

## Replacement of Certificates

It is Stellenbosch University's (SU) policy not to re-issue certificates that are lost or mislaid, so you are advised to keep your short course certificate in a safe and secure place.

Replacement certificates will only be issued following a written request where satisfactory evidence of theft, damage or irretrievable loss of the original is provided. A fee of R300 will be charged for a short course certificate replacement (excluding postage or courier costs for secure delivery of the certificate).

### PLEASE NOTE:

1. Certificates are issued in the name of the candidate at the time of attendance and completion of the short course. Replacement certificates will not be issued to accommodate a name change that occurs after attendance and completion of the short course.
2. Certificate reprints will not be considered for short courses attended more than ten years ago.
3. A certificate reprint request will only be processed once proof of payment of the R 300 reprint fee has been received.
4. The certificate reprint fee does not include postage or courier costs – this is an additional cost where applicable.

### **Information required and process to follow:**

1. Please send your written request for a replacement certificate to [shortcourse@sun.ac.za](mailto:shortcourse@sun.ac.za) and indicate your full name, SU number and short course attended.
2. In the case of theft or irretrievable loss of a certificate the following must also be included with your request:
  - an affidavit (a sworn statement from your local police station indicating the circumstances for the theft or irretrievable loss)
  - A certified copy of proof of identity
  - Proof of payment of the replacement fee

#### INNOVUS

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Tel: +27 21 808 9063 • Faks/Fax: +27 21 808 3913

Email: [shortcourse@sun.ac.za](mailto:shortcourse@sun.ac.za) • [www.innovus.co.za](http://www.innovus.co.za)



3. In the case of an original certificate being damaged, the original damaged certificate must be returned to Stellenbosch University's Short Courses Division and the following must also be included with your request:
  - A certified copy of proof of identity
  - Proof of payment of the replacement fee - this fee may be reduced or waived at the University's discretion if the damage was deemed to have been caused during postal delivery
  
4. In the case of an administrative error on the certificate, the original 'incorrect' certificate must be returned to Stellenbosch University's Short Courses Division and the following must also be included with your request:
  - A certified copy of proof of identity
  - Proof of payment of the replacement fee - this fee may be reduced or waived at the University's discretion if the institution is deemed to have been at fault.

**Bank Account for Replacement Fee Payment:**

*Name:* Stellenbosch University

*Bank:* Standard Bank

*Account number:* 073006955

*Branch code:* 050610

*Reference:* R 1074 - Reprint - full name of candidate or SU student number

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