

LOST/REPLACEMENT CERTIFICATE APPLICATION PROCEDURES

Umalusi is responsible for the replacement of the Senior Certificate and National Senior Certificate as from September 1992.

To apply for a replacement (in lieu of a lost certificate) of your Matric/Gr12 certificate, the following is required:

- a. **A completed application form**, which can be obtained at any of the Departments of Education or on the website of the National Department of Basic Education (www.education.gov.za)

Applications forms must be completed taking care of the detail required, e.g. year qualifications obtained, surname and names under which the person qualified for the certificate and where possible the school name.

Applications for lost certificate / re-issues can be done at any of the Departments of Education, irrespective of where you wrote your matric, for example, if you have written the exam at a school in Eastern Cape, you can approach the Mpumalanga Department of Education for a replacement certificate. This statement is in exception of IEB and SACAI, as lost certificates can only be applied from them.

- b. **An affidavit** - All applications for replacement of lost/damaged certificates should be accompanied by a **signed affidavit** from a police station stating the status of the original certificate e.g. *stolen; lost in a move*.
- c. **A certified copy** of the candidate's identity document is required. (This copy must be certified by a commissioner of oaths. A copy can be made and certified either at a police station or at an attorney's office where they should do it for free).
- d. **Proof of payment of administration fees** - An administration fee is payable with a request for a certificate. The fee payable can be established with the accredited assessment body. The fee is reviewed on an annual basis.
- e. **An electronic request must be submitted to Umalusi by the Assessment Body after processing an application form. This request should be sent in a form of a dataset as stipulated by the Council.**

It should be noted that the previous certificate is cancelled when a replacement certificate is issued. Should it happen that a candidate find a certificate that was lost/replaced, then the candidate should know that the certificate is invalid.

Please note the following important information:

A certificate **cannot** be issued on the same day that the application is submitted. The processing time is 1 - 6 weeks under normal circumstances.

A request for replacements of certificates obtained **prior to November 1992** can be made from the office of any of the Departments of Education and the same procedure

followed. However, it should be noted that this certificate will be printed by the relevant Assessment Body and not Umalusi. The processing time is 1 to 3 weeks under normal circumstances.

Contact details for the various provincial and National Departments are as follows:

<p><u>EASTERN CAPE EDUCATION DEPARTMENT</u> Exam Centre 30 Durban Street King Williams's Town 5600 Tel: 043 604 7724 Thobeka.Dumbisa@edu.ecprov.gov.za</p>	<p><u>FREE STATE EDUCATION DEPARTMENT</u> 55 Elizabeth Street, 1st Floor Fidel Castro Building, Bloemfontein Tel: 051 404 8252 M.Monnaruri@fseducation.gov.za</p>
<p><u>GAUTENG EDUCATION DEPARTMENT</u> 111 Commissioner Street Johannesburg Tel: 011 355 0611 Nomthandazo.Malinga@gauteng.gov.za</p>	<p><u>KWAZULU-NATAL EDUCATION DEPARTMENT</u> 72 Stanger Street Malgate Building Durban Tel: 031 327 0312 Bongani.Chiliza@kzndoe.gov.za</p>
<p><u>MPUMULANGA EDUCATION DEPARTMENT</u> Beta Building SADC Street Middelburg Tel: 013 766 0051 m.viljoen@education.mpu.gov.za</p>	<p><u>NORTHERN CAPE EDUCATION DEPARTMENT</u> Buckley road Ex-Perseverance college Kimberley Tel: 053 839 6503 nicolettefredericks@ncdoe.gov.za</p>
<p><u>LIMPOPO EDUCATION DEPARTMENT</u> crn 113 Biccard & 24 Excelsior Polokwane Tel: 015 290 7740 ThomasE@edu.limpopo.gov.za</p>	<p><u>NORTHWEST EDUCATION DEPARTMENT</u> 90 Van Der Hoff Potchefstroom Tel : 018 388 0827 Bkeetile@nwpg.gov.za</p>
<p><u>WESTERN CAPE EDUCATION DEPARTMENT</u> Grand Central Towers Lower Parliament Street cape town Tel: 021 467 2936 Desmond.Botes@westerncape.gov.za</p>	<p><u>DEPARTMENT OF BASIC EDUCATION</u> 222 Struben Street Sol Plaatjie building Pretoria Central Tel: 012 357 3255 Nene.T@dbe.gov.za</p>
<p><u>DEPARTMENT OF HIGHER EDUCATION</u> 222 Struben Street Sol Plaatjie building Pretoria Central Tel: 012 357 3255 Visser.M@dbe.gov.za</p>	<p><u>SACAI</u> 278 Serene Street Garsfontein 0042 Tel: 012 348 5650 karendw@sacai.org.za</p>
<p><u>I.E.B</u> Johannesburg Tel: 011 483 9736 dladlas@ieb.co.za</p>	<p><u>ERCO</u> Certification@umalusi.org.za</p>