

File no.: 20/3/7/6/2
Reference: 20241122-8689

Examinations Administration Minute: 0009/2024

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 2024 National Senior Certificate (NSC) examination results

1. In order to enable principals/centre managers to make the necessary arrangements to collect and check the abovementioned results, the following **information and dates** are provided:
 - 1.1 Principals/centre managers (or their delegated members of staff) can collect the NSC results from district offices on **Tuesday, 14 January 2025 at 07:30**.
 - 1.2 Principals/centre managers (or their delegated members of staff) are given **two and a half 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 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 **Tuesday, 14 January 2025 at 10:00**. 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 media before Tuesday, 14 January 2025 at 10:00.**

- 1.5 **Very important – principals/centre managers MAY NOT withhold any candidate's NSC statement of results due to any internal matter, e.g. outstanding textbooks or school fees.**
- 1.6 On **Tuesday, 14 January 2025 at 10:00**, results will be available on the WCED website: <https://wcedonline.westerncape.gov.za> To access their individual results, candidates must enter their **surname** and **identity number/date of birth** on the WCED website.
- 1.7 **Candidates must be advised to check that their full names and identity numbers are reflected correctly on their statements of results.**
- 1.8 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
- 1.9 The NSC awards ceremony will take place at Leeuwenhof on **Thursday, 30 January 2025 at 10:00.**
2. **Re-marking and rechecking of 2024 NSC 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 **Tuesday, 28 January 2025.**
- 2.3 The following fees are applicable per subject:
Re-marking: R120
Rechecking: R30
Viewing: R230
These fees will be waived for candidates at no-fee schools. Candidates with fee concessions will be exempt from re-marking fees.
3. **Applications for NSC examinations – May/June 2025**
- 3.1 All candidates who were registered for the November 2024 NSC examination and who were absent for part of the examination, with a valid reason, or who failed to achieve the outcome they had hoped for, may apply to write the NSC examination in May/June 2025.
- 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 2025 NSC examination applications is **Friday, 07 February 2025. No late applications will be accepted.**

3.4 Any enquiries related to the registration for the May/June 2025 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/centre managers are requested to complete the attached form (**Annexure A**) and send it to the appropriate **district director** by **Friday, 06 December 2024**.

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

5.1 It is of utmost importance that candidates who did 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.

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 emotions of those candidates whose expectations were not realised.

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

The media will be interested in obtaining information from schools about candidates who 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 contents of this minute to the attention of all relevant personnel.

SIGNED: BJ LORISTON

DEPUTY DIRECTOR-GENERAL: CURRICULUM AND ASSESSMENT MANAGEMENT

DATE: 2024-11-25