



**PROCEDURE: Re-issuing Certification**

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Procedure Owner	Registrar		
<b>Review Register</b>		<b>Date</b>	<b>Signature</b>
Approved by QMS Sub-committee	QMS Chairperson	16/06/2018	Name: Louise Fuller Signature:
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Review History			
<b>Related documents</b>			
<b>Da Vinci internal</b> (e.g. Policies, Regulations, Guidelines, Contracts) <ul style="list-style-type: none"><li>Policy: Certification</li></ul>		<b>Other/External</b> (e.g. Legislation, DHET and CHE directives and guidelines) <ul style="list-style-type: none"><li>Constitution of the Republic of South Africa: 1996</li><li>Higher Education Act (Act 101 of 1997)</li><li>CHE: Higher Education Quality Committee (HEQC) Criteria for Programme Accreditation: November, 2004</li><li>Labour Relations Act (Act 66 of 1995) as amended</li><li>CHE: Distance Higher Education Programmes in a Digital Era: Good Practice Guide, 2014</li><li>SAQA: National Policy and Criteria for Designing and Implementing Assessment for NQF Qualifications and Part Qualifications and Professional Designations in South Africa, 2017</li></ul>	
<b>Website address of this document:</b>		<b><a href="http://www.davinci.ac.za">www.davinci.ac.za</a></b>	

## Procedure Description

This procedure document will be followed if a student receives an incorrect or damaged certificate or loses their certificate .

Step	Description	Notes
1	Should the certificate be damaged or incorrect the student must return it to The Institute. Should the student have lost their certificate a written request from the student needs to be received by The Institute	
2	Registry will verify the certification details against the unique number in the Certificate Register	It will be re-issued using the same certificate number as the one being replaced
3	Registry forwards an encrypted electronic file on a removable storage device to the printing supplier for the printing of the certificate	A non-disclosure agreement is in place
4	The printing supplier returns the storage device together with the printed certificate to Registry	
5	Registry then quality checks the printed certificate	
6	The incorrect or damaged certificate and Certificate Register must accompany the new certificate when being presented for signing to the CEO and Executive Dean	Any certificate of qualification to be re-issued will indicate "replacement certificate" on the front of the certificate
7	Registry embosses the signed certificate with a red seal	
8	The re-issued certificate is scanned and saved on the server and recorded on the Certificate register	
9	The incorrect or damaged certificate must be shredded by Registry before releasing the re-issued certificate to the student	

## Stakeholders

#	Stakeholder
1	CEO
2	Dean - Executive
3	Registrar
4	Assistant Registrar

## Version Control

Procedure Owner	Version #	Date	Reason
Registrar	001	16 June 2018	

