

OFFICE OF THE CEO	Doc No.	OCEO/G/01/2021
SECTION 14 MANUAL I.T.O THE PROMOTION OF ACCESS TO INFORMATION ACT 2 OF 2000 as amended by POPIA	Version No.	01
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**SECTION 14 MANUAL IN TERMS OF THE PROMOTION OF
ACCESS TO INFORMATION ACT 2 OF 2000
As amended by the
PROTECTION OF PERSONAL INFORMATION ACT 4 OF 2013
(POPIA)**

Signatories

The signatories hereof, confirm their acceptance of the contents and recommend the adoption thereof.

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RECOMMENDED BY	Chief Executive Officer	Menzi Fakude	
RECOMMENDED BY	Chairperson: Governance, Risk, Strategic Committee	Nokubonga Mcoyi	
APPROVED BY	Chairperson: Accounting Authority	Stephen De Vries	
CUSTODIAN OF THE PROCEDURE	Chief Executive Officer	Menzi Fakude	

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1. INTRODUCTION

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("the Act"). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The Services SETA is committed to the observance of and compliance with the directives of the Constitution and national legislation like the Promotion of Access to Information Act, 2 of 2000 (PAIA) and the Protection of Personal Information Act 4 of 2013 (POPIA). It endorses the key principles of good governance, transparency and accountability.

2. DEFINITIONS

Definitions in this Manual refers to any word or expression to which a meaning has been assigned in the Act bearing that meaning unless the context otherwise indicates. "The Act" means the Promotion of Access to Information Act 2 of 2000.

3. PURPOSE OF THE MANUAL

A section 14 Manual is a road map to an institution. The purpose of the Manual is to provide information on services rendered by a particular institution; records generated by the institution; records held by the institution in terms of other legislation; and how members of the public can access the services or records.

The Manual further provides information on the details of the Information Officer and Deputy Information Officer (IO and DIO) to whom requests for information are submitted. The Manual clearly outlines the request and appeal procedure and remedies available to requesters should their request for information be declined in terms of PAIA and POPIA.

The Manual serves as a critical tool to entrenching a culture of information sharing, informed public scrutiny and voluntary dissemination of information by public entities.

4. AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.serviceseta.org.za) or by sending a request for a copy to the Services SETA Deputy Information Officers, Mamabele Motla and Cloris Ngwenya or the Information Officer, Menzi Fakude, by e-mail to clorism@serviceseta.org.za. The Manual may also be obtained from our office, the Services SETA at the address set out below or from the Government Printers.

Services SETA
15 Sherborne Road
Parktown
2193

5. UPDATING OF MANUAL

This Manual will be updated and published, if necessary, at intervals of not more than 1 (one) year as prescribed in the Act.

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6. FUNCTIONS AND STRUCTURE OF SERVICES SETA

• Functions of SERVICES SETA

The Services SETA is a Sector Education & Training Authority established in terms of section 9 (1) of the Skills Development Act No. 97 of 1998. The functions of Services SETA are inter alia to: -

- develop a sector skills plan within the framework of the national skills development strategy;
- implement its sector skills plan by establishing learnerships, approving workplace skills plans, allocating grants as well as monitoring education training in the sector;
- promote learnerships by identifying workplaces for practical work experience, supporting the development of learning materials, improving the facilitation of learning and assisting in the conclusion of learnership agreements;
- register learnership agreements;
- obtain accreditation from the South African Qualifications Authority;
- collect and disburse the skills development levies in its sector;
- liaise with the National Skills Authority on the national skills development policy, the national skills development strategy as well as its sector skills plan;
- report to the Director-General of the Department of Higher Education and Training on its income and expenditure as well as the implementation of its sector skills plan;
- liaise with the employment services of the Department of Higher Education and Training and any education body established under any law regulating education in the Republic of South Africa to improve information about employment opportunities and information between education training providers and the labour market;
- appoint staff necessary for the performance of its functions; and
- perform any other duties imposed by the Skills Development Act and the Skills Development Levies Act or consistent with the purposes thereof.

7. VISION, MISSION AND VALUES

VISION

To serve, deliver for renewal and prosperity

MISSION

Facilitation of quality skills development and entrepreneurship in the services sector for national economic growth

VALUES

Accountability, innovation, integrity, professionalism and responsiveness

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8. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC

- **Nature of services**

The Services SETA's services include: -

- implementing its sector skills plan by establishing learnerships, approving workplace skills plans, allocating grants as well as monitoring education training in the sector;
- promoting learnerships by identifying workplaces for practical work experience, supporting the development of learning materials, improving the facilitation of learning and assisting in the conclusion of learnership agreements;
- registering learnership agreements;
- collecting and disbursing the skills development levies in its sector.
- quality assuring workplace education and training provision by accrediting and quality assuring education and training providers.

The services above are not available to members of the public but rather to employers, workers and education and training providers falling within The Services SETA's designated economic sector and scope of coverage.

- **How to gain access to these services**

Provided that a member of the public falls within the definition of an employer, worker or education and training provider in Services SETA's designated economic sector (as defined in the Skills Development Act), he/she may gain access to these services by submitting a request to the Information Officer of Services SETA at the above address.

9. ARRANGEMENT FOR PUBLIC PARTICIPATION IN POLICY FORMULATION

The Skills Development Act and the Constitution of the SETA provide for participation of workers and employers and education and training providers in the Services SETA's designated economic sector only. Persons falling within this group may attend general meetings of the Services SETA, may elect the management board of the Services SETA and stand for election to such board in accordance with the SETA's constitution and the Skills Development Act.

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10. APPROVED 2019/2020 STRUCTURE OF THE SERVICES SETA



11. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION AND POPIA QUERIES

Name of public body	Services SETA (Sector Education and Training Authority (SSETA))
Designated Information Officer	Menzi Fakude (Chief Executive Officer)
Deputy Information Officers	Mamabele Motla and Cloris Ngwenya
Email address of Information Officers	clorism@serviceseta.org.za
Postal address	PO Box 3322, Houghton, 2041
Street address	15 Sherborne Road, Parktown, 2193
Telephone number	(011) 276 9600
Fax number	(011) 276 9648

12. CONTACT DETAILS FOR THE SERVICES SETA PROVINCIAL OFFICES

Eastern Cape Tel: 041 991 5004/087 283 2266 75 Havelock Street, Central, Port Elizabeth 6001 Email: yolandaw@serviceseta.org.za dianneh@serviceseta.org.za	Gauteng Tel: 012 387 6023 Tshwane South TVET College 200 Quagga Street Pretoria West Email: morongwap@serviceseta.org.za mehloteh@serviceseta.org.za
Tel: 043 742 7008/087 283 2266 3 Elton St Southernwood, East London, 5213 Email: zingisam@serviceseta.org.za siyandaq@serviceseta.org.za	



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Free State Tel: 051 449 9006 152 Nelson Mandela Avenue, Westdene Bloemfontein Email: lisar@serviceseta.org.za	KwaZulu-Natal Tel: 031 207 1761/087 283 2787 Address: 73 Ramsay Avenue, Musgrave, Durban Email: hlenqiwed@serviceseta.org.za
Limpopo Tel: 015 230 0016 Capricorn TVET College, Admin Block Polokwane Campus, De Meer Street Polokwane Email: Mary-AnnP@serviceseta.org.za	Mpumalanga Tel: 013 752 2207 3 Citrus Crescent, 1200 Nelspruit Email: roelofvr@serviceseta.org.za
Western Cape Tel: 021 426 9001 4 Prestwich Street, Cape Town Email: ndiphen@serviceseta.org.za	Northern Cape Tel: 083 825 9900/087 283 2773 38A Sidney Street, Extension 7, Kimberley Email: melisac@serviceseta.org.za
North West Tel: 072 921 0696 74 Boom Street Klerksdorp Email: KebaabetsweN@serviceseta.org.za	

13. HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:
 PAIA Unit
 The Research and Documentation Department
 Postal address: Private Bag 2700
 Houghton, 2041
 Telephone: +27 11 877 3600
 Fax: +27 11 403 0684
 Website: www.sahrc.org.za
 E-mail: paia@sahrc.org.za

Further enquiries regarding the guide and queries relating to POPIA can be addressed to the Information Regulator at:

Name	The Information Regulator (South Africa)
Physical Address	SALU Building, 316 Thabo Sehume Street, Pretoria
Telephone Number	012 406 4818
Fax Number	086 500 3351
Website	http://www.justice.gov.za/inforeg

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14. HOW TO REQUEST ACCESS TO INFORMATION OR POPIA RECORDS HELD BY THE SERVICE SETA

- **Records that may be requested**

The records to be requested by a requester means any recorded information generated by the Services SETA in the execution of its mandate, regardless of its form or medium, which is in the possession or under the control of the Services SETA whether it was created by the Services SETA or not.

All requests will be evaluated to determine whether the requested records contain Personal Information in terms of POPIA, which can potentially impact whether the request will be granted or not.

- **Request procedures and timelines**

A requester shall be given access to information or a record held by the Services SETA if the following requirements, as set out in the Act, are met, namely:

- The request must be addressed to the Information Officer, using the contact details stated above.
- The request should be lodged on the prescribed request form and attach proof of payment of the prescribed fee (if any). The fee structure is available from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za under "regulations"). *For convenience a copy of the fee structure is also included in this manual.*
- The requester must provide sufficient information on the request form to enable the Information Officer to identify the information or record requested.
- The requester should choose the preferred form of access (view, obtain a copy, paper or electronic format etc.) and the language for the provision of the information as well as state other preferences provided for on the request form. The requester should also specify his or her postal address or fax number in the Republic of South Africa.
- In the event of the requester making a request on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.
- The right of a requester to access information in terms of this Act is not affected by any reasons given by that requester, or any belief by the Information Officer as to what the reasons for the request may be.
- Should an individual be unable to make a request for access to information or a record of Services SETA because of illiteracy or disability, he or she may make such a request orally. The Information Officer of Services SETA must then reduce the oral request to writing in the prescribed form and supply the requester with a copy thereof.
- The Information Officer will inform the requester of his decision to grant or refuse the information within thirty (30) days following receipt of the request.
- In the event that the request for information involves a third party, the Information Officer may extend the thirty-day period mentioned above, by up to but not exceeding a further thirty (30) days in order to give a third party the chance to make representations.

15. INTERNAL APPEAL AGAINST THE DECISION OF THE INFORMATION OFFICER

A requester may lodge an internal appeal against a decision of the Information Officer within 60 days after the decision is made, on a prescribed form, with the Accounting Authority or any committee

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designated by the Accounting Authority to deal with such appeals. If a notice to a third party is required, an appeal may be lodged within 30 days after notice is given to the appellant of the decision appealed against or if the notice to the appellant is not required, after the decision was taken.

The appeal must be delivered or sent to the Information Officer at his or her address, fax number or electronic mail address. The appeal must identify the subject of the internal appeal and state the reasons for the internal appeal and may include any other relevant information known to the appellant.

16. REMEDIES AVAILABLE IF REQUEST IS DECLINED

In the case where the internal appeal structure upholds the decision of the Information Officer, the requester will be entitled to lodge an appeal against the decision taken by the Information Officer, with the Accounting Authority, who is the appeal authority. In the event that the Accounting Authority upholds the decision, the requester may approach a competent court to compel the Services SETA to grant access. The Information Officer shall submit a quarterly report of all processed and refused requests to the Accounting Authority or any committee designated by the Accounting Authority.

17. PRESCRIBED FEES

The Act sets out two types of fees, namely a request fee and an access fee, they are required to be paid prior to the Services SETA accessing the request for information.

A personal requester, i.e., a requester who requests access to a record containing personal information is not required to pay the request fee. Any other requester, who is not a personal requester, will be required to pay such fee.

The requester (other than a personal requester) must be notified by the Information Officer to pay the prescribed request fee before processing the request.

Should the requester be aggrieved by the tender or payment of the request fee, the requester may bring an application to court.

The Information Officer must notify the requester of his/her decision in the manner specified by the requester.

Where access to information has been granted, the requester must pay an access fee for the reproduction, location, preparation of copies or transcripts of the information and for time reasonably required in excess of the prescribed hours estimated in the Act for these purposes, in order to disclose the information.

Payment Method

The requester must deposit the request fee into the Services SETA bank account (details given below). The proof of the deposit slip must be forwarded to the Deputy Information Officer on clorisl@serviceseta.org.za before any request can be processed:

Details of Services SETA's Bank Account:

Account Name: Services SETA Administration

Account Type: Business current account

Account Number: 001655043

Branch: 01-7205 (Universal Code 05 1001)

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Branch Name: Killarney

18. GROUNDS FOR REFUSAL OF ACCESS TO RECORDS-PAIA PART 1 CHAPTER 4

The Information Officer may, and in some circumstances must, refuse a request for Information if that information relates to the following:

- Protection of the privacy of a third party who is a natural person, even if deceased;
- Protection of certain records of the South African Revenue Services;
- Protection of the commercial information of a third party;
- Protection of the confidential information of third parties, supplied in confidence or protected in terms of an agreement;
- Protection of the safety of individuals and property;
- Protection of police dockets in bail proceedings and law enforcement and legal proceedings;
- Protection of records privileged from production of legal proceedings;
- Protection of records reasonable expected to cause prejudice to the defence, security and international relations of the Republic of South Africa;
- Protection of records relating to the economic interest and the financial welfare of the Republic of South Africa and the commercial interests of public bodies and the Services SETA;
- Protection of research information of a third party, including a public body and the Services SETA;
- Protection of the operations of public bodies and the Services SETA; and
- Manifestly frivolous or vexatious requests or those that would result in a substantial and unreasonable diversion of resources.

19. PROCESSING OF PERSONAL INFORMATION [PAIA SECTION 14(1) (C)]

To safeguard the privacy and protection of personal information, all personal information processed by Services SETA is managed in terms of the Services SETA Privacy Policy.

20. PURPOSE OF PROCESSING PERSONAL INFORMATION [PAIA SECTION 14(1) (C) (I)]

Personal information will only be used for the purpose for which it was collected and agreed. This may include but is not limited to:

- management of student information;
- management of service provider information
- provision of appropriate Services SETA products and services;
- confirmation, verification and updating of learner/client/applicants' details;
- conducting credit reference searches or verification;
- maintenance of client records;
- stakeholder relationship management and support;
- general administration, financial and tax purposes;
- compliance with legal and regulatory requirements;
- fraud and crime prevention and detection;
- recruitment;
- employee management and support; and
- market research, customer satisfaction surveys and statistical analysis.

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21. CATEGORIES OF DATA SUBJECTS [PAIA SECTION 14(1) (C) (II)]

The categories of data subjects are not exhaustive but are meant to give a broad indication of the data subjects:

- Services SETA clients (business partners), potential clients;
- Services SETA current and former employees and their families (children, spouses, parents);
- Services SETA suppliers, service providers, and professional consultants;
- Services SETA Board Members and Nominee directors;
- unsuccessful applicants for employment as well as bidders; and
- visitors to Services SETA premises.

22. RECIPIENTS OR CATEGORIES OF RECIPIENTS WITH WHOM PERSONAL INFORMATION IS SHARED [PAIA SECTION 14(1) (C) (III)]

Services SETA sometimes shares personal information it processes with the individual themselves and with other third parties. Where necessary or required, Services SETA may share information with:

- the South African Qualifications Authority (SAQA)
- Quality Council for Trades and Occupations (QCTO)
- personal information verification and credit reference agencies;
- regulatory and reporting authorities, government institutions;
- professional advisors and consultants;
- suppliers and service providers;
- current, past and prospective employers;
- family, associates and representatives of the person whose personal information we are processing;
- survey and research organisations; and
- police force and courts.

23. TRANS-BORDER FLOWS OF PERSONAL INFORMATION [PAIA SECTION 14(1) (C) (IV)]

Services SETA may from time to time, in the execution of its mandate, need to transfer personal information of data subjects with third parties in other countries. Services SETA shall ensure that it complies with POPIA in the dissemination of such information. Such transfer will only be done if one of the following requirements are met:

- the foreign recipients of personal information are subject to a law, binding corporate rule, or a binding agreement which contains provisions substantially similar to POPIA in relation to the processing and transfer of personal information;
- the data subject consents to the transfer; or
- the transfer is necessary for the performance of a contract between the data subject and the responsible party; or
- the transfer is necessary for the performance of a contract concluded in the interest of the data subject between the responsible party and the third party; or
- the transfer is for the benefit of the data subject and it is not practical to obtain the consent of the data subject.

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24. INFORMATION SECURITY MEASURES TO PROTECT PERSONAL INFORMATION [PAIA SECTION 14(1) (C) (V)]

- It is a requirement of POPIA to adequately protect the personal information held by the responsible party to avoid unauthorised access and use of your personal information. All personal information processed by Services SETA is managed in terms of the Services SETA Privacy Policy.
- Security controls and processes shall be reviewed regularly to ensure that personal information is secure.
- The following procedures are in place to protect personal information:
 - the Services SETA Information Officer is responsible for compliance with the conditions of the lawful processing of personal information and other provisions of POPIA;
 - Services SETA's processes shall be updated to ensure that consent is received from data subjects for the collection, processing, distribution and storage of their information as required POPIA;
 - data subjects shall be advised of their rights during the information collection stage;
 - access to information and systems containing personal information shall be limited only to authorised users in line with their roles and responsibilities;
 - requests for access to information and requests for information received from outside Services SETA shall be managed in line with this manual;
 - When using third parties to process personal information, the said third parties shall be required to sign a service level agreement guaranteeing their commitment to the Protection of Personal Information; and
 - training and awareness on the Services SETA Privacy Policy and POPIA to ensure compliance.

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION [POPIA SECTION 11(3) (A)]

A data subject who wishes to object to the processing of personal information must submit the objection to the responsible party on Form 1.

The responsible party, or a designated person, must render such reasonable assistance as is necessary, free of charge, to enable the data subject to make an objection on Form 1.

25. CORRECTION/DELETION OF PERSONAL INFORMATION [POPIA SECTION 24(1)]

A data subject who wishes to request a correction or deletion of personal information or the destruction or deletion of a record of personal information must submit a request to the responsible party on Form 2.

The responsible party, or a designated person, must render the necessary assistance to enable a data subject to complete Form 2 free of charge.

26. DESCRIPTION OF CATEGORIES OF RECORDS HELD BY THE SERVICES SETA

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

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27.1 Internal records

The following are records pertaining to the Services SETA's own affairs:

- Constitution of the Services SETA
- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies, procedures, frameworks and AA Committee Charters;
- Records held by officials of the public body;
- Minutes, reports, decisions and resolutions;
- Enterprise risk register

27.2 Personnel records

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Personnel refers to any person who works for or provides services to or on behalf of the Services SETA and receives or is entitled to receive any remuneration and any other person who assist in carrying out or conducting any work or services of the Services SETA. This includes, without limitation, directors, heads of departments, managers, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to the public body by their personnel;
- Any records a third party has provided to the public body about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

27.3 **Work-related records**

Work-related information includes the following:

Any records a third party has provided to the public body; and
Records generated by or within the public body pertaining to work or services, including transactional records.

27.4 **Other Parties**

Records kept in respect of other parties, including without limitations, employers, workers, contractors, suppliers, departments, divisions and services providers. Alternatively, such other parties may possess records which can be said to belong to the public body. The following records fall under this category:

Personnel, work or service-related records which are held by another party as opposed to being held by the Services SETA and Records held by the Services SETA pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about their contractors/suppliers.

27.5 **Other Records**

Further records which are held including: -

Information relating to the Services SETA's own commercial activities; and Research information belonging to the Services SETA or carried out on behalf of a third party.

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- 27.6 List of documents that are automatically available for copying and inspection without a person having to request access in terms of PAIA:
- 28 SETA Constitution
 - 29 Published Policies and Guidelines;
 - 30 Job Application Forms;
 - 31 Contact Directory;
 - 32 E-Publications
 - 33 Published Booklets and Brochures
 - 34 Published Marketing Material, Including Departmental Marketing Brochures
 - 35 Published Newsletters
 - 36 Published Posters and Pamphlets
 - 37 Published Reports
 - 38 Strategic Plans;
 - 39 Annual Performance Plans;
 - 40 Annual Reports;
 - 41 Budget Speeches;
 - 42 Vacancy Circulars; And
 - 43 Collective Bargaining Agreements.

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SCHEDULE 1

PRESCRIBED FEES IN RESPECT OF PUBLIC BODIES

Part ii of Notice 187 in the Government Gazette on the 15 February 2002.

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 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.
3. 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	R 0.60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form	R 0.40
(c)	For a copy in a computer-readable form on:	
	i) Stiffy disc	R 5.00
	ii) Compact disc	R40.00
(d)	For a transcription of visual images:	
	i) A4-size page or part thereof	R22.00
	ii) A copy of visual images	R60.00
(e)	For a transcription of an audio record:	
	i) A4-size page or part thereof	R12.00
	(ii) A copy of an audio record	R17.00

The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35.00.

The access fees payable by a requester referred to in regulation 7(3) 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
(c)	For a copy in a computer-readable form on -	

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(i)	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.	

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.

The actual postage is payable when a copy of a record must be posted to a requester.

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SCHEDULE 2:

**PRESCRIBED FORMS FOR ACCESS TO INFORMATION REQUEST FOR
ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

<p>FOR DEPARTMENTAL USE</p> <p>Reference number: Request received by (state rank, name and surname of information officer/deputy information officer) on (date) at (place). Request fee (if any): R..... Deposit (if any): R..... Access fee: R..... SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER</p>

A. Particulars of public body

Name of public body	Services Sector Education and Training Authority (Services SETA)
Designated Information Officer	Menzi Fakude
Designated Deputy Information Officers	Mamabele Motla Executive Manager: Office of the CEO
	Cloris Ngwenya Manager: Training and Document Management
Email address of Information Officer/ Deputy Information Officer	menzif@serviceseta.org.za mamabelem@serviceseta.org.za clorin@serviceseta.org.za
Postal address	PO Box 3322, Houghton, 2041
Street address	15 Sherborne Road, Parktown, 2193
Telephone number	(011) 276 9600
Fax number	(011) 276 9648

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B. Particulars of person requesting access to the record

- (a) The particulars of the person who requests access to the record must be recorded below.
(b) Furnish an address and/or fax number in the Republic to which information must be sent.
(c) Proof of the capacity in which the request is made, if applicable, must be attached.

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which request is made, when made on behalf of another person:

B. Particulars of person on whose behalf request is made

This section must be completed only if a request for information is made on behalf of another person.

Full names and surname:

Identity number:

C. Particulars of record

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, to enable the record to be located.
(b) If the provided space is inadequate please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record:

2. Reference number, if available:

3. Any further particulars of record:

D. Fees

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- (a) A request for access to a record, other than record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount required to be paid as the request fee.
- (c) The **fee payable for access** to a record depends on the form in which access is required and the reasonable time required to search for and prepare a record.
- (d) If you qualify for exemption of the payment of any fee, please state the reason, therefore.

Reason for exemption from payment of fees:

E. Form of access to record

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
<p>NOTES:</p> <p>(a) Your indication as to the required form of access depends on the form in which the record is available.</p> <p>(b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

Mark the appropriate box with an "X".

1. If the record is in written or printed form -			
<input type="checkbox"/>	copy of record*	<input type="checkbox"/>	inspection of record

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2. If record consists of visual images -

(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)

view the images	copy of the images*	transcription of the images*
-----------------	---------------------	------------------------------

3. If record consists of recorded words or information which can be reproduced in sound-

listen to the soundtrack (audio cassette)	transcription of soundtrack* (written or printed document)
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4. If record is held on computer or in an electronic or machine-readable form -

printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (magnetic or optical disc)
-------------------------	--	--

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?
A postal fee is payable.

YES NO

Note that if the record is not available in the language you prefer, access may be granted in the language in which the record is available.

In which language would you prefer the record?

G. Notice of decision regarding request for access

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You will be notified in writing whether your request has been approved/denied. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record?

Signed at _____ this _____ day of _____ 20 _____

SIGNATURE OF REQUESTER / PERSON ON WHO'S BEHALF REQUEST IS MADE”

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SCHEDULE 3:

OBJECTION TO THE PROCESSING OF PERSONAL INFORMATION IN TERMS OF SECTION 11(3) OF THE PROTECTION OF PERSONAL INFORMATION ACT, 2013 (ACT NO. 4 OF 2013)

REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
Regulation 2]

Note:

- Affidavits or other documentary evidence as applicable in support of the objection may be attached.*
- If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.*
- Complete as is applicable.*

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique identifier/identity number	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number:	
E-mail address:	
B	DETAILS OF THE RESPONSIBLE PARTY
Name(s) and surname/ registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/email address	

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C	REASONS FOR OBJECTION IN TERMS OF SECTION 11(1)(d) to (f) (Please provide detailed reasons for the objection)

Signed at this day of.....20.....

.....
Signature of data subject/designated person

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SCHEDULE 4:

**REQUEST FOR CORRECTION OR DELETION OF PERSONAL INFORMATION
OR DESTROYING OR DELETION OF RECORD OF PERSONAL INFORMATION
IN TERMS OF SECTION 24(1) OF THE PROTECTION OF PERSONAL
INFORMATION ACT 2013 (ACT NO. 4 OF 2013)**

**REGULATIONS RELATING TO THE PROTECTION OF PERSONAL INFORMATION, 2018
[Regulation 3]**

Note:

1. Affidavits or other documentary evidence as applicable in support of the objection may be attached.
2. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.
3. Complete as is applicable.

Mark the appropriate box with an "x".

t for:

Request	Possession or under the control of the responsible party.
<input type="checkbox"/>	Correction or deletion of the personal information about the data subject
<input type="checkbox"/>	Destroying or deletion of a record of personal information about the data subject that is in possession or under the control of the responsible party and who is no longer authorised to retain the record of information.

A	DETAILS OF THE DATA SUBJECT
Name(s) and surname/ registered name of data subject:	
Unique identifier/ identity number	
Residential, postal or business address:	
	Code ()

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Fax number/ e-mail address:	
B	DETAILS OF THE RESPONSIBLE PARTY
Name(s) and surname / registered name of responsible party:	
Residential, postal or business address:	
	Code ()
Contact number(s):	
Fax number/ e-mail address:	
C	<p>REASONS FOR *CORRECTION OR DELETION OF THE PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(a) THAT IS IN POSSESSION OR UNDER THE CONTROL OF THE RESPONSIBLE PARTY; and or</p> <p>REASONS FOR *DESTRUCTION OR DELETION OF A RECORD OF PERSONAL INFORMATION ABOUT THE DATA SUBJECT IN TERMS OF SECTION 24(1)(b) THAT THE RESPONSIBLE PARTY IS NO LONGER AUTHORISED TO RETAIN.</p> <p><i>(Please provide detailed reasons for the request)</i></p>

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Signed at this day of..... 20.....

.....
Signature of Data subject