



POLICY AND PROCEDURES
on the
ISSUING OF DUPLICATE CERTIFICATES

POLICY NUMBER	REG P9	POLICY OWNER	REGISTRAR
OVERSEEING COMMITTEE(S)	MANCO → Senate → Council		
APPROVAL DATE	02 October 2013	REVISION DATE	02 October 2018

POLICY STATEMENT
<p>This policy assists the University of Zululand on the processes to be followed to ensure integrity in the production and issuing of duplicate certificates. Very often, the University gets inundated with requests to issue a duplicate/replacement certificate. This calls for vigilance and due diligence on the part of the University so as to avoid fraud and the associated reputational risk.</p>

REVISION HISTORY

CURRENT APPROVAL CYCLE			
POLICY NUMBER:	REG P9	SENATE NUMBER(S):	S944/13
DATE OF APPROVAL BY APPROPRIATE FIRST COMMITTEE:			
DATE OF SENATE APPROVAL:		11 September 2013	
DATE OF COUNCIL APPROVAL:		02 October 2013	
EFFECTIVE DATE FOR IMPLEMENTATION:		02 October 2013	
NEXT REVISION DATE:		02 October 2018	

APPROVAL HISTORY			
DATE OF FIRST APPROVAL:			
POLICY NUMBER	SENATE NUMBER(S)	SENATE / MANCO REVISION DATE	COUNCIL APPROVAL DATE

RELATED POLICIES	
POLICY NUMBER	NAME OF POLICY

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1. DEFINITIONS AND ABBREVIATIONS

“**CERTIFICATE**” means an award received for completing a particular qualification at a particular level of study.

“**QUALIFICATION**” means a formal recognition and certification of a learning achievement approved by Senate, Council and the Department.

“**DUPLICATE**” means a document similar to the original

“**UNIZULU**” means the University of Zululand

2. PRINCIPLES AND CRITERIA

2.1 Duplicate Diploma and Degree certificates may be applied for under the following circumstances:

- A certificate was damaged
- A certificate was stolen
- A certificate was lost

2.2 In the case of a misprinted certificate (e.g. wrongly spelt names, erroneous academic structure and qualification nomenclature) and typographical errors, the graduate must produce the original certificate containing such misprints. An original certificate, not a duplicate, will be reprinted in such cases).

2.3 The University of Zululand (UNIZULU) will bear all the costs associated with the reprinting of certificates containing misprints.

2.4 In the case of a damaged certificate, the graduate must produce the original certificate that has been damaged, accompanied by an affidavit signed in the presence of a Commissioner of Oaths.

2.5 In the case of a stolen or lost certificate, the application addressed to the Manager: Certification, in the Office of the Registrar, must be accompanied by the following documents:

- **An application letter** containing the following information: student number, full names, ID number, name of qualification and year of completion of qualification.
- **An affidavit** in which the student declares that the certificate has been stolen or lost, duly signed in the presence of a Commissioner of Oaths.

- **A proof** of payment of the required fee.
- 2.6 In all cases where a duplicate certificate is issued, the following wording must appear on the duplicate certificate:
- ***“Endorsement: This is a duplicate of the original certificate which was lost, misprinted or damaged as far as can be determined by the University of Zululand”.***
- 2.7 The Duplicate certificate will carry the same serial number as the original certificates

3. PROCEDURE

- 3.1 The application may be delivered by hand or posted to the Registrar, University of Zululand. No faxed or scanned documents will be accepted.
- 3.2 On receipt of the application, the Manager: Certification, will
- 3.2.1 verify whether an original certificate was indeed provided to the applicant and establish the date of the graduation ceremony at which the certificate was awarded/conferred.
 - 3.2.2 check the name of the applicant in the programme of the relevant graduation ceremony.
 - 3.2.3 draw a complete academic record of the applicant as proof that the applicant did indeed complete the requirements for the satisfaction of the particular qualification.
 - 3.2.4 confirm with the Registrar that the applicant was indeed awarded a certificate by UNIZULU and any other information that may be necessary.
 - 3.2.5 draw the correct blank certificate from the safe and adjust the stock totals on the control sheet. A separate control system will also be maintained with the following information: name, student number, date of issue and dispatch date.
- 3.3 The blank certificate will then be prepared and sent to the printers for printing.
- 3.4 The duplicate certificates will be delivered to the authorised signatories (Dean, Registrar and Vice-Chancellor) to append their original signatures. The original signatures will be appended until such time that UNIZULU decides to use electronic signatures.

- 3.5 The Manager: Certification is responsible for administering the replacement of certificates. A register is kept of all replacements, and the damaged/lost/cancelled certificates and affidavits are filed.
- 3.6 Under normal circumstances, no more than ONE (1) duplicate certificate maybe provided.
- 3.7 Under special circumstances, more than ONE (1) duplicate certificate maybe provided.

4. COMPLIANCE OFFICER

Registrar

5. RESPONSIBLE OFFICERS

- 5.1 Faculty Deans
- 5.2 Deputy Registrar: Enrolment Management
- 5.3 Manager: Certification