

SYRENA 

# USER MANUAL

## Diploma of higher education



Fundusze Europejskie  
Wiedza Edukacja Rozwój



Rzeczpospolita  
Polska



Unia Europejska  
Europejski Fundusz Społeczny



# CONTENTS

---

[Before submitting the application](#)

---

[Submit an application](#)

---

[Required documents](#)

---

[Types of files that cannot be added](#)

---

[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](#)

---

# Before submitting the application

---

Before submitting the application, read the user manual carefully, paying special attention to the elements that may result in its rejection.

Reasons for rejecting the application:

## 1. Choosing the wrong module

- × Secondary school certificate submitted in the Diploma/Academic Degree module
- × Higher education qualifications submitted in the Secondary school certificate module

## 2. Incorrect data

Information in the document is different from the one in the application – **name and surname, passport number or title awarded**

## 3. Information in a language different than Polish or English

Application partially completed in another language or by using automatic translator in the browser

## 4. Multiple applications

Applications submitted more than once will be rejected

## 5. Wrong completion

Application is not supplemented according to the guidelines sent in the request via email

## 6. Polish qualifications

Application submitted related to the qualifications issued by Polish institutions

## 7. Application submitted by unauthorized third-party

The application may only be submitted by the holder of the diploma or by the institution to which the diploma was submitted and which has been authorized by the holder of the diploma.

---

# SUBMIT AN APPLICATION

## Select language

- Polish or English

it is not possible to select a different language – if you use the automatic translator in your browser, some of the data will not be translated correctly:

**Issuing country:** 中国  
**Level of education:** 高等教育学位  
**Type of document:** 高等教育文凭

An application submitted in this manner will be rejected!

## Choose the correct module

- Secondary school certificate or Diploma / Academic degree  
choose the module according to your document

An application submitted in a wrong module will be rejected!

## Start the submission process

The screenshot shows the SYRENA application portal. At the top, there is a language selection dropdown menu with a Polish flag and a star icon, highlighted with a blue box. Below it is the logo for NAWVA (NARODOWA AGENCJA WYMIANY AKADEMICKIEJ) and the SYRENA / Home Page link. The main content area features a fingerprint-like background pattern and a red SYRENA logo. Two main action buttons are visible: 'Submit an application' and 'Check the status of the application'. Under 'Submit an application', there are two sub-options: 'Secondary school certificate' and 'Diploma / Academic Degree', with the latter highlighted by a blue box. Under 'Check the status of the application', there is a single button: 'Check the status of the application'.

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 page. At the top, there are logos for Poland and the UK, and the NAWA logo. The text reads 'NARODOWA AGENCJA WYMIANY AKADEMICKIEJ'. Below this, there is a breadcrumb trail: 'SYRENA / Home Page / Submit an application'. A red box on the right contains the 'SYRENA' logo. 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 then lists the documents to be submitted: diploma, transcript of records, document for admission, translations, identity card/passport, document of surname change, and refugee status document. It also states that the application form should be filled in Polish or English using Latin characters, and that the maximum file size is 3MB. A note at the bottom states that NAWA reserves the right to request original documents. A red 'Start' button is highlighted with a blue border.

**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

# Types of files that cannot be added

Check your files against the following criteria:

## 1. Quality

attach a good quality scan so that each element is visible

## 2. Colour

scan the documents in colour

## 3. Completeness

scan documents in such a way that the entire page is visible - multi-page documents should be scanned to one file

## 4. Additional elements

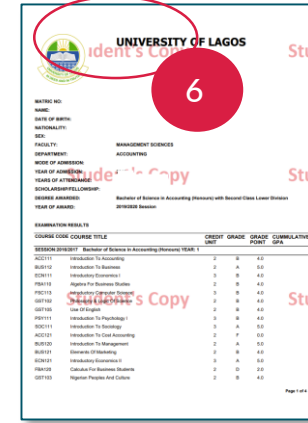
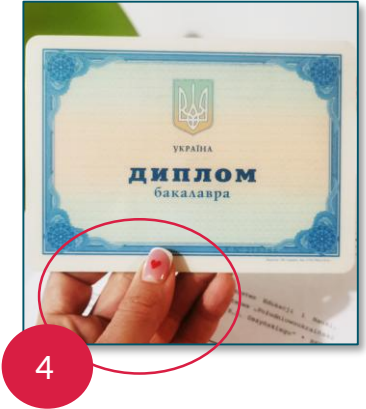
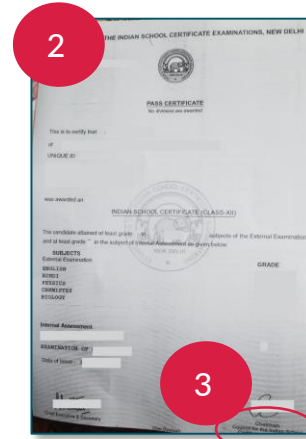
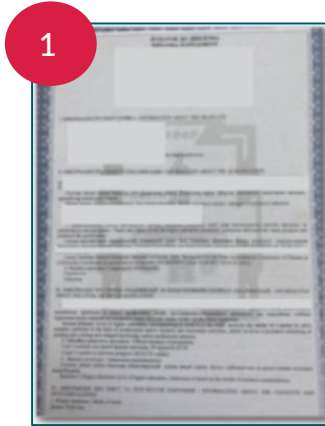
scan documents in such a way that no additional elements are visible (e.g. fingers, another document, desk, etc.)

## 5. Original document

scan the original document - a scan of a certified copy is not acceptable

## 6. Official document

attach an official document issued by the institution and containing all required elements (signatures and stamps)



**NOTE!**  
Do not upload such documents.

# 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 higher education institutions submitting documents for their candidates
- **First name and surname**  
fill out according to the data in your passport
- **Passport of the diploma holder**
  - ✓ document's number will be indicated in the NAWA's Director individual recognition statement
  - ✓ submitting anything other than passport number will result in the rejection of the application
- **Address data**  
provide the correct address
- **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 a complete set of documents confirming your education

If in the indicated fields you provide incorrect data - the application will be rejected!

## Applicant data

Step 1 from 5

Fill out in English  
or in Polish  
using the Latin alphabet

The applicant*		Name of the institution	
diploma holder			
First name*			
Jan			
Surname*			
Kowalski			
Passport of the diploma holder*	Country*	City*	
AB123456	Poland	Warszawa	
Postal code*	Address (street, number)*		
10-000	Warszawska 1		
E-mail address*		Repeat e-mail address*	
email@email		email@email	
<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
- **Passport of the diploma holder**  
provide the passport number of the diploma holder to whom the application applies
- **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 a complete set of documents confirming education

## Applicant data

Step 1 from 5

Fill out in English  
or in Polish  
using the Latin alphabet

The applicant*		Name of the institution*	
<input type="text" value="institution"/>		<input type="text" value="Higher Institution"/>	
First name*			
<input type="text" value="Anna"/>			
Surname*			
<input type="text" value="Kowalska"/>			
Passport of the diploma holder*	Country*	City*	
<input type="text" value="AB123456"/>	<input type="text" value="Poland"/>	<input type="text" value="Warszawa"/>	
Postal code*	Address (street, number)*		
<input type="text" value="10-000"/>	<input type="text" value="Uniwersytecka 1"/>		
E-mail address*		Repeat e-mail address*	
<input type="text" value="email@email"/>		<input type="text" value="email@email"/>	
<input type="checkbox"/> The application concerns a refugee			
<input type="button" value="Next"/>			

## Step 2 – Document submitted for recognition

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

- **Issuing country**  
select the country, where the document was issued, not the country you are currently living in
- **Number of the diploma**  
if not applicable, fill out with an X
- **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 • Belarusian
  - ✓ in the case of other languages, attach certified translations
- **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

Provide name and surname of the document's **HOLDER**.  
If you enter:  
*Name on the diploma:*  
**Master**  
*Surname on the diploma:*  
**Science**  
(and the like)  
the application will be **rejected**.

**Name on the diploma:** Master Degree In Sciences  
**Surname on the diploma:** Civil Engineering

Document submitted for recognition

Step 2 from 5

Fill out in English or in Polish using the Latin alphabet

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

First name on the diploma*	Surname on the diploma*
<input type="text" value="Jan"/>	<input type="text" value="Kowalski"/>
Issuing country*	Level of education*
<input type="text" value="United States of America"/>	<input type="text" value="Higher education degree"/>
Type of document*	Number of the diploma to which the application refers*
<input type="text" value="higher education diploma"/>	<input type="text" value="654321"/>
Name of the awarding institution*	
<input type="text" value="Higher 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="01/06/2021"/>
Purpose of diploma recognition in Poland*	
<input type="text" value="entry into higher education"/>	

**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>	
<input type="button" value="Delete file"/>	
Transcript / diploma supplement*	Transcript/diploma supplement translation
<input type="button" value="Choose File"/> Master_grades.pdf	<input type="button" value="Choose File"/> No file chosen
<small>Loaded: Master_grades.pdf</small>	
<input type="button" value="Delete file"/>	

# 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 •Belarusian
  - ✓ in the case of other languages, attach **certified translations**
- **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

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

*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***

## Previous document

Step 3 from 5

Fill out in English  
or in Polish  
using the Latin alphabet

**Attention! Here you complete your previous education details**

First name on the diploma*	Surname on the diploma*
<input type="text" value="Jan"/>	<input type="text" value="Kowalski"/>
Issuing country*	
<input type="text" value="United States of America"/>	
Type of document*	
<input type="text" value="higher education diploma"/>	
Name of the awarding institution*	
<input type="text" value="Higher Education Institution"/>	
Awarded degree*	Date of issue*
<input type="text" value="Bachelor of Science"/>	<input type="text" value="03/06/2019"/>

**Attention! Multi-page documents should be in one file**

Diploma*	Diploma translation
<input type="button" value="Choose File"/> Bachelor_diploma.pdf	<input type="button" value="Choose File"/> No file chosen
Loaded: Bachelor_diploma.pdf	
<input type="button" value="Delete file"/>	
Transcript / diploma supplement*	Transcript/diploma supplement translation
<input type="button" value="Choose File"/> Bachelor_grades.pdf	<input type="button" value="Choose File"/> No file chosen
Loaded: Bachelor_grades.pdf	
<input type="button" value="Delete file"/>	
<input type="button" value="Previous"/>	<input type="button" value="Next"/>

# Step 4 – Other attachments

Prepare required documents paying special attention to:

- **International passport**
  - ✓ attach only the main page of the passport – do not scan all the pages available
  - ✓ passport number will appear in the individual recognition statement
  - ✓ passport must be valid for at least 3 months from the date the application is submitted
- **Declaration authorizing the submission of documents by an authorized person**
  - ✓ attach if you apply as an institution on behalf of the diploma holder
- **Evidence of change of name**
  - ✓ attach only if current data varies from the one included in the documents submitted for recognition
  - ✓ in case personal data has been changed more than once, attach all the appropriate certificates issued in the original language combined in one file
  - ✓ attach **certified translations**, unless the certificates are issued in one of the following languages:
    - English •German •Spanish •Italian
    - Ukrainian •Russian •Belarusian

## Other attachments

Step 4 from 5



ID/passport\*

Choose File No file chosen

Declaration authorising the submission of documents by an authorized person

Choose File No file chosen

Evidence of change of name

Choose File No file chosen

Confirmation of refugee status

Choose File No file chosen

Additional attachment

Choose File No file chosen

Additional comments

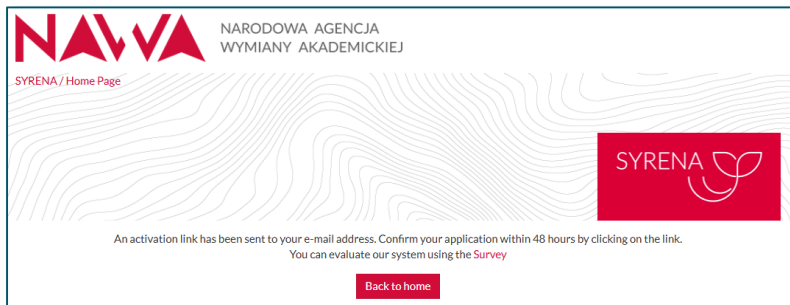
Previous

Next

# 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
- send request  
NOTE! Sending the application *is not its final submission*



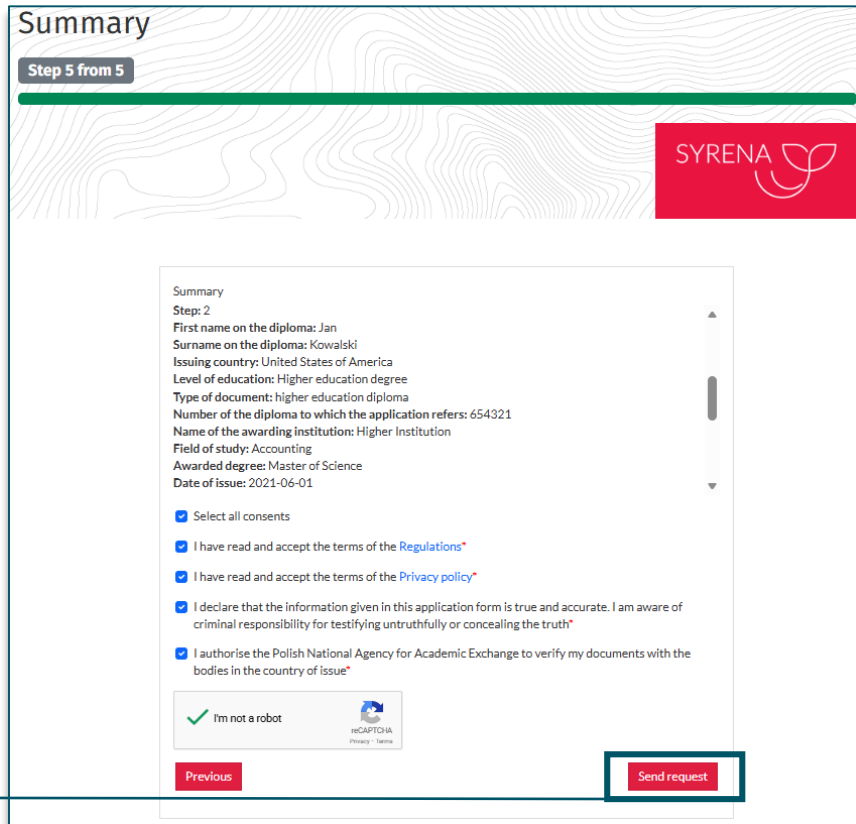
NAWA NARODOWA AGENCJA WYMIANY AKADEMICKIEJ

SYRENA / Home Page

SYRENA

An activation link has been sent to your e-mail address. Confirm your application within 48 hours by clicking on the link.  
You can evaluate our system using the [Survey](#)

[Back to home](#)



## Summary

Step 5 from 5


SYRENA

Summary

Step: 2

First name on the diploma: Jan  
Surname on the diploma: Kowalski  
Issuing country: United States of America  
Level of education: Higher education degree  
Type of document: higher education diploma  
Number of the diploma to which the application refers: 654321  
Name of the awarding institution: Higher Institution  
Field of study: Accounting  
Awarded degree: Master of Science  
Date of issue: 2021-06-01

- 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](#) [Send 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.
- **download confirmation of the application submission**  
if you need a confirmation that the application has been submitted, click **Download confirmation in pdf format** – the document will be downloaded automatically  
**NOTE!** The document is available for download **only once, immediately after submitting the application.**

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

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

Verification in progress

[Back to home](#)

The application has been submitted.  
The application status can be checked in the system.

[Download confirmation in pdf format](#)

[Back to home](#)

# CHECK THE STATUS OF THE APPLICATION

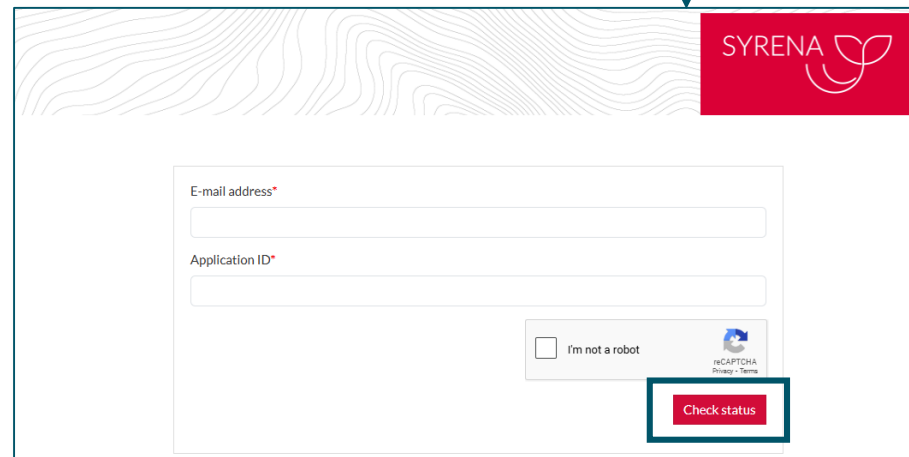
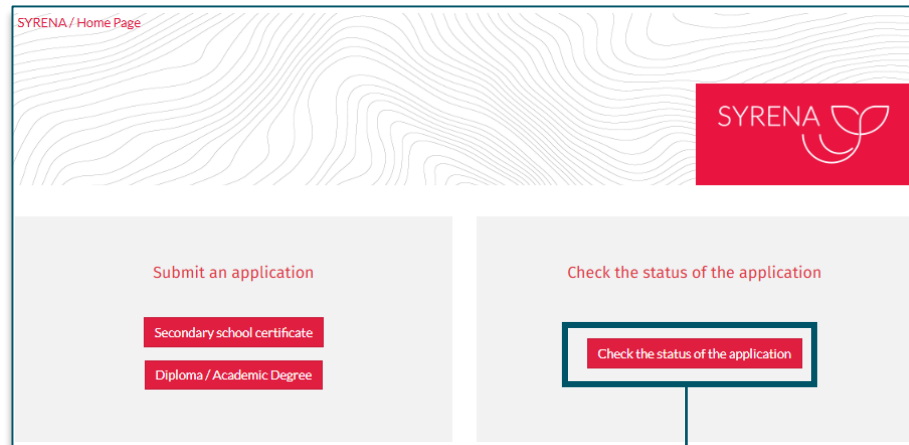
## How to check the status of the application?

- **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

**ATTENTION!** Copy the Application ID directly from the e-mail you received earlier and do not delete any elements. If the Application ID is changed, it will not be possible to check the status.

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 [here](#).



# 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

**NOTE!** It is not possible to edit the data entered in the application form – it is only possible to attach missing documents.

- upload the missing documents  
upload only the documents indicated in the message paying special attention to the **STEPS** mentioned

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

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 processing.

If the link expires, submit a new application.

Best Regards  
Syrena NAWA Team

A document that is the basis for admission to studies

Step 3 from 5

SYRENA

First name: Jan, Surname: Kowalski, Country of residence: 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: 03/06/2019.

Diploma scan: Choose File: Bachelor\_diploma.pdf, Loaded: Bachelor\_diploma.pdf, Diploma translation: Choose File: No file chosen.

Diploma transcript: Choose File: No file chosen, Transcript/diploma supplement translation: Choose File: No file chosen.

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
- **check the setting on your device to verify where the downloads are placed**  
NAWA's Director individual recognition statement will be automatically saved in the default folder

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,

The foreign diploma recognition statement is ready – you may download it within 30 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.

Application ID: [REDACTED]

Application link: [Link](#)

Best Regards

Syrena NAWA Team

The screenshot shows the SYRENA logo in the top right corner. Below it is a section titled "Submission history" with a scroll bar on the right. The history contains two entries: "28.01.2026 12:00: Informacja o zagranicznym dyplomie jest gotowa – na jej pobranie masz 30 dni / The foreign diploma recognition statement is ready – you may download it within 30 days" and "28.01.2026 11:46: Wniosek został złożony / The application has been submitted". Below the history is a "Summary" section with "Step: 1", "The applicant: diploma holder", "First name: Jan", and "Surname: Kowalski". At the bottom right, there are two buttons: "Check the reply" (highlighted with a red box) and "Close".

# CASE RE-EXAMINATION REQUEST

The case re-examination request may be submitted if you disagree with the obtained individual recognition statement or if the document contains errors.

## 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 displays the SYRENA portal interface. At the top right is the SYRENA logo. The main content area is divided into two sections. The upper section, titled "Submission history", shows a list of events: "28.01.2026 12:00: Informacja o zagranicznym dyplomie jest gotowa - na jej pobranie masz 30 dni / The foreign diploma recognition statement is ready - you may download it within 30 days", "28.01.2026 11:46: Wniosek został złożony / The application has been submitted", and "28.01.2026 11:44: Wniosek został wysłany / The application has been sent". Below this is a "Summary" section for "Step: 1" with the applicant's details: "The applicant: diploma holder", "First name: Jan", and "Surname: Kowalski". At the bottom of this section are three buttons: "Download the reply", "Reexamination of the case" (highlighted with a red box), and "Close".

The lower section is titled "Request to reconsider the case". It contains a form with two main input fields: "Additional document\*" (with a "Wybierz plik" button and "Nie wybrano pliku" text) and "Justification of the request to reconsider the case\*\*". At the bottom right of this section is a CAPTCHA area with the text "Nie jestem robotem" and the CAPTCHA logo, and a "Send" button (highlighted with a red box).

# 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 **as soon as possible**, 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 **as soon as possible**
- **the foreign diploma recognition statement is ready**  
download the document **within 30 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**  
the application will be rejected if:
  - it is submitted / completed incorrectly,
  - you send documents which do not fall within the NAWA competence (e.g. language proficiency certificate),
  - you submit another application concerning the same document
  - detailed reasons for rejection can be found [here](#)

**NOTE!** Messages sent from [syrena@nawa.gov.pl](mailto:syrena@nawa.gov.pl) are automated. Do not reply! You may contact us via [syrenahelp@nawa.gov.pl](mailto:syrenahelp@nawa.gov.pl)



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