

# FAQs and information



IN  
ASSOCIATION  
WITH



## **Is there a limit to the number of users on the QCAS online system?**

No. We made space on the set-up form for you to put down 5 users. If you would like more, email UK NARIC at the email address on the form, and we'll set up your extra users for you. QCAS Account Administrators can also add users using the online dashboard.

## **Is bundle renewal automatic on the online system, when credits are running low?**

All users can see the number of credits remaining on your account. Alerts are also emailed out when your credits are running low. Any user can request new credits using the online system. When you do this, your UK NARIC account manager will contact you and we can sort out the signed order form for the bundle renewal. QCAS is an account-managed service, so we can work with you flexibly to suit your particular authorisation and purchasing procedures. There is no commitment to purchase credits and there is no invoice generated without a signed order form, signed by an authorised person at your organisation.

## **What happens if UK NARIC or Qualification Check are unable to contact an institution and therefore unable to produce a confirmed Verification/Not Verified result? Do I get a refund?**

If we are unable to produce a confirmed verification result because of problems contacting the awarding institution, then you will receive a refund of your credits used for that verification. The refund may not appear instantly on your online dashboard, but your account manager will organise it.

*We will add to this FAQs document as queries come in from our QCAS users.  
This document is dated 16/05/2019.*

**QCAS  
country coverage  
with numbers of  
recognised institutions  
covered in  
each country**

Albania	79	Gibraltar	2	Papua New Guinea	14
Andorra	4	Greece	77	Paraguay	340
Anguilla	2	Greenland	1	Peru	499
Antigua & Barbuda	7	Grenada	2	Philippines	2432
Argentina	978	Guadeloupe	1	Poland	465
Armenia	62	Guam	1	Portugal	300
Australia	193	Guatemala	20	Puerto Rico	50
Austria	204	Guyana	16	Qatar	20
Azerbaijan	56	Haiti	39	Reunion	1
Bahamas	4	Honduras	30	Romania	139
Bahrain	20	Hong Kong	29	Russia	1148
Bangladesh	150	Hungary	85	Saint Kitts and Nevis	8
Barbados	5	Iceland	12	Saint Lucia	3
Belarus	56	India	1189	Saint Vincent's & Grenadines	3
Belgium	182	Indonesia	2699	Samoa	3
Belize	16	Iran	13	San Marino	1
Bermuda	1	Ireland	130	Saudi Arabia	337
Bhutan	16	Israel	92	Serbia	95
Bolivia	337	Italy	368	Seychelles	13
Bosnia	57	Jamaica	38	Singapore	59
Brazil	2521	Japan	1198	Slovakia	56
Brunei	15	Jordan	118	Slovenia	32
Bulgaria	82	Kazakhstan	258	Solomon Islands, the	6
Cambodia	134	Kiribati	1	South Africa	111
Canada	355	Kosovo	22	South Korea	476
Cape Verde	12	Kuwait	36	Spain	130
Cayman Islands	3	Kyrgyzstan	56	Sri Lanka	60
Chile	463	Laos	91	Suriname	4
China	2138	Latvia	71	Sweden	71
Colombia	366	Lebanon	61	Switzerland	103
Costa Rica	90	Liechtenstein	5	Taiwan	201
Croatia	64	Lithuania	59	Tajikistan	27
Cyprus	62	Luxembourg	2	Thailand	157
Czech Republic	78	Macau	11	The Maldives	41
Denmark	55	Macedonia	24	The Netherlands	176
Dominica	6	Malaysia	702	The Turkish Republic of Northern Cyprus	10
Dominican Republic	59	Malta	3	The United Kingdom	1147
East Timor	11	Martinique	1	Tonga	19
Ecuador	115	Mauritius	14	Trinidad & Tobago	38
El Salvador	82	Mexico	2396	Tunisia	338
Estonia	36	Micronesia	1	Turkey	183
Fiji	74	Moldova	89	Turkmenistan	25
Finland	44	Monaco	3	Turks & Caicos Islands	2
France	713	Mongolia	112	Ukraine	829
Georgia	99	Montenegro	18	United Arab Emirates	109
Germany	613	Montserrat	1	United States	5314
		Morocco	313	Uruguay	181
		Myanmar	190	Uzbekistan	83
		Nepal	12	Vanuatu	1
		New Zealand	51	Venezuela	204
		Nicaragua	87	Vietnam	845
		Norway	86	Virgin Islands (UK)	1
		Oman	66	Virgin Islands (US)	1
		Pakistan	270	Yemen	34
		Palau	1		
		Palestine	51		
		Panama	46		

*At time of launch, the focus of the QCAS scheme is degree-level (undergraduate or postgraduate), with some sub-degree level, depending on the nature of the awarding institution. Broadly, any qualification issued by the awarding institution can potentially be verified. At this time, school-level qualifications are not covered by the QCAS service. Further developments in the service will be announced in due course.*