

REPUBLIC OF NAMIBIA

MINISTRY OF EDUCATION, ARTS AND CULTURE

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CIRCULAR: DNEA 9/2023

TO: REGIONAL DIRECTORS OF EDUCATION, ARTS AND CULTURE
INSPECTORATE AND ADVISORY SERVICES
REGIONAL EXAMINATION OFFICIALS
SCHOOL PRINCIPALS OF SCHOOLS OFFERING NSSC EXAMINATIONS
DIRECTORATES: PQA, NIED, PAD, NLIS, DNEA
ALL NAMCOL CENTRES
ALL PRIVATE TUITION CENTRES

GUIDELINES ON HANDLING ENQUIRIES RELATED TO HISTORICAL NATIONAL EXAMINATION RESULTS

1. INTRODUCTION

Historical national examination results refer to results of past years' national examinations. These results are archived and kept in the database at the Directorate of National Examinations and Assessment (DNEA) after candidates' original certificates are printed and distributed. The purpose of these historical data is to be used for future references in case of any enquiries from individuals or public and private institutions.

The following are the historical examination results archived on the DNEA's database:

Exam Type	Exam Years
Standard 8 full-time	1989 to 1993
Standard 8 part-time	1989 to 1992
Standard 10 part-time	1990 to 1997
Grade 10	1993 to 2019
H/IGCSE	1995 to 2007
NSSCO/H	2007 to 2021
NSSCO	2020 TO-DATE
NSSCAS	2021 TO-DATE

Standard 10 full-time results for examinations written on and before 1997 are with the Department of Education – South Africa Eastern Cape Department.

The results are archived 18 months after the certificates are issued. From this point, the results will be considered as final record and cannot be changed.

In this regard, the DNEA is responsible for ensuring that the results which have been archived reflect the results as recorded on the results of the candidates' feedback documentation and on the final certificates.

The services that are available in relation to historical data are as follows:

- **Issuing of Replacement Certificates**
- **Issuing of Certifying or Duplicate Certificates**
- **Issuing of unclaimed Certificates**
- **Authentication or Verification of Qualification**
- **Explanation of Qualification**

2. ISSUING OF REPLACEMENT CERTIFICATES

Replacement certificates refers to a certificate printed to replace an original certificate due to errors detected on the original certificate. A replacement certificate can only be produced within 18 months from the date of issuing of original certificates. Schools/Examination Centres and the candidates are responsible for checking the information on the certificates as soon as they receive them. The DNEA should be informed if there is any incorrect information on a certificate or if a certificate is missing.

A candidate may apply for a replacement certificate within 18 months after original certificates are issued for the following reasons;

- (a) Correction of personal information, at an approved fee of N\$1 500.00. Acceptable changes are:
- Correcting spelling of names, e.g. Isaaks to Izaks, a **complete name change is not acceptable**.
 - Swopping surname and first name position, e.g Shivute John to **John Shivute**.
 - Removing or adding an initial, e.g. Joan Cloette to **Joan T Cloette**,
 - Editing date of birth, e.g 12 January 2000 to **01 December 2000**
- (b) Certificate was misprinted.
- (c) Certificate printing has faded.

To apply for a replacement certificate, the candidate should submit the following documents.

- A fully completed application form.
- A certified copy of national identity document clearly showing the information that is requested to be changed, e.g. birth certificate or national identity card.
- The original certificate. Candidates are advised to make enough copies of the original certificate in case they would use it while waiting for the replacement certificate to be issued. Copies should be certified before submitting the original certificate.

- A proof of payment, where applicable.

Replacement certificates are reissued within a period of **3 to 6 months**. Incomplete application may cause further delays.

3. ISSUING OF CERTIFYING, DUPLICATE AND MOEAC ORIGINAL CERTIFICATES

Certifying Certificates and Duplicate Certificates are printed and issued at the DNEA as a replacement of a damaged or lost certificate, **at an approved fee of N\$100.00**.

- **Duplicate Certificates** are issued as a replacement of a damaged or lost JSC certificate.
- **Certifying Certificates** are issued as a replacement of a damaged or lost Standard 10, H/IGCSE, NSSCO/H, NSSCO and NSSCAS certificate. A candidate may only apply for a Certifying Certificate six (6) months after the Original Certificates are issued by the DNEA.
- **MoEAC Original Certificates** are only printed for candidates who have subjects that are not accredited by Cambridge International – when this certificate is issued to the candidate for the first time. Example, for candidate who are registered for Namibia Sign Language.

The Certifying Certificates, Duplicate Certificates and MoEAC Original Certificates are printed at the DNEA.

Candidates who lost or damaged their certificates should apply for their certificates to be replaced. Applications can be done at various regional offices or directly at the DNEA office in Windhoek.

The applications should be completed in full and the following documents should be attached:

- The candidate's police declaration/ a sworn statement stating what happened to the original certificate.
- The original (damaged) certificate (in case of a damaged certificate).
- A certified copy of the candidate's National Identity document.
- A proof of payment.

4. ISSUING OF UNCLAIMED CERTIFICATES

Some regions unclaimed certificates for examinations which were written earlier than or in 2016 are stored at the DNEA offices.

Unclaimed certificates are handed out to the respective candidates on request and free of charge. The candidates' requests are submitted in two ways as indicated below:

- (a) Applying through the regional education directorates
- (b) Applying directly at the DNEA offices

In both cases an application form should be completed fully and correctly. The following are

the procedures for collecting a candidate's unclaimed certificate:

- If a candidate is collecting in person, he or she should show proof of identity. The issuer should record the name and ID number of the collector.
- If the candidate's certificate is collected by a third party, a copy of the collector's ID should also be obtained.

5. AUTHENTICATION OR VERIFICATION OF QUALIFICATION

Authentication or verification of school qualifications is requested by either employment agencies or institutions of high learning. The purpose is to verify the authenticity of school qualification of candidates seeking employment with various organizations and companies or applying for further studies. Authentication or verification of school qualifications can only be done at DNEA using the final results archived in the examination database. Therefore, these requests should be forwarded to the DNEA. A copy of the school qualifications to be verified should be attached to each request. Response to such requests are usually emailed directly to the institution requesting authentication or verification of a candidate's school qualification. A fee of **N\$250.00** is charged for this service per qualification.

6. EXPLANATION OF QUALIFICATION

Explanation of school qualifications is requested by foreign institutions of high learning. The purpose is to provide an explanation of how the Namibian school qualifications can be equated to other qualifications in the world. Explanation of school qualifications can only be done at the DNEA using the final results archived in the examination database. Therefore, these requests should be forwarded to the DNEA. A copy of the school qualifications to be verified should be attached to each request. Response to such request is usually emailed directly to the institution requesting explanation of school qualifications of a candidate's school qualification. A fee of **N\$100.00** is charged for this service for each explanation of qualification.

7. ATTACHMENTS

- (a) Application form for a Replacement Certificate
- (b) Application form for a Duplicate Certificate or a Certifying Statement

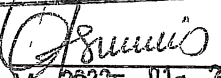
PREVIOUS CIRCULAR:

NUMBER: DNEA 8/2023

HEADING: IMPORTANT INFORMATION FOR PART-TIME CANDIDATES ABOUT THE 2023 NSSCO AND NSSCAS EXAMINATIONS

ADDRESSEES: HEADS OF NSSC EXAMINATION CENTRES
HEADS OF PART-TIME TUITION CENTRES
REGIONAL EXAMINATION OFFICIALS
INSPECTORATE AND ADVISORY SERVICES
DIRECTORS OF EDUCATION, ARTS AND CULTURE
DIRECTORATE PQA, NLAS, NIED, PAD, DNEA

MINISTRY OF EDUCATION, ARTS AND CULTURE
MCO AREA MANAGERS


Mrs. Susan Garise
Director: Directorate of National Examinations and Assessment
EXAMINATIONS

PRIVATE BAG 12026

WINDHOEK

Official correspondence must be addressed through the Executive Director Page 4 of 4



REPUBLIC OF NAMIBIA
MINISTRY OF EDUCATION, ARTS AND CULTURE

2023 Version
FOR OFFICE USE ONLY
DATE RECEIVED:
DATE SENT OUT:
OFFICIAL

DUPLICATE CERTIFICATE OR CERTIFYING CERTIFICATE APPLICATION FORM

To be used by ALL applicants requiring a duplicate/certifying certificate of results, in cases where an original certificate has been lost or destroyed. Please complete this form in the spaces provided.

For security reasons we cannot communicate results by FAX or TELEPHONE

1. Surname:	
2. Full name and Initials:	
3. Date of Birth:	
4. Current Postal Address:	
5. Telephone number:	
6. Full or Part-Time	
7. Collect or Post:	

If you require certifying certificate for more than one session or examination, please supply details on a separate sheet and attach it to the application form.

8. Examination level taken (STD 8 or STD 10 or JSC or IGCSE or HIGCSE or NCCSO/H or NSSCO or NSSCAS):	Session (June or November)
9. Year of the Examination:	
10. Centre Number:	
11. Candidate Number:	
12. Name of school or centre: (Please indicate town and region)	

THIS APPLICATION WILL NOT BE ACCEPTED IF THE HIGHLIGHTED ITEMS ARE NOT COMPLETED.

13.
Signature of Applicant

Date

14. **A fee to the amount of N\$100.00** for JSC or IGCSE or HIGCSE or NCCSO/H or NSSCO or NSSCAS and **A fee to the amount of N\$150.00** for STD 8 AND STD 10 is required for each certifying/duplicate certificate to cover administration costs. A separate certificate will be produced for each examination session. (And a fee is required for each one).

A session comprises one or more subjects taken at one or more levels during a given period in a given year (e.g. May/June or October/November).

15. Payment must be made at the nearest Cashier/Sub-receiver of Revenue office. The receipt as proof of payment and the completed application form must be handed in to the nearest Head of Examination Centre/REXO for forwarding to the Regional office and DNEA.

I enclose a receipt as proof of payment of

N\$
Receipt Number

16. Regrettably in cases where a result cannot be found for services mentioned above, the fee will not be refunded. Therefore, applicants are strongly advised to ensure that the information provided is completed and correct.
17. Request for certifying statements will be dealt with within **six weeks of receipts of correctly completed applications.**
18. **IMPORTANT – before sending this form to DNEA please ensure that you have:**
- (i) completed items 1-13 on this application form;
 - (ii) enclosed proof of payment for the correct amount in accordance with item 14 on this application form.
19. It must be noted that the personal information on the certifying statement will be exactly the same as was the case on the certificate.

PLEASE NOTE: THE MINISTRY OF EDUCATION, ARTS AND CULTURE RESERVES THE RIGHT TO REFUSE TO ISSUE A CERTIFICATE IN CASE OF INCOMPLETE OR INVALID INFORMATION PROVIDED BY A CANDIDATE



REPUBLIC OF NAMIBIA

MINISTRY OF EDUCATION, ARTS AND CULTURE

In collaboration with



Cambridge Assessment International Education

NSSCO

NSSCAS

Use a tick (✓) to indicate the examination for the replacement certificate you are applied for.

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DATE RECEIVED:

DATE SENT OUT:

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REPLACEMENT OF ORIGINAL CERTIFICATE APPLICATION FORM

To be used by ALL applicants requiring a replacement, in cases where an original certificate has an error on it. **This is only limited to certificate not older than 18 months from the date of issuance.**

Please complete this form in the spaces provided.

For security reasons we cannot communicate results by FAX or TELEPHONE

1.	Surname	
2.	Full name and Initials	
3.	Date of Birth	
4.	Current Postal Address	
5.	Telephone number	
6.	Full or Part-Time	
7.	Collect or Post	

8. INFORMATION REQUIRING CORRECTION

	WRONG INFORMATION	CORRECT INFORMATION

Signature of Applicant

Date

9. **A fee to the amount of N\$1500-00** is required for each Replacement Original Certificate to cover Reprinting fees and Transport cost from UK.

Certified copies of Identity Documents, which clearly correlates to the information to be edited should be attached. **A complete change of names is not accepted.**

10. Payment must be made at the nearest Cashier/Sub-receiver of Revenue office. The original receipt as proof of payment and the completed application form must be handed in to the nearest Head of Examination Centre/REXO for forwarding to the Regional office and DNEA.

I enclose a receipt as proof of payment of

N\$
Receipt Number

11. Request for replacement certificate will be dealt with within **three months of receipts of correctly completed applications.**

Please note: The Ministry of Education, Arts and Culture reserves the right to refuse to issue a certificate in case of incomplete or invalid information provided by a candidate.