

File no.: 20/3/7/6/2
Reference: 20231106-9608

Examinations Administration Minute: 0012/2023

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: ISLES Coordination and Advice, Assessment and Examination Coordinators, Subject Advisers and Heads of institutions that prepare candidates for the National Senior Certificate examinations

Subject: Release of the November 2023 National Senior Certificate (NSC) examination results

1. In order to enable principals to make the necessary arrangements to collect and check the abovementioned results, the following **information and dates** are provided:
 - 1.1 Principals (or their delegated members of staff) can collect the NSC results from district offices on **Friday, 19 January 2024, at 07:30**.
 - 1.2 Principals (or their delegated members of staff) are given two and a half (2:30) hours to check the results for any omissions or obvious errors. These errors must be reported to the Directorate: Examinations Administration on telephone numbers 021 467 2483/9327/2931/2567/2961/2942 or to the Examinations Call Centre on 0861 819 919.
 - 1.3 The results may be handed out to candidates at their respective schools and examination centres on **Friday, 19 January 2024 from 11:00**. 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 11:00 on 19 January 2024.**
 - 1.5 The results will be available on the WCED website: <https://wcedonline.westerncape.gov.za> on **Friday, 19 January 2024, at 11:00**. Candidates will have to enter their **surname** and **identity document 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 document 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 The NSC awards ceremony will take place at Leeuwenhof on **Thursday, 01 February 2024**, at **10:00**.
2. **Remarking and rechecking of November 2023 NSC scripts**
- 2.1 Applications for remarking and rechecking must be submitted via the online platform at www.eservices.gov.za.
- 2.2 The closing date for remarking applications is **Friday, 02 February 2024**.
- 2.3 The following fees are applicable per subject:
Remarking: R116
Rechecking: R29
Viewing: R220
These fees will be waived for candidates at no-fee schools. Candidates with fee concessions will be exempted from remarking fees.
3. **Applications for NSC examinations – May/June 2024**
- 3.1 All candidates who were registered for the November 2023 NSC examination and who were absent with a valid reason, for part of the examination, or who failed to achieve the outcome that they had hoped for, may apply to write the May/June 2024 NSC examination.
- 3.2 Registration application forms will be available at schools offering the NSC curriculum, district offices, the WCED Examination Client Service Centre at 1 North Wharf Square, 2 Lower Loop Street, Foreshore, Cape Town, and on the WCED website.
- 3.3 The closing date for May/June 2024 NSC examination applications is **Friday, 09 February 2024. No late applications will be accepted.**
- 3.4 Any enquiries related to the registration for the May/June 2024 examination can be forwarded to ExamRegistrations@westerncape.gov.za.

4. The WCED must be informed of the arrangements made by schools and examination 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 2023**.

5. **Support and counselling for candidates who did not achieve the pass requirements**

5.1 It is of utmost importance that candidates who do not achieve the pass requirements for 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.

5.2 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.

5.3 Quite often it happens that candidates who need counselling do not voluntarily seek it, therefore, an appeal is made to schools and examination centres to be sensitive to the emotional state of candidates whose expectations have not been realised.

6. **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 delegated members of staff may provide such information and photographs to the media, in consultation with parents and provided that Protection of Personal Information Act, 2013 (Act 4 of 2013), consent forms have been completed and signed.

7. Please bring the content of this minute to the attention of all relevant personnel.

SIGNED: H MAHOMED

DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT

DATE: 2023-11-24