

FREQUENTLY ASKED QUESTIONS: CERTIFICATION

1. General

1.1 I have lost my certificate. Where can I get another copy?

You have to apply for a replacement certificate at the Assessment Body where you wrote the exam i.e. either a provincial department of education or the IEB or the Onafhanklike Afrikaanse Eksamenraad (previously BCVO). An affidavit should accompany your application.

1.2 What should one do if the certificate was issued with incorrect personal information?

The candidate must contact the Assessment Body (Either a provincial department of education or the IEB or the Onafhanklike Afrikaanse Eksamenraad (previously BCVO) for the corrections. Only spelling corrections can be rectified.

1.3 My certificate was issued with my mother's surname. Can I get a new certificate with my father's surname?

Names cannot be changed on a certificate.

1.4 I wrote my examination outside South Africa, can Umalusi issue me with an equivalent certificate?

Umalusi does not evaluate foreign qualifications. Please contact the South African Qualifications Authority through their website at www.saga.org.za

1.5 What is a subject certificate?

A candidate who did not qualify for a full certificate is issued with a subject certificate for the subjects passed. A subject certificate is also issued to candidates who have improved their results in a given subject.

1.6 Can I register with Umalusi for supplementary exams?

No, Umalusi is not a learning institution. For supplementary exams please register with an assessment body (Either a provincial department of education or the IEB or the Onafhanklike Afrikaanse Eksamenraad (previously BCVO)

1.7 Is there a confirmation letter that I can get if I have lost my certificate?

Yes, we can verify your credentials and issue you with a confirmation letter if you have passed the particular qualification. The service comes with a fee of R30 and R20 for government departments.

FAQ: Senior Certificate

1.8 Will Umalusi continue to issue the Senior Certificate after it is phased out in 2011?

Yes. Umalusi has records of all Senior Certificates from 1992 and will continue to issue the Senior Certificate for replacement purposes.

1.9 If I have studied other courses at NQF level 4 or 5 such as Diploma in management, can you give me recognition of prior learning (RPL) or assess the results and grant me a National Senior Certificate?

Unfortunately not. The Senior Certificate is granted according to specific rules of combination and therefore one has to write the matric to get a matric.

1.10 I have improved some of my subjects. Can I get a new certificate with improved symbols?

If you are already in possession of a senior certificate, combination is not possible if the status of the certificate does not change e.g. a new certificate can be obtained if the old certificate is without endorsement and on combination the candidate qualifies for endorsement.

1.11 How many higher grade subjects should a student study in order to get a matric endorsement ?

Two official languages on Higher Grade in-group A (one of the language should be language of learning and teaching). Two subjects on Higher Grade from two other groups chosen from groups B to F. In general the candidate must present a minimum of six subjects chosen from four different groups.

1.12 What is conditional exemption?

A candidate who is in short of one credit (requirement) to fulfill all requirements for matric endorsement can apply with Matriculation Board for conditional exemption to further his/her studies at the university.

1.13 What should I do if I wrote senior certificate subjects in more than one examination?

Apply for the combination of results with the Assessment Body where you wrote your last examination to check if you qualify for a senior certificate.

1.14 Since Umalusi prints senior certificates, why can't they do combination of previous matric results issued in different sittings?

Umalusi is responsible for quality assurance; combination must be done by assessment bodies.

1.15 Is it possible to combine two statements of results written in different years in order to obtain a senior certificate?

Yes, through the assessment body and according to certain regulated rules of combination

FAQ: Verification of Certificates

1.16 Which certificates does Umalusi verify?

Umalusi verifies the Senior Certificate, National Senior Certificate (NSC), General Education and Training Certificate (GETC) for adults and N3 certificates, national Certificate Vocational(NCV)

1.17 Does Umalusi verify N4 –N6 Certificates?

All N4-N6 Certificates must be verified by the national Department Of Education

1.18 From which year does Umalusi verify certificates?

Umalusi verifies certificates issued from 1992 November. All certificates issued before 1992 November must be verified by the Department of Education.

1.19 Why do clients have to pay for verification?

In order for Umalusi to do verification, it must employ personnel to perform this function which must be remunerated. It is also Umalusi's responsibility to give a full explanation to clients, should they not be satisfied with the feedback they have received.

1.20 Do investigation officers with serious cases also need to pay for verification?

All verifications are paid for without looking at who requested them.

1.21 What happens if you have already paid for the verification of a certificate only to discover that Umalusi does not verify this certificate?

We either refund you or keep the money for a future verification request. Umalusi only verifies certificates that were issued after 1992. Certificates issued earlier must be verified by the respective department of education. However, in order to avoid such incidents, clients are advised to confirm the examination date before making payment.

Scenarios:

1.22 I have completed the following subjects in 2005 for Grade 12:

- Economics
- Mercantile Law
- South African Criminology
- Business Economics

I have received a certificate for it – number 061 2983 1710 K

The following subjects were completed in 2006 for Grade 12:

- Afrikaans
- English

To date I have not received a certificate. Can you advise me how to obtain the certificate?

Please approach the Department of Education for the combination of results. Candidates who wrote their examination in more than one sitting must personally apply for the combination of results at the Department of Education, the process is not automatically done. Contact Gauteng Education at 011-355 0611.

1.23 I tried to verify the following qualifications with SAQA but they referred me to your institutions. Can you help me?.

My Qualifications includes:

- National Diploma in Human Resources: Technical College of South Africa? (Dec 2006).
- HR Management Certificate (1 Year): Rand Afrikaans University, Johannesburg (2003, Weekdays)
- Community Leadership Certificate (1 Year): Rand Afrikaans University, Johannesburg (2003, Saturday's only)
- Project Management Certificate: Technikon of South Africa, (July 2002)
- Secretarial/Computer Diploma: Lesley Cernelley Business College, Johannesburg (Dec 1990)
- Matric Certificate: Mapetla High School, Soweto, Johannesburg (31 Dec 1989)

Umalusi only verifies Senior and N3 certificates issued from 1992/November. Other qualifications like diplomas, degrees and some certificates can be referred to Kroll Background Screening

- 1.24 My son has been offered a Rugby Scholarship by Life University, US. They have referred us to WES for transcript evaluations. The WES website has directed me to your website. He has just completed his mid year exams for Matric, should I submit his last exam for Std 9 (grade 11) and his two exams for this year.**

Submit the Grade 11 results as well as the Grade 12 mid year examination. The only time Umalusi is able to help with transcript verifications is after the Grade 12 (Senior Certificate) is printed. In your son's case he is still in Grade 12.

- 1.25 If one has a senior certificate without exemption or endorsement and studied one year diploma certificate, at the age of 22 and want to study further at university, can he/she obtain an age exemption or what should one do?**

Age exemption is granted to candidates who are over 23 years old and candidates must apply directly at the institution where they want to further their studies.

Secondly, a one year diploma cannot be combined with senior certificate results for the purpose of endorsement. If you have a senior certificate without endorsement you have to rewrite senior certificate subjects to fulfill outstanding requirements for endorsement.

- 1.26 I'm writing on behalf of a student here at the Los Angeles Film School in the U.S. He has been working with World Education Services to get his educational records evaluated for U.S equivalency and they've requested that we contact you to have your organization send their head office a copy of External examination results for the *Senior Certificate* or the *Further Education and Training Certificate*. Is this something that the student needs to pay for or should we just submit the release form which I've attached to this email?**

A payment should first be made to Umalusi for the confirmation of the certificate and completion of the transcript form. If original documents should be posted a further payment of is paid for postage.

Payment should be made out to: Account holder is Umalusi, Account number is 1630145178, ABSA bank, Branch code is 333845, and type of account is cheque account. You can make electronic payment and fax us the proof of payment to +27 (12) 349 1099. Please contact Umalusi for the latest schedule of fees.

Enquiries: Mpho Mavhunga
Tel.: 012 349 1510 X 275
Fax: 012 349 1511
Email: mpho@umalusi.org.za

- 1.27 I would like to apply for an exemption so that I can get a university entrance. Can Umalusi help me?**

The exemptions are done through Higher Education South Africa (HESA).

HESA requires an original or a properly certified copy of the school-leaving certificate (i.e. by a proper notary or by a recognized institution like a university, not the police), and any degrees or qualifications achieved in the interim, a copy of the ID or passport, and a payment which goes up to a maximum of R300 (usually about R150).

Once the evaluation has been done, HESA issues a provisional letter that can be used for registration, and then a proper certificate is issued about 8 weeks later.

There are two ways to go about applying for the exemption – either to go to the HESA offices in Pretoria, or to fax the application through to the HESA offices. Needless to say, a personal appearance will speed things up considerably.

The HESA telephone number is 012 481 2910 (Beppie van Lingen); Faxes: 012 481 2922 or 086 677 7744.