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Examinations Administration Minute: 0010/2023

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

**Subject: Return of unclaimed National Senior Certificate certificates**

1. All role players, including principals of high/secondary schools and managers of Community Learning Centres, must kindly note the following:
  - (a) All unclaimed certificates must be returned to Head Office after a period of 12 months from the date of receipt thereof by the centres; and
  - (b) Certificates, in respect of the November 2021 examination, distributed during 2022, must kindly be returned to Head Office by no later than **31 August 2023**. This process must be repeated each year.
2. Unclaimed certificates will be stored by Head Office for a period of three years, in a secure area, for possible collection by the candidate. If not claimed within the three-year period, the certificates will be destroyed.
3. In addition to the above, the relevant role players must also comply with the regulations, policies and Umalusi directives pertaining to the following:
  - (a) Unclaimed certificates must be returned 12 months after its release to the schools;
  - (b) Certificates must be treated as highly valuable and confidential, and stored under secure conditions at all times; and
  - (c) Candidates must be informed when certificates are ready for collection and the distribution must take place under secure conditions.

4. Schools are requested to return unclaimed certificates to Head Office, clearly marked as follows:

**UNCLAIMED CERTIFICATES FOR ATTENTION:**

Mr Werner Gordon  
Directorate: Examinations Administration  
11th Floor, Room 11.12  
1 North Wharf Square  
2 Lower Loop Street  
Foreshore  
CAPE TOWN  
8001

5. Attached, please find a Clearance Certificate, to be completed by the school, to confirm that all certificates for the years indicated have been removed and returned to Head Office.
6. Enquiries regarding the return of unclaimed certificates can be directed to Mr Werner Gordon, email address: [Werner.Gordon@westerncape.gov.za](mailto:Werner.Gordon@westerncape.gov.za) .
7. Your cooperation in this regard will be highly appreciated.

**SIGNED:** H MAHOMED

**DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT**

**DATE:** 2023-06-07