

For immediate release:

19 April 2023

Procedure: Access to the Umalusi Online Application System for Replacement Certificates

With reference to the media statement released on 31 March 2023 regarding the new **Online Application System for Replacement Certificates**, Umalusi wishes to clarify the procedure to be followed by interested applicants to access the service.

Since the launch of the system, Umalusi has been inundated with calls and emails from potential applicants wanting to apply either telephonically or via email. Process wise, interested **applicants should apply directly online (on the website) by visiting the Umalusi website <https://www.umalusi-online.org.za/ReplacementCertificate/>**

This online service is meant only for lost or damaged certificates issued by Umalusi or its predecessor, SAFCERT, since 1992. These are the Senior Certificate (SC), National Senior Certificate (NSC), National Certificate Vocational (NCV) Levels 2-4, General Education and Training Certificate (GETC) and N3 Certificate.

An applicant will need to pay R137.00 if the certificate is to be collected from Umalusi or R202.00 (R137.00 for the certificate and R65.00 for courier fees) if the certificate is to be couriered to a physical address within the borders of South Africa.

If you experience challenges with the system, you can send an email to:

Replacement.Support@umalusi.org.za