

DEPARTMENT OF EDUCATION

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QUALITY COUNCIL FOR GENERAL AND FURTHER EDUCATION AND TRAINING



In terms of Section 24 of the National Qualifications Framework Act, Act 67 of 2008, as amended, Umalusi is the Quality Council for General and Further Education and Training.

Umalusi is mandated by the General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001) to issue certificates to candidates who have successfully achieved qualifications at exit points in general and further education and training. Accordingly, Umalusi has amended the *Policy for the Re-issue of National Certificates* and herewith publish it for implementation by stakeholders in education and training.

Prof John Volmink
COUNCIL CHAIRPERSON



POLICY FOR THE RE-ISSUE OF NATIONAL CERTIFICATES (AMENDED, AUGUST 2021)

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ABBREVIATIONS AND ACRONYMS

AB	Assessment Body
ABET	Adult Basic Education and Training
CEO	Chief Executive Officer
DBE	Department of Basic Education
DHET	Department of Higher Education and Training
FET	Further Education and Training
GENFETQA	General and Further Education and Training Quality Assurance Act
GETC	General Education and Training Certificate
GFETQSF	General and Further Education and Training Qualifications Sub-framework
HEQSF	Higher Education Qualifications Sub-framework
ID	Identity Document
IT	Information Technology
NCS	National Curriculum Statement
NC(V)	National Certificate (Vocational)
NQF	National Qualifications Framework

NSC	National Senior Certificate
TVET	Technical and Vocational Education and Training

GENERAL EXPLANATORY NOTE:

[] Words in bold type in square brackets indicate omissions from existing enactments.

Words underlined with a solid line indicate insertions in existing enactments.

CHAPTER 1

DEFINITIONS, OBJECTIVES AND APPLICATION

1. Definitions

The purpose of these definitions is to define the terminology used in developing this policy.

In this policy -

- (a) any word or expression to which meaning has been assigned in the *National Qualifications Framework Act, 2008 (Act No. 67 of 2008)* and the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)* shall have the meaning so assigned to it, unless the context otherwise indicates;
- (b) the singular shall include the plural and vice versa.

“assessment” - means the process of identifying, gathering and interpreting information about a learner’s achievement, to -

- (a) assist the learner’s development and improve the process of learning and teaching; and
- (b) evaluate and certify competence to ensure qualification credibility. Assessment includes national examinations, end-of-term and/or once-off, end-of-year examinations, to ensure a national standard across providers;

“assessment body” - means a juristic body accredited by Umalusi Council to quality assure internal assessment and conduct external examinations, and includes a department of education;

“candidate” - means any person who has registered for and written an examination through an accredited assessment body and who has achieved a subject credit in a qualification, or the full qualification;

“certification” - means the formal recognition by Umalusi Council of a qualification or part qualifications awarded to a candidate who has successfully completed the qualification registered on the GFETQSF;

“Council” - refers to Umalusi, the Quality Council for General and Further Education and Training; as contemplated in the *National Qualifications Framework, 2008 (Act No. 67 of 2008)* and the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)*;

“curriculum” - means a statement which encompasses three components: intended curriculum, enacted curriculum and assessed curriculum;

“Department of Basic Education” - means the national department responsible for education and training that takes place in primary and secondary schools, as well as in adult education and training centres;

“Department of Higher Education and Training” - means the national department responsible for further education and training in colleges, higher education institutions and adult education and training centres;

“Further Education and Training” - means all learning and training programmes leading to qualifications from Levels 2–4 of the National Qualifications Framework (NQF), which levels are above general education and training but below higher education;

“General Education and Training” - means all learning and training programmes leading to a qualification on Level 1 of the NQF, which level is below further education and training;

“General and Further Education and Training Qualifications Sub-framework” (GFETQSF) - means the sub-framework of the NQF for

general and further education and training that is developed and managed by Umalusi;

“Head of Examinations” - means the head of an examination unit responsible for examinations and assessment in a province or of the assessment body;

“Internal Certification Committee” - means an internal Umalusi committee, chaired by an Executive manager, that approves and oversees the applications for the re-issuing of national certificates;

“Minister” - means the Minister of Basic Education; and Minister of Higher Education, Science, Technology and Innovation;

“moderation” - means a process that ensures that assessment of the outcomes described in the NQF standards or qualifications is fair, valid and reliable; this applies to both external and internal moderation;

“National Senior Certificate” as contemplated in the *National Policy pertaining to the Programme and Promotion Requirements of the National Curriculum Statement, Grades R–12*, published in *Government Gazette No. 34600* of 12 September 2011;

“National Qualification Framework” (NQF) - means the national qualifications framework contemplated in the *National Qualifications Framework Act, 2008 (Act No. 67 of 2008)*;

“part qualification” - means an assessed unit of learning with a clearly defined purpose that is, or will be, registered as part of a qualification on the NQF;

“qualification” - means qualification types and variants as defined on the GFETQSF as contemplated in the *National Qualifications Framework Act, 2008 (Act No. 67 of 2008)*;

“quality assurance” - means the process of measuring, evaluating and reporting on quality against standards; monitoring for ongoing improvement in the qualification, the curriculum/programme, the assessment; the implementation and delivery of the curriculum/programme; and the capacity of the institution or assessment body to offer and/or assess the qualification;

“Quality Council (QC)” - means a quality council contemplated in sections 24–27 of the *National Qualifications Framework Act, 2008*;

“registered qualification” - means a qualification registered on the NQF by the South African Qualifications Authority (SAQA) in terms of section 13(1)(h) of the *National Qualifications Framework Act, 2008 (Act No. 67 of 2008)*;

“Subject statement/certificate” - means the certificate issued by Umalusi to a candidate who has not met the minimum requirements of the qualification but has obtained credits towards the qualification;

“Umalusi” – is the Quality Council for General and Further Education and Training established by the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)*. In terms of the National Qualifications Framework Act, it is tasked to support the achievement of the objectives of the NQF and to develop and manage the GFETQSF.

2. Objectives

- (1) The objective of this policy **[document]** is to determine standards for the certification of candidates where the information reflected on the original certificate issued by Umalusi requires amendment by -
 - (a) determining the norms and standards for certification of this special group of certification requests;

- (b) directing assessment bodies in the submission of data for certification as required by Umalusi in respect of changes to information on certificates already issued by Umalusi;
- (c) ensuring compliance of candidate and certification data with policies and relevant legislation; and
- (d) evaluating submitted requests and documentation for changes to information on certificates previously issued by Umalusi.

3. Application

- (1) This policy applies to candidates who were registered at public institutions, Technical Vocational Education and Training Colleges, Community Education and Training Colleges and accredited independent schools and private colleges, [**or independent schools, or Technical and Vocational Education and Training Colleges, or Community Colleges and Private Colleges**] which offer qualifications registered on the GFETQSF.
- (2) In the event of a conflict between the *National Qualifications Framework Act, 2008 (Act No. 67 of 2008)*, the *Higher Education Act, 1997 (Act No. 101 of 1997)*, the *Skills Development Act, 1998 (Act No. 97 of 1998)* and the *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001)*, the National Qualifications Framework Act, 2008, must be given preference.

CHAPTER 2

PURPOSE AND SCOPE

4. Purpose

- (1) The purpose of **[the document]** this policy is to provide **[guidelines]** directives for the re-issuing of a certificate where the information on the original certificate requires amendment.
- (2) This policy specifies the required documents or evidence, which must be submitted **[for re-issues]** within the specified timeframes.
- (3) The policy also ascribes responsibility to the requesting assessment body to ensure full compliance with each request before submission to Umalusi for consideration.

5. Scope

- (1) The changing of personal particulars on a certificate opens the possibility of a qualification being allocated fraudulently to another person. Such an eventuality must be stringently guarded against.
- (2) The focus of this particular policy is to govern the re-issue of previously issued certificates.
- (3) A request for a re-issue will be considered only where there is sufficient proof that one or more details on a certificate are incorrect and such details do not correspond with the valid and true facts.

- (4) Umalusi issues certificates for the following qualifications and part-qualifications registered on the [**General and Further Education and Training Qualifications Sub-framework**] GFETQSF:
- (a) Senior Certificate (Report 550);
 - (b) Senior Certificate (Report 550) as amended;
 - (c) National Senior Certificate (Reports 190 and 191);
 - (d) National N3 Certificate (Reports 190 and 191);
 - (e) Subject Certificate (Report 550 and Reports 190 and 191);
 - (f) National Senior Certificate (NSC) (Schools);
 - (g) National Certificate (Vocational) (NC(V)), Levels 2 – 4;
 - (h) Subject Statement NC(V), NSC and Senior Certificate (as amended);
 - (a) General Education and Training Certificate (GETC): Adult Basic Education and Training; [**ABET (GETC: ABET)**] and
 - (j) Learning Area Certificate (GETC). [**: ABET**].

CHAPTER 3

LEGISLATIVE CONTEXT

6. Underpinning legislation

- (1) The policy is **[regulations are]** premised on the following Acts -
- (a) *The Constitution of the Republic of South Africa, 1996 (Act No. 108 of 1996);*
 - (b) *National Qualifications Framework Act, 2008 (Act No. 67 of 2008) (hereafter referred to as the NQF Act);*
 - (c) *General and Further Education and Training Quality Assurance Act, 2001 (Act No. 58 of 2001) (hereafter referred to as the GENFETQA Act);*
 - (d) *South African Schools Act, 1996 (Act No. 84 of 1996); and*
 - (e) *Continuing Education and Training Act, 2006 (Act No. 16 of 2006) (Previously "Further Education and Training Colleges Act").*

7. Mandate and Responsibilities of Umalusi as the Quality Council of the GFETQSF

- (1) Umalusi's mandate as the Quality Assurance Council for bands 1–4 of the National Qualifications Framework is stipulated in -
- (a) Section 24 of the NQF Act; and
 - (b) Sections 16(2) and 16(3) of the GENFETQA Act.
- (2) In accordance with section 17A(6) of the **[General and Further Education and Training Quality Assurance] GENFETQA Act**, the Council must issue certificates to candidates who have achieved qualifications or part qualifications.

8. Guiding Principles

- (1) In terms of the *Promotion of Administrative Justice Act, 2000*, Umalusi is required to have a policy in respect of administrative decisions taken. In terms of the re-issuing of certificates, an administrative decision is taken on each request received for certification.
- (2) This policy for the re-issue of certificates forms the rule-governed basis for each of these administrative decisions.
- (3) This policy defines the basis for the administrative decisions made by Umalusi in respect of changes requested to certificates already issued by Umalusi.

9. Supplementary Documents

This policy must be read in conjunction with the following documents -

- (1) Department of Basic Education Regulations -
 - (a) *Regulations Pertaining to the National Curriculum Statement Grades R-12, Government Gazette No. 36041 of 28 December 2012; and*
 - (b) *Regulations Pertaining to the Conduct, Administration and Management of the National Senior Certificate Examinations, Government Gazette No. 31337 of 29 August 2008.*
- (2) Department of Basic Education Policies -
 - (a) *Conduct, Administration and Management of the National Senior Certificate Examination, Government Gazette No. 30048 of 6 July 2007;*

- (b) *National Policy Pertaining to the Programme and Promotion Requirements of the National Curriculum Statement Grades R – 12, Government Gazette No. 36042 of 28 December 2012; and*
 - (c) *National Protocol on Assessment for Schools in the General and Further Education and Training (Grades R – 12), Government Gazette No. 34600 of 12 September 2012.*
- (3) Department of Higher Education and Training Regulations -
- Regulations on the Assessment Process and Procedures for Adult Education and Training (AET) National Qualifications Framework (NQF) Level 1.*
- (4) Department of Higher Education and Training Policies -
- (a) *National Policy on the Conduct, Administration and Management of the Assessment of the National Certificate (Vocational), Government Gazette No. 30287 of 12 September 2007;*
 - (b) *Policy for the Quality Assurance of Private Adult Learning Centres, Private Further Education and Training Colleges and Accreditation of Private Assessment Bodies, Government Gazette No. 33237 of 28 May 2010;*
 - (c) *National Policy on the conduct of Adult Basic Education and Training (ABET) Level 4, Government Gazette No. 23590 of 5 July 2002.*
- (5) Acts of other State Departments -
- Promotion of Administrative Justice Act, 2000, Government Gazette No. 20853 of 3 February 2000.*

- (6) Umalusi Regulations, Policies and Directives -
- (a) Umalusi regulations, policies and directives, as set out below, are binding on the national education system, regardless of whether the institutions are public or independent/private -
- (i) *General and Further Education and Training Qualifications Sub-framework, promulgated in Government Gazette No. 36006 of 14 December 2012, as amended in Government Gazette No. 36803 of 30 August 2013, and published on 8 September 2014;*
 - (ii) *Policy for the Management of Qualifications on the General and Further Education and Training Qualifications Framework, a Sub-framework of the National Qualifications Framework [Umalusi discussion document];*
 - (iii) *Policy for the General and Further Education and Training Qualifications Sub-framework 2014;*
 - (iv) *Requirements for the Approval of Results (v.1): Umalusi Policy;*
 - (v) *Standards and Quality Assurance for General and Further Education and Training (September 2014);*
 - (vi) *The Policy for the General and Further Education and Training Qualifications Sub-framework (September 2014);*
 - (vii) *Policy framework for the quality assurance of assessment (2012);*
 - (viii) *Policy for the quality assurance of the processes and procedures of assessment of qualifications registered on the General and Further Education and Training Qualifications Sub-framework (November 2016);*

- (ix) *Policy on the quality assurance of resulting: National Senior Certificate (NSC), National Certificate (Vocational) (NC(V)), General Education and Training Certificate (ABET Level 4) GETC (ABET Level 4) (2011);*
- (x) *Requirements and specifications for the standardisation, statistical moderation and resulting: National Senior Certificate (NSC) and National Certificate (Vocational) (NC(V)) (2010);*
- (xi) *Credit Accumulation, Exemption, Recognition and Transfer Policy (2015);*
- (xii) *Policy on Recognition of Prior Learning (2015);*
- (xiii) *Policy on printing, storage and handling of certificates; and background paper (April 2015);*
- (xiv) *Regulations for certification, Government Gazette No. 25794 of 2 December 2003, as amended;*
- (xv) *Directives published by Umalusi for certification of qualifications registered on the **[General and Further Education and Training Qualifications Sub-framework]** GFETQSF.*

CHAPTER 4

RE-ISSUING OF CERTIFICATES

10. Underlying principles for requesting a re-issue

- (1) All requests for the correction of information must be accompanied by the return of the original certificate issued by Umalusi.
- (2) In a case where a candidate has applied for and received a replacement certificate in lieu of a **[document which has been lost or stolen, the assumption]** certificate that has been lost or stolen after receipt by the candidate, the assumption is that the candidate had accepted all information on the original certificate as being correct. In such cases changes to a replacement certificate will not be allowed.
- (3) In the event that there is documentary evidence that the assessment body requested a replacement certificate in lieu of a certificate that had been lost before receipt by the candidate, only then may changes on a replacement certificate be accepted for consideration. In this instance, the replacement certificate will have to be returned to Umalusi.
- (4) All documents submitted must be certified copies, and not older than three months.

- (5) Umalusi reserves the right to request additional information and/or to interview the candidate to support such applications.
- (6) An application from a person who is not a South African citizen, or who has received permanent residency, should be dealt with in terms of this policy when changes are made to a document.

11. Re-issue of National Certificates

(1) Re-issues due to administrative errors -

- (a) **[Administrative errors should be identified and corrected as soon as possible after the candidate received the certificate].** Administrative errors should be prevented by the assessment body and by the candidate. There are [The candidate has] at least three opportunities to correct such errors: during the registration process; upon receipt of the examination timetable; and on receipt of the Statement of Results. However, in the unfortunate situation that administrative errors are identified on a certificate, they should be corrected without any delay.
- (b) The errors should be distinguished from changes to personal particulars as a result of changes/corrections made by the Department of Home Affairs on the National Population Register, or as a result of a legal process. These changes include, for example, the incorrect spelling of a

name or surname and an error in the capturing of an ID number or date of birth.

c) Replacing the date of birth on a certificate with an ID number will be allowed only if evidence is provided that the error occurred due to an administrative error.

- (d) The candidates are required to contact the assessment body through which they wrote the examination for assistance and the assessment body must submit the following documentation on their behalf -
- (i) application form detailing the change requested;
 - (ii) a detailed affidavit by the candidate indicating the change requested, the reason for the request and the reason for the error not having been detected and corrected prior to the issuance of the certificate. Information on the affidavit must include the name, surname, ID number/date of birth and contact details of the person concerned, affirmation that he/she is the rightful owner of the certificate, and the steps taken to correct the error prior to the issuance of the certificate;
 - (iii) certified copy of ID or birth certificate issued prior to the writing of the examination. In the event that the ID was lost after the writing of the examination and a new ID had been issued, a copy of the ID should be accompanied by a letter from the Department of Home Affairs confirming the issue date of the first ID;
 - (iv) original Umalusi certificate;
 - (v) one of the following documents from the primary or secondary school the candidate attended, reflecting the candidate's [correct] information:
 - school's admission register; or

- preliminary entry schedule signed by the candidate, the parent/guardian and principal; or
 - schedule of results; or
 - entry schedule obtained from the school's administration IT system (e.g. SA-SAMS or CEMIS).
- (vi) **[affidavit]** Letter from the Head of Examinations [assessment body] indicating how the error was identified, what steps were taken to address the error and what steps have been taken in an attempt to prevent future occurrences of the same nature.
- (e) An ID or birth certificate issued after the writing of the national examination *will not* be considered. All copies submitted must be certified and may not be older than three months.
- (e) ***[Umalusi reserves the right to request additional information and/or to interview the candidate to support such applications.]***
- (2) Re-issue due to change of marks -
- (a) An application must be processed by the assessment body within six (6) months of certification.
 - (b) It is the responsibility of the assessment body to ensure that the marks submitted at the time of certification have

been verified and all **[mopping-up]** outstanding marks of the examination cycle have been completed.

- (c) The candidate is required to contact the assessment body through which they wrote the examination for assistance and the assessment body must submit the following documentation on behalf of the candidate -
- (i) application form;
 - (ii) a copy of the mark sheet; or
 - (iii) a copy of the front page of the answer book as proof of the correct mark; or,
 - (iv) a copy of an audit trail, or the electronic record as the system's verification of the candidate's record, indicating the changes effected, in the event number (ii) or (iii) above cannot be submitted. The audit trail will be allowed only for examinations prior to November 2019.
- [(v) certified copy of ID document or Birth Certificate issued prior to the writing of the examination]**
- (v) original Umalusi certificate; and
 - (vi) a letter [an affidavit] from the **[assessment body]** Head of Examinations indicating how the error was identified, what steps were taken to correct the error and what steps have been taken in an attempt to prevent future occurrences of the same nature. The letter[affidavit] must also indicate the name, surname, ID number/date of birth and contact information of the individual, the change requested, the reason for the change being requested, and an indication of why the change is being requested after the certificate has been printed.

[(d) All copies submitted must be certified and not older than three months]

(d) If the application is for a re-issue due to a change in marks and this is not submitted within six (6) months after certification, a letter signed by the Head of Examinations must be submitted. This letter must indicate how the need for a change in marks was identified and why the request is being submitted more than six months after certification.

[(e) Umalusi reserves the right to request additional information and/or to interview an assessment body official to support such applications.]

(3) Re-issues **[resulting from]** due to voluntary changes by the candidate resulting in changes on the National Population Register -

[(a) Gender change]

- (i) for applications with regard to gender description, **[and]** gender status, name and/or surname changes, the candidate is required to contact the assessment body through which they wrote the examination for assistance and the assessment body must submit the following documentation on behalf of the candidate:
- (ii) a completed application form indicating the change requested;
- (iii) a detailed affidavit by the candidate indicating the change requested and the reason for the request. Information in the affidavit should include the name, surname, ID number/date of birth and

contact details of the applicant, and affirmation that he/she is the rightful owner of the certificate;

[(cc) A certified copy of an ID document or Birth Certificate or valid Passport issued prior to the writing of the examination.]

(iv) a certified copy of the new ID indicating the new **[ID number, and names]** personal details;

(v) a letter from the Department of Home Affairs confirming that it has, on behalf of the person in question, acted in terms of *section 27(A) of the Births and Deaths Registration Act, 1992*, and has effected the changes to the population register; and

(vi) the original certificate.

[(ii) All certified copies should be no more than three months old.]

[(iii) Umalusi reserves the right to request additional information and/or to interview the candidate to support such applications.]

[(b) Change of name and/or surname

For applications with regard to name or/and surname changes, the following documentation is required-

- (i) Certified copies of the candidate's old and new IDs;**
- (ii) A detailed sworn statement (affidavit) by the candidate;**
- (iii) The original certificate; and**
- (iv) A letter from the Department of Home Affairs confirming that it has, on behalf of the person in question, acted in terms of *Section 27(A) of the Births and Deaths Registration Act, 1992*, and has effected the changes to the population register.]**

- (4) Re-issues due to corrections on the National Population Register resulting in changed names, ID numbers and dates of birth -
- (a) These errors should be distinguished from changes to personal particulars as a result of errors made by an assessment body (spelling or typographical errors, referred to as administrative errors).
 - (b) The candidate must bring the amendments to the population register to the attention of Umalusi by making a request for the changes to personal particulars through an assessment body.
 - (c) The candidate is required to contact the assessment body through which they wrote the examination for assistance and the assessment body must submit the following documentation on behalf of the candidate -
 - (i) application form detailing the change requested;
 - (ii) a detailed affidavit by the candidate indicating the change requested, the reason for the request and including the name, surname, ID number/date of birth and contact details of the person concerned, and affirmation that he/she is the rightful owner of the certificate;
 - [(iii) a certified copy of an ID document or Birth Certificate or valid Passport issued prior to the writing of the examination;]**
 - (iii) a certified copy of the new ID indicating the **[new] changed** ID number and names;
 - (iv) a certified copy of the legal document issued by the Department of Home Affairs confirming the changes effected to the population register; and
 - (v) original Umalusi certificate.

(d) All copies submitted must be certified and not older than three months.

[(e) Umalusi reserves the right to request additional information and/or to interview the candidate to support such applications.]

12. Internal Certification Committee

- (1) All applications for the re-issue of certificates will be assessed by the Internal Certification Committee.
- (2) Any request that does not comply with the specified timeframe and/or requisite documentation will not be considered, and the documentation will be returned to the requesting assessment body for return to the candidate.

13. Umalusi processes and procedures

- (1) The following procedure is required in an application for a re-issue -
 - (a) the request for a re-issue must be made through an assessment body;
 - (b) the original certificate must be returned; and
 - (c) all required supporting documents and evidence must be provided.
- (2) A verification process for each of the documents submitted must be undertaken, along with the changes made, so that the computerised system used for certification is able to recognise the reasons for re-issue to

ensure that fraudulent certificates do not go into circulation.

- (3) A change to an original certificate will not be considered unless the original certificate (not a replacement certificate) is returned.
- (4) Supporting documentation with regard to re-issues should reach Umalusi within seven working days after Umalusi has requested the documentation from the assessment body.
- (5) A change in surname due to marriage, as per the **Marriage Act, 1961** (Act No. 25 of 1961) (as amended), will not be considered.
- (6) Candidates will be allowed to replace a date of birth with an ID number on a certificate if the ID number was issued by the Department of Home Affairs after the examination date provided that the date of birth on the certificate corresponds with the ID number.

14. Appeals Procedure

- (1) An institution, assessment body or person may lodge an appeal to the Council of Umalusi.
- (2) The assessment body determines the **[veracity]**appropriateness of the appeal request and completeness of supporting documentation.
- (3) If the assessment body determines that such appeal falls outside the scope of this policy, the candidate should be advised appropriately on further steps to be taken.
- (4) If the assessment body determines that the appeal warrants submission to Umalusi, the request is registered on their IT system.

- (5) The appeal is electronically submitted to Umalusi on a dataset.
- (6) Umalusi uploads and processes the dataset on the Umalusi IT system, within seven working days of receipt of the dataset.
- (7) Supporting documentation requested from the assessment body must be submitted to Umalusi within seven working days of its request for such submission.
- (8) The certification officers assess the supporting documentation submitted as evidence according to the policy and submit it to the Internal Certification Committee.
- (9) If the supporting documentation provides sufficient proof and evidence as required, the application is approved and the certificate is printed and sent to the requesting assessment body.
- (10) If the application is unsuccessful, the documentation is returned to the assessment body for return to the candidate.

[(10) An institution, assessment body or person may lodge an appeal to the office of Umalusi CEO within ten (10) working days of the date of receipt of the response.]

- (11) The appeal process shall be in line with the *Promotion of Administrative Justice Act, 2000 (Act 3 of 2000)*.

CHAPTER 5**TRANSITIONAL ARRANGEMENTS AND SHORT TITLE****15. Transitional Arrangements**

Until such time as the Minister has promulgated the *Policy for the Re-issuing of National Certificates*, the existing *Directives on the Re-issuing of National Certificates* will apply to candidates who were registered at public or independent schools, or Technical and Vocational Education and Training Colleges, or Community Colleges and Private Colleges, which offer qualifications registered on the GFETQSF. This policy will be applied retrospectively.

16. Short Title

This policy may be cited as the *Policy for the Re-issue of National Certificates*, and will commence on the day of its promulgation in the *Government Gazette*.