



FREQUENTLY ASKED QUESTIONS



South African Nursing Council
Regulating nursing, advocating for the public



1. ACCREDITATION

What is the procedure for opening a new school?

An applicant must submit a letter of intent to education@sanc.co.za and the guidelines will be emailed to the applicant.

Will SANC still be accrediting nursing education institutions after the implementation of new nursing qualification?

Yes, provided that an applicant meets all the SANC requirements.

NEIs also need to comply with Council on Higher Education (CHE) and Department on Higher Education and Training (DHET) requirements as all new nursing programmes are on Higher Education qualifications sub-framework

When will the new nursing qualifications be implemented?

The new qualifications commenced in 2020 for the Nursing Education Institutions which met the accreditation requirements.

Is Ancillary Nursing approved/accredited by SANC?

There is no such programme named "ancillary nursing", but ancillary courses are accredited by Health and Welfare SETA (HWSETA) and such individuals are not registered with SANC on commencement and completion of training as these are not nursing programmes.

Will students who were trained with the old curriculum still be relevant?

The nurses who trained under legacy qualifications remain relevant. Should the nurses be interested in pursuing the new qualifications, they will need to enquire with the Nursing Education Institution as admission requirements differ from one NEI to the next. Recognition of Prior learning (RPL) for e.g. access and recognition of credits are implemented by NEIs.

How can a prospective student know whether the institution he/she is intending to enrol in is complying with SANC in terms of number of students to be admitted per intake?

All the institutions that have met SANC accreditation requirements and conditions are posted on the SANC website at www.sanc.co.za on a quarterly basis. It is important that all applicants who wish to pursue a career in nursing verify first as SANC cannot be held liable for applicants who deposit money to fly by night institutions who purport to be offering nursing programmes. For further clarity applicants can email us at education@sanc.co.za

Where can we access the list of approved nursing education institutions?

The Nursing Education institutions that are accredited to offer the new nursing qualifications are also published on the SANC website according to provinces and different types of NEIs, namely Universities and Universities of Technology, public Colleges and private nursing education Institutions. The SANC also publishes the number of intakes and number of students per intake for the Nursing Education Institutions once accredited to offer the new nursing qualifications.

Which Nursing Education Institutions are accredited for the New Nursing Qualifications in South Africa? How long does it take to accredit a nursing school?

In terms of section 4 (1) of the Regulations relating to the Accreditation of Institutions as Nursing Education Institutions (Government Notice No. R.173 of 8 March 2013, the person in charge referred to in regulation 2(1) must apply for accreditation to the Council in writing, at least twelve (12) months prior to the intended date of commencement of the course, in a format and at a submission date as determined by the Council. But also depends on whether the submitted programmes is 100% complete or not. Also taking into cognizance that the nursing programme/curriculum must be approved by both SANC and CHE.

How will the public know when schools are accredited for the New Nursing Qualifications?

The list of the accredited NEIs are posted on the SANC website, www.sanc.co.za

What proof should one ask for or should be displayed at a nursing school to ascertain its accreditation status?

A valid accreditation certificate which is issued by the SANC. The certificate must indicate the name of the institution, type of accreditation, date of commencement, duration of accreditation and any other information as determined by the Council.

An accreditation certificate is only valid for the type of accreditation, date, duration, name of institution, programme and physical address of the institution as stipulated on the certificate. Accreditation certificates shall at all times be displayed by the institution at a prominent place accessible to learners/students and the public.

When should accredited nursing schools take learners for Nursing Education and Training?

The accreditation letter stipulates the date when a n NEI could commence with the programme.



2. ASSESSMENTS

Why are examinations results taking so long to be available?

The SANC conducted examinations are national examinations and hence the time it takes to publish the results. Once an examination is written, the scripts are marked and moderated to ensure fairness and accuracy.

Why are we not registered immediately after getting examination results?

The NEIs must submit completion records to the SANC. Submission of incomplete documents sometimes delays the registration process.

How long does it take for results to be available after writing examinations?

+/- Two months.

Why we are not registered immediately after getting our examination results?

Because the Nursing Education Institutions must submit the completion records.

Why are results published on the SANC website because some people don't want their results known?

The examination results are published using the candidates' examination numbers which are considered private.

What is the procedure for remarking and costs included?

The remarking assessment application form is available on the SANC website (www.sanc.co.za). Click on examination on the home page. All the necessary information is included in the application form including the applicable fees.

What are the minimum and maximum marks for re-marking?

Currently it is an individual choice, there are no stipulated minimum and maximum marks for remarking. However only candidates who were unsuccessful in the examination can apply for remarking.

Are results sent to both individuals and colleges?

Yes.

Can I send someone to SANC to check the results on my behalf?

No, the results are published on the SANC website and also sent to candidates by SMSs and to the Nursing Education Institutions.

Can results be sent via SMS to an individual if they did not receive an SMS when they were sent in bulk?

Only bulk SMSs are used. Hence it is important to update one's personal details from time to time.

Can a person access results for previous years' examinations and what is the procedure?

Yes, send a request to exams@sanc.co.za

Are there selections of students to write examinations or does the schools submit all the learners' names to write the examinations?

The Nursing Education Institutions apply on behalf of the learners/students who have met the minimum requirements for entry into examination. This is done in line with the examination regulations and the regulation of the specific programmes.

What are the reasons for refusing call centre agents to provide learners /nurses with their results over the phone?

Examination results are personal and the SANC wouldn't want to risk providing incorrect examination results telephonically when there are means within which a candidate can access own results.

Why is SANC not selling previous question papers and memorandum of answers to students for their examination preparations?

The SANC believes that students must meet the requirements of the programme and not to study based on examination question papers and memoranda.



3. REGISTRATIONS

How do I change my personal details?

The change of details form is accessible on www.sanc.co.za/services. Complete the form and send it to personaldetails@sanc.co.za

For change of surname: Fill in the form, attach marriage certificate/decree of divorce.

For change of names: Attach a letter from Home Affairs. Send to: personaldetails@sanc.co.za

Can I register online?

Not yet, but the SANC is working towards an online facility.

What is the standard procedure for reclaiming returned certificates?

If you require the certificate to be re posted you can send an email to personaldetails@sanc.co.za with a valid postal address. . You can send a courier with your SANC reference number, or you can arrange to come and fetch the certificate personally at SANC offices. You need to produce your green bar-coded ID, passport or smart card.

What is the procedure for lost certificates?

Submit the following per post or in person:

- An application letter
- An affidavit outlining how the certificate was lost or destroyed
- Proof of the prescribed fee as determined by the Council
- A certified copy of the ID/passport or smart card.

An application can be hand delivered to:

The Registrar

Cecilia Makiwane Building,
602 Pretorius Street, Arcadia,
Pretoria, 0083

OR posted to

Private Bag X132, Pretoria, 0001
Republic of South Africa.

Why do additional qualifications take so long to be registered?

Submission of incomplete student documents (completion records with declaration, application form and proof of payment) by the NEIs delays the registration process. . SANC has no control on when the learners/students would respond in spite of the due dates that are provided.

What is the amount payable and the procedure for foreign registration?

The amount payable is as per current year fees and fines Circular which can be accessed on the SANC website. The procedure is outlined in the foreign guidelines as published on the SANC website. The guidelines depend on the purpose of the application.

When does the foreign nurse registration expire?

The expiry date is in line with the expiry of general permit/critical skills VISA/ study permit/passport/ endorsement certificate from the Department of Health depending on the purpose of the certificate.

Can community service practitioners wear distinguishing devices for registered nurses?

Yes, because they have completed all educational requirements but have to do remunerated community service. They must first be registered as community service practitioners before they can purchase the distinguishing devices.

Is it true that community service is done for a period of two years?

No, however the certificate is valid for two years to enable those community service practitioners who cannot finish within the first year to complete without having to start the process anew.

Why is the community certificate valid for a period of two years?

In order to accommodate those community service practitioners who are unable to finish community service within a year. Community service should be completed whilst registered with SANC.

Must community service practitioners pay the annual practising fee?

No, they can practice as community service practitioners for a period of a year without paying however if they fail to complete community service within a year they must pay the annual fee during the second year.

How long does it take to be converted to a Professional Nurse after completion of Community Service?

The process takes 6-8 weeks. The Provincial Coordinator must send the completion of community service report to SANC. The form must be signed by the applicant, the Matron and the Provincial Coordinator before being sent to SANC. A prescribed fee which is reviewed every year must be paid into the SANC account using the correct payment code to prevent delays. Applications with NO proof of payment will not be processed. Incorrect and incomplete application forms will not be processed and this would cause a delay in the processing of the application forms

How do I know that am registered to undergo a training program?

It is the responsibility of every Nursing Education Institution to send a complete, correct learner application form which is accompanied by a prescribed fee within 30 days of commencement of training. Upon registration of the learners, learner registration certificates will be issued. You have the right to request the learner registration certificate from the Head of the Nursing Education Institution.

FOR CHANGE OF SURNAME

Ensure that a certified copy of the marriage certificate and new ID are attached.

If you want to retain your marriage surname submit a letter regarding that your surname must not be changed on the system.

FOR ENQUIRIES REGARDING THE PROCESS OF REGISTRATION

Assist the office with the following information:

- The exact date when the documents were sent to SANC
- The tracking number in case they were sent by courier

IN CASE THEY WERE SENT BACK TO THE NEI OR PROVINCIAL OFFICERS DUE TO INCORRECT/INCOMPLETE INFORMATION:

- Provide the exact date of resumption.
- Tracking number.



4. CASH MANAGEMENT & SALES

How much are the annual fees for this year?

Clients must refer to the SANC website because annual fees vary from category to category, annuals fees and all fees payable to SANC are published during the last week of June on the year preceding the annual fee year in a Circular via a government gazette every year.

How long does it take for my bank payment / deposit to appear / reflect on your system?

+/- 72 working hours.

Why do payments take so long, even if it is FNB to FNB?

When the payments are done at the bank they don't reflect immediately because SANC's revenue and sales section has to do payment allocations first so that payments appear on individual's SANC reference numbers which might take +/- 72 hours.

Why do SANC use codes for payments?

Payment codes are used to identify what service the payment is for, which in turn makes allocations easier.

Is it possible for SANC to trace my payment even if I did not use the payment code and a reference number?

Yes, however we completely discourage it, as it is extremely difficult and time consuming to do so. For nurse practitioners, all payments to the SANC must include your SANC reference number and additional 7 digits detailing the nature of the payment (payment type codes). The NEIs must use their SANC reference number as well as the payment type code. The proof of payment together with the duly completed supporting documents should be submitted to any of the service orientated email addresses listed below:

- apc@sanc.co.za;
- registration@sanc.co.za;
- restorations@sanc.co.za;
- additionalqualifications@sanc.co.za;
- customerservice@sanc.co.za;
- cpd@sanc.co.za;
- devices@sanc.co.za;
- education@sanc.co.za;
- foreign@sanc.co.za;
- learnerdesk@sanc.co.za;
- personaldetails@sanc.co.za;
- professionalconduct@sanc.co.za; and
- professionalpractice@sanc.co.za

Why does SANC not issue duplicate receipts?

The SANC policy is to not issue a duplicate receipt. Many APCs are returned to the SANC offices as undelivered. It appears as though there are many nurse practitioners who have not updated their addresses in the nurse register and this is exacerbated by the challenges experienced at the South African Post Office. We are currently exploring other avenues that will ensure that the nurse practitioners receive their receipts as soon as the payments are made.

What is the restoration amount payable by both retired and non-retired nurses?

A circular on annual fees for all nursing categories is published on the SANC website, www.sanc.co.za every June for that particular year.

When will the receipt be posted after restoration is completed?

2 days after printing.

What are SANC bank details for both individuals and bulk payments?

Bank details for both can be found on www.sanc.co.za under Services (Fees and Fines).

What do I use as reference when making both individual and bulk payments?

Individual Payments

Name of Bank:	First National Bank
Business Trading Name:	SA Nursing Council
Account Number:	514 211 86 193
Branch Code:	253145
Reference:	SANC Reference Number followed by the Code

Bulk Payments

Bank Name:	First National Bank
Branch Name:	Corporate Core Banking - Pretoria
Branch Code:	253145
Account Name:	S A Nursing Council
Account Number:	514 251 66 282
Reference:	Company Name or School Number

What is the timeframe of postage for yearly receipts?

3-5 working days from province to province.

Can I send someone to pay annual fees on my behalf at the counter and what is needed?

Yes, a SANC reference number and card payment is necessary as we do not take cash.

What is the procedure for confirmation letter's requests?

A request letter and copy of certified ID is required and has to be faxed to **SANC fax number: 012 420 1084 or emailed to apc@sanc.co.za**. Confirmation letter can also be obtained from the Reception area at the Council offices.

What is the procedure for a refund?

Refund form which is obtainable from the SANC website, needs to be completed and sent to SANC with stamped bank statement as proof of account details. **Fax: 012 420 1084**. Or it can be emailed to apc@sanc.co.za

How long does a refund process take?

3-6 months.

What is the procedure for voluntary removal procedure?

The voluntary removal form is available on the SANC website www.sanc.co.za / **services**. The form must be completed and emailed to devices@sanc.co.za.

What is the procedure and costs for ordering of distinguishing devices?

The order form which is obtainable from www.sanc.co.za must be completed, proof of payment must be attached and emailed to: devices@sanc.co.za. Incomplete or incorrectly completed forms will not be processed.

What is the maximum number of distinguishing devices which could be ordered per individual?

Maximum of 3 sets of devices per nurse, per year.

If I deposited money in the bank to order distinguishing devices, can I come to collect them before the six-week turnaround time?

Yes.

What do I need to bring along if I send someone or I collect them myself before the six-week turnaround time?

Application form with reference number and ID if it was not sent previously.

Can someone purchase distinguishing devices on my behalf and what is needed when I send someone to buy devices on my behalf at the counter?

The signed authorisation letter needs to be completed and a certified ID copy needs to accompany the duly completed and signed form. Ensure that the authorisation letter and the duly completed forms are signed before sending them through to the SANC. The person you have sent to collect the distinguishing devices on your behalf must also produce their original ID document or original passport in the case of a non-South African citizen.

How do I request a tax invoice?

You can send a request letter to devices@sanc.co.za with the following information: SANC reference number/s, name of the institution, physical or postal address of the institution and the VAT registration number of the institution.



5. PROFESSIONAL PRACTICE

How do I lodge a professional practice complaint?

A detailed and specific affidavit must be submitted with evidence where possible and must be emailed to professionalpractice@sanc.co.za (Please put Professional Conduct Section) in the subject line.

How long does it take to finalize a complaint?

Finalisation of complaints depend on the timeframe it takes for fact finding as evidence must be gathered from different sources.

When are hearings held at the Council?

We have hearings throughout the year at different venues in South Africa.

Is the general public allowed to attend these hearings?

No.

What is the procedure to get students or nurses to attend hearings?

Hospital matrons, tutors or institutions must send a request to professionalconduct@sanc.co.za, whereby they will be invited to attend the upcoming hearings.

What is the procedure for opening a nursing agency?

Nursing Agencies no longer fall under the SANC jurisdiction but, the Department of Health.

What is the procedure for opening own private practice?

Board of Healthcare Funders can be contacted on **086 130 2010 / 011 537 0200**.

Where can one get or apply for a dispensing licence?

Pharmaceutical Council – **012 319 8500** or the Licensing Unit in the Department of Health.

