



UMALUSI



Council for Quality Assurance in  
General and Further Education and Training

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## CIRCULAR QCC 2 OF 2012

**TO: ASSESSMENT BODIES**

### MANAGEMENT OF UNCLAIMED CERTIFICATES BY ASSESSMENT BODIES

Umalusi has received numerous requests from assessment bodies to give guidance on the management and storage of unclaimed certificates. Umalusi has an approved policy (June 2010, revised March 2012) in this regard. This circular informs assessment bodies of the way in which assessment bodies should handle and store unclaimed certificates.

1. Assessment bodies are required to take the utmost care that all certificates are distributed, through secured processes to certificate holders.
2. Certificates should be stored within a secured environment on the premises of the assessment body.
3. Bulk certificates, distributed to schools/FET Colleges are to be distributed through regions/districts/schools/head office and the assessment body must ensure that each batch of certificates released is signed for. The dispatch note is to be kept at the assessment body for at least three (3) years.
4. Where certificates are distributed directly to the candidate, this should be done through registered or certified post. Each envelope must have a return address, so that unclaimed certificates may be returned to the assessment body.
5. An electronic record of each certificate that was distributed must be kept on the certification system.
6. Where an unclaimed certificate is returned to the assessment body, the assessment body must update the certification system, or keep a register to indicate that the certificate was returned.
7. Uncollected certificates must be stored by the assessment body for a period of three (3) years in a secured area, for possible collection by the certificate holder, after which they can be destroyed. A record of destroyed certificates must be kept on the certification system.
8. The assessment body must collect all unclaimed certificates from the distribution points, one (1) year after their release. Unclaimed certificates must be recorded on the certification system, and the assessment body is required to store such certificates in a secured area, for possible collection by candidates.
9. Certificates not collected by candidates at FET colleges must be stored at the college for a period of three (3) years, after which they must be returned to the Department of Higher Education and Training. Unclaimed certificates should be

destroyed by shredding by the Department of Higher Education and Training and recorded on the certification system as destroyed.

- 10 Assessment bodies should not request replacement certificates for candidates where there is a record of the uncollected certificates at an assessment body. Such a certificate must be located and distributed to the candidates to prevent unnecessary requests for certificates, and to ensure that all certificates are accounted for.
- 11 As part of the quality assurance process, Umalusi may request assessment bodies to submit a report on the handling of certificates to Umalusi on an annual basis.
- 12 Assessment bodies must put in place a policy, based on the requirements indicated here, to manage unclaimed certificates.

Your attention to this matter is appreciated.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Mafu S Rakometsi', written over a horizontal line.

Dr Mafu S Rakometsi  
**CHIEF EXECUTIVE OFFICER**