will be duly considered.
- Applications for renewal of registration which had to be made during the confinement period will be processed without any penalty fee.
- The Authority hereby reassures all Training Institutions that due consideration will be given to all pending applications to facilitate continued compliance with the MQA Regulations.

Recognition and Equivalence of Qualifications

- Applicants seeking Recognition and Equivalence of Qualifications, are required to submit together with their soft copy of their application form (available on MQA website) , a scanned copy of qualifications, transcripts, detailed syllabus, certified translation to English of documents (if

translation is necessary) and National Identity Card or Passport as well as the applicable processing fees.

Complaint

- Any **complaint** pertaining to training may either be reported by phone or officially lodged by post or *via* email in the ‘Complaint Form’ available on the MQA website.

Helpdesk at MQA

For any guidance or clarification, stakeholders are further invited to contact the MQA by phone or *via* email. A helpdesk (helpdesk@mqa.mu) is also operational.

Mauritius Qualifications Authority, Pont Fer, Phoenix 73544

Tel: (230) 686 1400. Fax: (230) 686 1441

E-mail: office@mqa.mu Website: www.mqa.mu