

SYRENA USER MANUAL



Fundusze
Europejskie
Wiedza Edukacja Rozwój



Rzeczpospolita
Polska



NARODOWA AGENCJA
WYMIANY AKADEMICKIEJ

Unia Europejska
Europejski Fundusz Społeczny



CONTENTS

[Submit an application](#)

[Start](#)

[Required documents](#)

[Step 1 – Applicant data – diploma holder](#)

[Step 1 – Applicant data – institution](#)

[Step 2 – Document submitted for recognition](#)

[Step 3 – Previous document](#)

[Step 4 – Other attachments](#)

[Step 5 – Summary](#)

[Confirm the application](#)

[Check the status of the application](#)

[Incomplete application](#)

[Download the individual recognition statement](#)

[Case re-examination request](#)

[Status of the application - explanation](#)

SUBMIT AN APPLICATION

Select language

- Polish or English

it is not possible to select a different language – if you change the browser language to other than Polish or English your application will be rejected

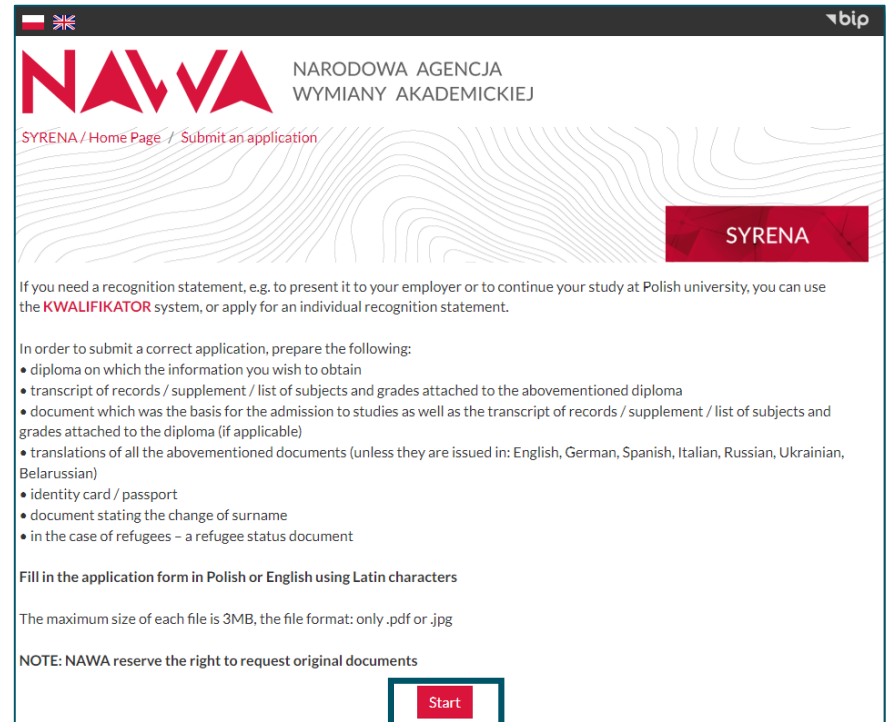
Start the submission process

The screenshot displays the SYRENA website interface. At the top left, there is a language selection menu with a red box highlighting the Polish and English flags. The top right corner features the 'bip' logo. The main header includes the 'NAWA' logo and the text 'NARODOWA AGENCJA WYMIANY AKADEMICKIEJ'. Below the header, the text 'SYRENA / Home Page' is visible. A red button labeled 'SYRENA' is positioned on the right side of the header area. The main content area contains two large grey boxes. The left box has the text 'Submit an application' and a red button with the same text, which is highlighted with a red box. The right box has the text 'Check the status of the application' and a red button with the same text.

Prepare required documents paying special attention to:

- the file size - max. 3 MB
- the file format - only .pdf or .jpg
scan a multi-page document into a single file
- the file quality - good quality coloured scan
- the language of documents - scan the documents issued in the original language
- the language of the application - fill in the application form in Polish or English using Latin characters

DO NOT ATTACH certified copies
DO NOT ADD your e-signature on documents



The screenshot shows the NAWA (Narodowa Agencja Wymiany Akademickiej) SYRENA application form. At the top, there is a header with the Polish and UK flags, the NAWA logo, and the text 'NARODOWA AGENCJA WYMIANY AKADEMICKIEJ'. Below the header, there are navigation links: 'SYRENA / Home Page' and 'Submit an application'. A large fingerprint graphic is in the background, and a red button labeled 'SYRENA' is on the right. The main content area contains instructions: 'If you need a recognition statement, e.g. to present it to your employer or to continue your study at Polish university, you can use the KWALIFIKATOR system, or apply for an individual recognition statement.' It lists requirements for a correct application, such as a diploma, transcript, and translations. It also states that the application form should be filled in Polish or English using Latin characters. A note mentions that NAWA reserves the right to request original documents. At the bottom right, there is a red 'Start' button.

NOTE! Data is not stored in the cache. In case you go back to the previous page using the browser back button, all the data you enter in a particular step will be lost. Always use the buttons available in the application form:

Previous

Next

Step 1 – Applicant data – diploma holder

If you are the diploma holder, fill out the required fields following the rules below:

- **The applicant**
select „diploma holder” – „Name of the institution” is filled out only by institutions applying on behalf of the diploma holder
- **First name and surname**
fill out according to the data in your ID card (passport)
- **Address data**
provide the correct address - it is later indicated in the individual recognition statement
- **E-mail address**
each notification is sent to the provided e-mail – remember to check the spam folder
- **Refugee status**
check only if you obtained a formal confirmation of a refugee status and you do not have documents confirming your education

Applicant data

Step 1 from 5

Fill out in English or in Polish

The applicant*	Name of the institution
diploma holder	
First name*	
John	
Surname*	
Smith	
Country*	City*
United States of America	New York
Postal code*	Address (street, number)*
10000	1 New York Street
E-mail address*	Repeat e-mail address*
e-mail@address	e-mail@address
<input type="checkbox"/> The application concerns a refugee	

Next

Step 1 – Applicant data – institution

If you apply on behalf of an institution, fill out the required fields following the rules below:

- **The applicant**
select „institution” and provide the full name of the institution that you represent
- **First name and surname**
provide your data
- **Address**
provide the institution's address
- **E-mail address**
each notification is sent to the provided e-mail – use the e-mail in the institution’s domain and remember to check the spam folder
- **Refugee status**
check only if the holder of the diploma you submit for recognition obtained a formal confirmation of a refugee status and they do not have documents confirming education

Applicant data

Step 1 from 5

Fill out in English or in Polish

The applicant*	Name of the institution*
<input type="text" value="institution"/>	<input type="text" value="Higher Education Institution"/>
First name*	
<input type="text" value="Anna"/>	
Surname*	
<input type="text" value="Smith"/>	
Country*	City*
<input type="text" value="United States of America"/>	<input type="text" value="New York"/>
Postal code*	Address (street, number)*
<input type="text" value="10000"/>	<input type="text" value="1 University St"/>
E-mail address*	Repeat e-mail address*
<input type="text" value="e-mail@address"/>	<input type="text" value="e-mail@address"/>
<input type="checkbox"/> The application concerns a refugee	

Next

Step 2 – Document submitted for recognition

All the data provided in this step concerns the document you submit for recognition.

- **Date of issue**

provide the date of issue of the document – not the date of the degree award
in the case of a duplicate, provide the date of issue of the original document

- **Translations**

do not attach translations of documents issued in the following languages:

- English
- German
- Spanish
- Italian
- Ukrainian
- Russian
- Belarussian

- **Attachments**

- ✓ attach good quality coloured scans
- ✓ as soon as you attach the file, its name shows under the file-select field
- ✓ before you proceed, make sure that all the required files are attached

Document submitted for recognition

Step 2 from 5

Fill out in English or in Polish

Attention! Here you complete the details of the diploma you want to recognize

Name on the diploma*	Surname on the diploma*
<input type="text" value="John"/>	<input type="text" value="Smith"/>
Issuing country*	Level of education*
<input type="text" value="United States of America"/>	<input type="text" value="Second cycle or long cycle studies"/>
Type of document*	
<input type="text" value="higher education diploma"/>	
Name of the awarding institution*	
<input type="text" value="Higher Education Institution"/>	
Field of study*	
<input type="text" value="Accounting"/>	
Awarded degree*	Date of issue*
<input type="text" value="Master of Science"/>	<input type="text" value="01/06/2023"/>
Purpose of diploma recognition in Poland*	
<input type="text" value="entry into Higher Education (e.g. second cycle studies, doctoral schools, post-diploma studies)"/>	

Attention! Multi-page documents should be in one file

Diploma*	Diploma translation
<input type="button" value="Choose File"/> Master_Diploma.pdf	<input type="button" value="Choose File"/> No file chosen
<small>Loaded: Master_Diploma.pdf</small>	
<small>Delete file</small>	
Transcript / diploma supplement*	Transcript/diploma supplement translation
<input type="button" value="Choose File"/> Master_Transc... of Records.pdf	<input type="button" value="Choose File"/> No file chosen
<small>Loaded: Master_Transcript of Records.pdf</small>	
<small>Delete file</small>	

Step 3 – Previous document

All the data provided in this step concerns the previous document which was the basis for admission to studies leading to a diploma from Step 2.

- **Date of issue**
provide the date of issue of the document – not the date of the degree award
in the case of a duplicate, provide the date of issue of the original document
- **Title awarded**
if not applicable, fill out with an X
- **Translations**
do not attach translations of documents issued in the following languages:
 - English
 - German
 - Spanish
 - Italian
 - Ukrainian
 - Russian
 - Belarussian
- **Attachments**
 - ✓ attach good quality coloured scans
 - ✓ as soon as you attach the file, its name shows under the file-select field
 - ✓ before you proceed, make sure that all the required files are attached

*Example 1:
the previous document for a **Master diploma** is a **Bachelor diploma***

*Example 2:
the previous document for a **Bakalavr diploma** is a **Certificate of Complete General Secondary Education***

Documents uploaded in this step must not be the same as the ones uploaded in STEP 2.

Previous document

Step 3 from 5

Fill out in English or in Polish

Attention! Here you complete your previous education details

Name on the diploma* Surname on the diploma*

Issuing country*

Type of document*

Name of the awarding institution*

Awarded degree* Date of issue*

Attention! Multi-page documents should be in one file

Diploma* Bachelor_Diploma.pdf No file chosen
Loaded: Bachelor_Diploma.pdf
[Delete file](#)

Transcript / diploma supplement* Bachelor_Tra...of Records.pdf No file chosen
Loaded: Bachelor_Transcript of Records.pdf
[Delete file](#)

Step 4 – Other attachments

Prepare required documents paying special attention to:

- ID/passport
 - ✓ if you apply on behalf of an **institution** do not attach an ID scan
 - ✓ if you are the **diploma holder** attach only the main page of your ID document (passport) – do not scan all the pages available
- Evidence of change of name
 - ✓ attach only if your current data varies from the one included in the document submitted for recognition
 - ✓ in case your personal data has been changed more than once, attach all the appropriate certificates issued in the original language combined in one file
 - ✓ attach **translations**, unless the certificates are issued in one of the following languages:
 - English •German •Spanish •Italian
 - Ukrainian •Russian •Belarussian

The screenshot shows the 'Other attachments' step in the SYRENA application process. It is labeled 'Step 4 from 5' and features a progress bar. The SYRENA logo is in the top right corner. The form contains the following sections:

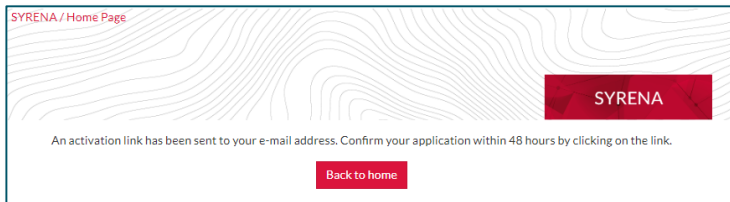
- ID/passport:** A 'Choose File' button is next to 'ID card.pdf'. Below it, it says 'Loaded: ID card.pdf' and 'Delete file'.
- Evidence of change of name:** A 'Choose File' button is next to 'No file chosen'.
- Confirmation of refugee status:** A 'Choose File' button is next to 'No file chosen'.
- Additional attachment:** A 'Choose File' button is next to 'No file chosen'.
- Additional comments:** A large text area for entering comments.

At the bottom, there are 'Previous' and 'Next' buttons. The 'Next' button is highlighted with a red box.

Step 5 – Summary

Check whether the data provided is correct paying special attention to:

- **e-mail address**
make sure it is correct - each notification is sent to the provided e-mail
- **checkboxes**
read the Regulations and the Privacy Policy, then check all the checkboxes
- **save request**
NOTE! Saving the application is not its final submission



Summary

Step 5 from 5

SYRENA

Summary

Step: 2

Name on the diploma: John
Surname on the diploma: Smith
Issuing country: United States of America
Level of education: Second cycle or long cycle studies
Type of document: higher education diploma
Name of the awarding institution: Higher Education Institution
Field of study: Accounting
Awarded degree: Master of Science
Date of issue: 2023-06-01
Purpose of diploma recognition in Poland: entry into Higher Education (e.g. second

Select all consents

I have read and accept the terms of the [Regulations*](#)

I have read and accept the terms of the [Privacy policy*](#)

I declare that the information given in this application form is true and accurate. I am aware of criminal responsibility for testifying untruthfully or concealing the truth*

I authorise the Polish National Agency for Academic Exchange to verify my documents with the bodies in the country of issue*

I'm not a robot

INCAPTCHA
Privacy - Terms

Previous

Save request

CONFIRM THE APPLICATION

In order to submit the application follow the steps below:

- **check e-mail**
an e-mail with the activation link is sent – check it and click the link
- **submit the application**
after you click the link, an e-mail with the confirmation that the application has been submitted is sent
NOTE! If the link is not highlighted, click the word **LINK** – only then will the application be submitted.

Hello,

The submission of an application for a foreign diploma recognition statement has been initiated.

Application ID: [REDACTED]

In order to submit the application click [the link](#)

The link will be active within 48 hours of this e-mail being sent. If the link expires, submit a new application.

Best Regards
Syrena NAWA Team

SYRENA

Verification in progress

[Back to home](#)

SYRENA

The application has been submitted.
The recognition statement will be issued within 60 days from the date of submission of the complete set of required documents.
The application status can be checked in the system.

[Back to home](#)

Hello,

The application for a foreign diploma recognition statement has been successfully submitted for further verification.

Application ID: [REDACTED]

The application status can be checked in the SYRENA system.

Best Regards
Syrena NAWA Team

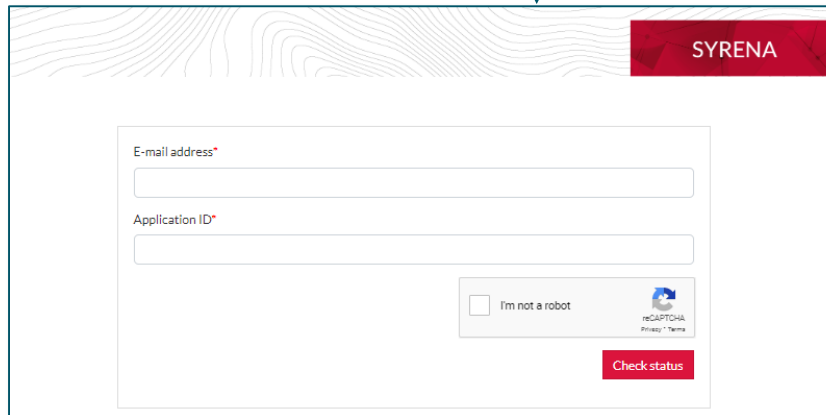
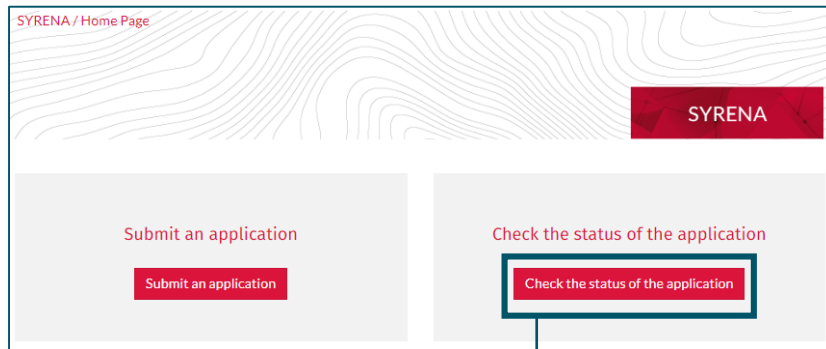
CHECK THE STATUS OF THE APPLICATION

How to check the status of the application?

- **select the proper form**
you may check the status of the application any time from the moment you submit it
- **fill out the required fields**
provide the **e-mail** previously given in the application form and the **application ID** sent to you via e-mail
NOTE! If in the application form the email address included uppercase letters, the system will not recognize it when written in lowercase letters

The recognition statement will be issued within **60 days from the date of submission of the complete set of required documents**. In case the application is not complete, you will receive an e-mail with the information what is missing along with the link via which it may be completed.

Explanation of each particular application status can be found on [page 16](#).



INCOMPLETE APPLICATION

How to complete missing documents?

- go to the application
after receiving an e-mail with the information on missing documents, click the provided link
- upload the missing documents
upload only the documents indicated in the message paying special attention to the STEPS mentioned
- save request

If you receive an e-mail with the information that the application is incomplete, **DO NOT SUBMIT ANOTHER APPLICATION FORM, COMPLETE THE ONE IN QUESTION.**

Hello,

The application for a foreign diploma recognition statement is incomplete.

Application ID: [REDACTED]

In order to complete it send the following:

- **STEP 3, attachment „Diploma” – the previous document which was the basis for admission to studies leading to the diploma from Step 2 - quality of the uploaded document is too poor.**

Link to the application: [Link](#)

Complete the application within 14 days of this e-mail being sent.

If the application is not completed within the given deadline, it will be archived excluding the possibility of further

res, submit a new application.

Team

A document that is the basis for admission to studies

Step 3 from 5

SYRENA

First name: John Surname: Smith

Country of issuance: United States of America

Type of document: Higher education diploma

Name of the awarding institution: Higher Education Institution

Awarded degree: Bachelor of Science Date of issue: 01.06.2021

Diploma scan: [REDACTED] Diploma translation: [REDACTED]

Diploma transcript: [REDACTED] Transcript/diploma supplement translation: [REDACTED]

Previous Next

Summary

Step 5 from 5

SYRENA

Select all consents

- I have read and accept the terms of the [Regulations](#)*
- I have read and accept the terms of the [Privacy policy](#)*
- I declare that the information given in this application form is true and accurate. I am aware of criminal responsibility for testifying untruthfully or concealing the truth*
- I authorise the Polish National Agency for Academic Exchange to verify my documents with the bodies in the country of issue*

I'm not a robot

Previous Save request

DOWNLOAD THE INDIVIDUAL RECOGNITION STATEMENT

How to download the individual recognition statement?

- go to the application
after receiving an e-mail with the information that the individual recognition statement is ready, go to the application by clicking the link and enter the e-mail address as well as the application ID
- check reply
- download reply
document will be downloaded as a .pdf file

Individual recognition statement is issued in a form of a digitally signed PDF document – its authenticity can be verified in a the signature panel in the Adobe Reader.

NOTE! The Individual recognition statement is issued only digitally – it is not possible to collect the document in a paper form in the NAWA's Office.

Hello,

Application

Application link: [Link](#)

The foreign diploma recognition statement is ready – you may download it within 14 days of this e-mail being sent. After the deadline, the document will be archived excluding the possibility of downloading it.

The case re-examination request can be submitted within 30 days of this e-mail being sent.

After the deadline, the case will be archived excluding the possibility of submitting the case re-examination request.

Best Regards

Syrena NAWA Team

SYRENA / Home Page

SYRENA

Submission history

29.12.2023 14:01: Informacja o zagranicznym dyplomie jest gotowa - na jej pobranie masz 14 dni / The foreign diploma recognition statement is ready - you may download it within 14 days
29.12.2023 13:59: Wniosek został uzupełniony / The application has been updated
29.12.2023 12:18: Wniosek oczekuje na uzupełnienie / Missing documents
29.12.2023 12:15: Wniosek został uzupełniony / The application has been updated
29.12.2023 11:55: Wniosek oczekuje na uzupełnienie / Missing documents
29.12.2023 11:38: Wniosek został złożony / The application has been submitted
29.12.2023 11:05: Wniosek został wysłany / The application has been sent

Summary

Check the reply

Close

CASE RE-EXAMINATION REQUEST

How to submit a case re-examination request?

- go to the re-examination of the case section
- provide the required data
attach additional documents and provide the reason for the case re-examination
- send

The screenshot shows the SYRENA web application interface. At the top right, the logo "SYRENA" is displayed in a red box. Below the header, there is a "Submission history" section with a scrollable list of events:

- 29.12.2023 14:01: Informacja o zagranicznym dyplomie jest gotowa - na jej pobranie masz 14 dni / The foreign diploma recognition statement is ready - you may download it within 14 days
- 29.12.2023 13:59: Wniosek został uzupełniony / The application has been updated
- 29.12.2023 12:18: Wniosek oczekuje na uzupełnienie / Missing documents
- 29.12.2023 12:15: Wniosek został uzupełniony / The application has been updated
- 29.12.2023 11:55: Wniosek oczekuje na uzupełnienie / Missing documents
- 29.12.2023 11:38: Wniosek został złożony / The application has been submitted
- 29.12.2023 11:05: Wniosek został wysłany / The application has been sent

Below the history is a "Summary" section with three buttons: "Download the reply", "Reexamination of the case" (highlighted with a blue box), and "Close".

The "Appeal" section contains a "Your document*" field with a "Choose File" button and the text "Additional documents.pdf" (highlighted with a blue box). Below it is an "Additional comments" text area with the placeholder text "In this field enter the reason why the case should be reconsidered." (highlighted with a blue box).

At the bottom right, there is a "Send" button (highlighted with a blue box) and a "I'm not a robot" checkbox with a green checkmark and a reCAPTCHA logo.

STATUS OF THE APPLICATION - EXPLANATION

What does each status mean?

- **the application has been sent**
check your e-mail and click the activation link **within 48 hours**
- **the application has been submitted**
the submission has been confirmed – if the application is complete, the recognition statement will be issued **within 60 days**, otherwise you will be asked to send missing documents
- **missing documents**
complete the application **within 14 days** - after that period, it will not be possible
- **the application has been updated**
the update has been submitted – if the application is complete, the recognition statement will be issued **within 60 days**
- **the foreign diploma recognition statement is ready**
download the document **within 14 days** - after that period, it will not be possible
- **the case re-examination request has been submitted**
if you do not agree with the information, submit the case re-examination request **within 30 days**
- **response to the case re-examination request is ready**
download the document **within 14 days** - after that period, it will not be possible
- **the application has been rejected**
If:
 - the application is submitted / completed incorrectly,
 - you send documents which do not fall within the NAWA competence (e.g. certificate of secondary education),
 - you submit more than one application concerning the same documentthe application will be rejected

NOTE! Messages sent from syrena@nawa.gov.pl are automated. Do not reply! You may contact us via syrenahelp@nawa.gov.pl



If you encounter technical problems, please
contact us via e-mail:
syrenahelp@nawa.gov.pl