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File no.: 13/1/1
Enquiries: M Ludick

Examinations Administration Minute: 0014/2020

To: Deputy Directors-General, Chief Directors, Directors (Head Office and district offices), Deputy Directors, Chief Education Specialists, Heads: Curriculum Support, Heads: Management and Governance, Circuit Managers, Deputy Chief Education Specialists, Heads: SLES Coordination and Advice, Assessment and Examination Coordinators, Subject Advisers and Heads of institutions that prepare candidates for the National Senior Certificate and the Senior Certificate examinations

Subject: Release of the 2020 National Senior Certificate (NSC) and Senior Certificate (SC) examination results

1. To enable principals to make the necessary arrangements to collect and check the above-mentioned results, the following **information and dates** are provided:
 - 1.1 The principal (or the delegated members of staff) can collect the NSC or SC results from district offices on Tuesday, 23 February 2021 at 08:00.
 - 1.2 Principals (or their delegated members of staff) are given three hours to check the results for any omissions or obvious errors. These errors must be reported to the Directorate: Examinations Administration at telephone numbers 021 467 2975 / 2924 / 2934 / 2246.
 - 1.3 The results may be handed out to candidates at their respective schools and centres from 12:00 on Tuesday, 23 February 2021. The results of full-time candidates will only be available at schools and on the Internet and will NOT be issued at the Western Cape Education Department (WCED) Examination Client Service Centre.
 - 1.4 **Please note: No results may be made known to candidates and no information in this regard may be given to the press before 12:00 on 23 February 2021.**

- 1.5 On Tuesday, 23 February 2021 at 12:00 results will be available on the WCED website: <https://wcedonline.westerncape.gov.za>. Candidates will have to enter their **surname** and **identity number / date of birth** in order to view their individual results on the WCED website.
- 1.6 Candidates must be advised to check that their full names and identity numbers are reflected correctly on their statement of results.
- 1.7 Result queries should be submitted for investigation within 30 days after the release of the results. Submit all result queries to ExamResults@westerncape.gov.za.
- 1.8 On Wednesday, 24 February 2021 at 06:00 results will be published in the press.

2. **Re-marking and rechecking of NSC & SC 2020 scripts**

- 2.1 Applications for re-marking and rechecking must be submitted via the online platform at www.eservices.gov.za.
- 2.2 The closing date for re-marking applications is 10 March 2021.
- 2.3 The following fees are applicable per subject:
Re-marking: R120
Rechecking: R29
Viewing: R234

These fees will be waived for learners at no-fee schools. Learners with fee concessions will be exempted from re-marking fees.

3. **Applications for NSC examinations – May/June 2021**

- 3.1 All candidates who were registered for the November 2020 NSC examination and were absent for part of the examination with a valid reason or who failed to achieve the outcome that they hoped for, may apply to write the NSC examination in May/June 2021.
- 3.2 Application forms will be available at schools offering the NSC, district offices, the WCED Examination Client Service Centre at Grand Central and on the WCED website.
- 3.3 The closing date for May/June 2021 NSC examination applications is 12 March 2021.
- 3.4 Any enquiries related to the NSC supplementary examination can be forwarded to ExamRegistrations@westerncape.gov.za.

4. The WCED must be informed of the arrangements made by schools and centres for the collection of their results. Principals and centre managers are requested to complete the attached form (**Annexure A**) and send it to the appropriate **district director** by 04 December 2020.

5. **COVID-19 and the collection of results by learners**

5.1 Please ensure that your school/centre adheres to all health and safety protocols as contained in the *WCED Guidelines for COVID-19*, especially the wearing of masks and maintaining social distancing.

5.2 Entry to the school/centre premises must be limited to learners who have completed the NSC and SC examinations for the 2020 academic year, when collecting their results.

6. **Support and counselling for candidates who have not passed**

6.1 It is of utmost importance that candidates who do not pass the examination are offered support and counselling. These candidates must be informed of the counselling services available. Counselling can be given at the school when candidates receive their results or, if applicable, at the relevant district office, where departmental staff will be available.

6.2 If a principal, centre manager or delegated member of staff refers a candidate to a district office, the candidate must be given the telephone number and address of the district office and the district office must be provided with the candidate's details.

6.3 As it often happens that candidates who need counselling do not voluntarily seek it, an appeal is made to schools and centres to be sensitive to the emotions of candidates whose expectations have not been realised.

7. **Release of information to the media**

The media will be interested in obtaining information from schools about candidates who have performed exceptionally well in the NSC examinations. Principals, centre managers or the delegated member of staff may provide such information and photographs to the media in consultation with parents.

SIGNED: PAD BEETS

DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT

DATE: 2020-11-24