



# MANUAL

**PROMOTION OF ACCESS TO INFORMATION  
ACT (PAIA)**

## MANUAL IN TERMS OF SECTION 14 OF THE PROMOTION OF ACCESS TO INFORMATION ACT (PAIA) FOR EDUTEL HOLDINGS (PTY) LTD

Date issued or re-issued: June 2021

1. Edutel Holdings (Pty) Ltd is a holding company holding the following sister companies, all dealing with education and training.

<b>Name of Company</b>	<b>Type of Provider</b>	<b>Accreditation with W&amp;RSETA &amp; QCTO</b>	<b>Offers</b>	<b>Language</b>
Edutel Wholesale & Retail Academy	Skills development	W&RSETA & QCTO	Learnerships & skills programmes	English
Edutel Services Company	Skills development	Services SETA	Learnerships & skills programmes	English
Edutel Public Services Company	Skills development	PSETA	Learnerships & skills programmes	English
Edutel Skills Development	Skills development	ETDP SETA	Learnerships & skills programmes	English
Edutel Higher Education	Private Higher Education Institution	CHE	Formal Certificates, Diplomas and Degrees.	English

2. Postal address: PO Box 23009 Helderkruijn, 1733

3. Street addresses:

Roodepoort office (head office of Edutel Higher Education & SETA accredited companies):

ABSA Building, 1<sup>st</sup> Floor,  
 cnr Ontdekkers Rd & Crane Avenue,  
 Horison, Roodepoort, 1734

Durban campus (applicable to SETA accredited companies):

Mansion House, 5th Floor,  
 12 Joe Slovo Street,  
 Durban, 4001

Cape Town campus (applicable to SETA accredited companies):

1st Floor, Nobel Park Shopping Centre,  
 Old Paarl Road,  
 Bellville, Cape Town, 7530

4. Telephone number:

Johannesburg: (011) 760-4251

Durban: (031) 305-2850

Cape Town: (021) 945-4830

5. The information officer is the CEO, currently Mr AB Pelsler. His e-mail address is [abpelsler@edutel.ac.za](mailto:abpelsler@edutel.ac.za)

The deputy information officer is the Marketing Manager Mrs C Theron. Her e-mail address is [marketing@edutel.ac.za](mailto:marketing@edutel.ac.za)

6. In terms of section 14(1)(c), please note that the South African Human Rights Commission has compiled a guide as required by section 10 of PAIA, and to which this manual must refer. The guide is available on the website of the Human Rights Commission at <http://www.sahrc.org.za/home/index.php?ipkContentID=116> .

A hard copy of the guide is also available at Edutel, and an electronic version on can be accessed on Edutel's website, at [www.edutel.co.za](http://www.edutel.co.za).

A printed copy may also be directly obtained from:

The South African Human Rights Commission:  
PAIA Unit  
The Research and Documentation Department  
Postal address: Private Bag 2700  
Houghton  
2041  
Telephone: +27 11 484 8300  
Fax: +27 11 484 1360  
Website: [www.sahrc.org.za](http://www.sahrc.org.za)  
E-mail: [PAIA@sahrc.org.za](mailto:PAIA@sahrc.org.za)

7. The subjects on which Edutel keeps records, and the category of records kept in each case, are as follows:

#### 7.1. Learners/students

- 7.1.1. Applications for admission
- 7.1.2. Waiting lists for admission
- 7.1.3. Refusal of applications for admission, and appeals against those
- 7.1.4. Admissions' register
- 7.1.5. Academic records/individual achievement/assessment records
- 7.1.6. Personal files for each learner/student
- 7.1.7. Class lists
- 7.1.8. Class timetables
- 7.1.9. Assessment and assessment site details
- 7.1.10. Question papers, answer papers and memoranda for model answers
- 7.1.11. Portfolios of Evidence
- 7.1.12. Online assessment results

#### 7.2. CEO office

- 7.2.1. Code of Conduct
- 7.2.2. Language and admissions policies
- 7.2.3. Other policy documents
- 7.2.4. Minutes of meetings
- 7.2.5. Financial records and statements, including bank statements

- 7.2.6. Personal files for academics
- 7.2.7. Employment contracts
- 7.2.8. Work allocation models, attendance registers

### 7.3. Registration

- 7.3.1. Circulars from accreditation bodies
- 7.3.2. Correspondence
- 7.3.3. Minutes of meetings

### 7.4. Relevant Quality Assurance Bodies

- 7.4.1. Correspondence
- 7.4.2. Circulars from the relevant QA or QAB or AQP
- 7.4.3. Personal details of all staff members

### 7.5. Further categories of information kept

- 7.5.1. WhatsApp groups
- 7.5.2. Moodle app group attendees
- 7.5.3. Social media information

## 8. The request procedure

8.1. A requester will be granted access to information kept by Edutel if the request(er) complies with the following:

- 8.1.1. All procedural prescripts in PAIA in respect of access to the information
- 8.1.2. If access to the requested information cannot be legally refused on any grounds contained in PAIA
- 8.1.3. If the prescribed fee is paid, where applicable

8.2. Requests for access must be addressed to the CEO at the contact details above.

8.3. A requester must use the form published in the Government Gazette [GN R187, 15 February 2002] (form A), a copy of which is available from Edutel and/or

<http://www.sahrc.org.za/home/index.php?ipkContentID=28&ipkMenuID=48>.

8.4. The request must contain sufficient details to enable the information officer to determine the following (of which a draft request is available in hard copy):

- The record(s) requested
- The requester
- The form of access required in accordance with section 29(2)
- Whether the record is required in a particular language
- A postal address or fax number for the requester in the Republic
- Where a written response is requested, whether the requester wishes to be notified of the decision in any other way, and if so, how
- Where the request is made on behalf of someone else, proof of the capacity in which that other person is making the request, to the satisfaction of the information officer

8.5. After the request has been delivered to the information officer, it will be processed within 30 days.

If the information officer believes that the request should be refused, he/she must notify the requester accordingly and inform him/her of his/her right to approach the court to have the decision set aside.

If the request is favourably considered, the information officer must inform the requester of the applicable fees, if any, as well as the requester's right to approach the court if he/she is not satisfied with the fee levied.

8.6. The requester must also indicate whether the request is for a copy of the information, or to inspect the record at Edutel's office. If a person requests access in a particular format (such as in printed or electronic format), access should be granted in that format, unless it would unreasonably interfere with any activity, may damage the record, or may lead to a copyright infringement.

8.7. If, for practical reasons, access cannot be granted in the required format, but in an alternative format, the fee must be calculated based on the format initially requested.

8.8. If the requester has requested information and wishes to receive a written as well as a telephonic response, this should be adhered to.

8.9. If a requester requests information on someone else's behalf, he/she must indicate in which capacity he/she is acting.

8.10. The information officer must render free and reasonable assistance to a requester who indicates that he/she wishes to submit an application for information, in order to ensure that the requester complies with the prescribed procedures for such an application.

8.11. If a requester cannot read or write or has another disability, he/she may request the record verbally. In such a case, the information officer or his/her deputy must complete the form and hand a copy to the requester, following which the request shall be dealt with like any other request in terms of the Act.

8.12. The information officer may extend the period of 30 days by up to another 30 days, should it be necessary.

8.13. If the request for access is refused, the information officer must furnish sufficient reasons for such refusal, although without referring to the content of the requested information in such reasons.

8.14. There is no internal appeal against an information officer's decision to refuse a request. The requester must make use of the remedies provided for in Chapter 2 of Part 4 of PAIA by bringing a court application within 30 days after the requester has been notified of the information officer's decision.

## 9. Fees payable

9.1. Two types of fees are payable in terms of section 22 of PAIA, namely the request fee and the access fee.

9.2. A requester who wishes to receive access to a record containing personal information of such requester does not have to pay any fee. Requesters who earn less than R14 712 per year, or less than R27 192 per year (or as stated by law) together with their partners, also do not have to pay any request fee. All other requesters must pay the prescribed request fee.

9.3. The information officer or his/her deputy must ask the non-personal requester, by way of a notice, to pay the prescribed request fee (if any) before the request will be processed.

9.4. The prescribed request fee payable to the Edutel will be the amount stipulated in the relevant Government Gazette (annexed to this manual). The requester may bring a court application against the payment of a fee.

9.5. If the request is granted, a further access fee becomes payable for the search for, preparation and reproduction of the information, as well as any time spent on searching for and preparing the record for disclosure in excess of the allocated time, in accordance with the tariffs in the aforementioned Government Gazette.

9.6. Access to records will be withheld until all applicable fees have been paid.

## 10. Services available to members of the public, and how to gain access to such services

The provision of education at Edutel is intended for adult learners who qualify and are admitted based on the educational institution's language and admissions policy, and who also comply with the prescripts of the relevant acts.

11. Edutel is professionally managed by the CEO, subjected to the relevant accreditation regulations set by the relevant quality assurance body. Edutel determines the educational institution's language and admissions policy. This leaves no room for outsiders to participate in or influence the formulation of policy for Edutel, the exercise of powers or the performance of duties, unless a member of the public has been so co-opted.

12. This manual is available in English.

13. Copies of the manual are available from the Edutel CEO as well as on Edutel's website, [www.edutel.co.za](http://www.edutel.co.za)

## Annexure A

### REGULATIONS

#### **GNR.187 of 15 February 2002: Regulations regarding the Promotion of Access to Information**

DEPARTMENT OF JUSTICE AND CONSTITUTIONAL DEVELOPMENT

The Minister for Justice and Constitutional Development has, under section 92 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), made the regulations in the Schedule.

#### **Annexure A**

##### **GENERAL: VALUE-ADDED TAX**

Public and private bodies registered under the Value-Added Tax Act, 1991 (Act No. 89 of 1991), as vendors may add value-added tax to all fees prescribed in this Annexure.

#### **PART I**

##### **FEES IN RESPECT OF GUIDE**

1. The fee for a copy of the guide as contemplated in regulations 2 (3) (b) and 3 (4) (c) is R0,60 for every photocopy of an A4-size page or part thereof.

#### **PART II**

##### **FEES IN RESPECT OF PUBLIC BODIES**

1. The fee for a copy of the manual as contemplated in regulation 5 (c) is R0,60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7 (1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
For a copy in a computer-readable form on—	
(i) Stiffy disc	R5,00
(ii) compact disc	R40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R22,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R12,00
(ii) For a copy of an audio record	R17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7 (2) is R35,00.
4. The access fees payable by a requester referred to in regulation 7 (3) are as follows:

(1) (a) For every photocopy of an A4-size page or part thereof	R0,60
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(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,40
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	R5,00
(ii) compact disc	R40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R22,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R12,00
(ii) For a copy of an audio record	R17,00
(f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	
(2) For purposes of section 22 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	

### PART III FEES IN RESPECT OF PRIVATE BODIES

1. The fee for a copy of the manual as contemplated in regulation 9 (2) (c) is R1,10 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 11 (1) are as follows:

(a) For every photocopy of an A4-size page or part thereof	R1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c) For a copy in a computer-readable form on—	
i) stiffy disc	R7,50
(ii) compact disc	R70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00

3. The request fee payable by a requester, other than a personal requester, referred to in regulation 11 (2) is R50,00.
4. The access fees payable by a requester referred to in Regulation 11 (3) are as follows:

(1) (a) For every photocopy of an A4-size page or part thereof	R1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	R7,50
ii) compact disc	R70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	R40,00
(ii) For a copy of visual images	R60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	R20,00
(ii) For a copy of an audio record	R30,00



(f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.	
(2) For purposes of section 54 (2) of the Act, the following applies:	
(a) Six hours as the hours to be exceeded before a deposit is payable; and	
(b) one third of the access fee is payable as a deposit by the requester.	
(3) The actual postage is payable when a copy of a record must be posted to a requester.	