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Examinations Administration Minute: 0004/2024

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: ISLES Coordination and Advice, Assessment and Examination Coordinators and Heads of institutions that 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 and a copy of the certificate list (signature list of candidates who collected their certificates) should be retrieved and returned to Head Office after a period of 12 months from the date of receipt thereof by the centres; and
  - (b) The certificates and a copy of the certificate list, in respect of the November 2022 examination, distributed during 2023, must kindly be returned to Head Office by no later than **Friday, 16 August 2024**. 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 one year after its release to the schools;
  - (b) Certificates **must** be treated as highly valuable and confidential;
  - (c) Certificates **must always** be stored under secure conditions; and
  - (d) Candidates **must** be informed when certificates are ready for collection and the distribution must take place under secure conditions.

- 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

- The Western Cape Education Department has noticed a low percentage of schools adhering to the due date to return unclaimed certificates. Certificates should not be returned at a slow pace over several months after the due date. This practice hampers service delivery to clients.
- Principals may not retain certificates past the stipulated date as this practice is in direct conflict with the UMALUSI Circular QCC 2 of 2012, dated 07 March 2012. (**Attached**)
- 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.
- 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).
- Your cooperation in this regard will be highly appreciated.

**SIGNED:** B LORISTON

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

**DATE:** 2024-05-27