



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA



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2024/25 PAIA MANUAL

Prepared in terms of Section 14 of the Promotion of
Access to Information Act 2 of 2000, as amended

Published by the Department of Higher
Education and Training
123 Francis Baard
Pretoria

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Pretoria
0001

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Call Centre: 0800 872 222 (Toll free)



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1. LIST OF ACRONYMS AND ABBREVIATIONS

DHET	Department of Higher Education and Training
IO	Information Officer
DIO	Deputy Information Officer
PAIA	Promotion of Access to Information Act
POPIA	Protection of Personal Information Act
PSET	Post-School Education and Training
TVET	Technical and Vocational Education and Training
CET	Community Education and Training
Department	Department of Higher Education and Training

2. INTRODUCTION

2.1 The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), also commonly known as PAIA, which flows from section 32 of the Constitution of the Republic of South Africa, 1996, gives effect to the constitutional right of access to any information held by the state or any information held by any other person, provided that such information is required for the exercise or protection of any rights and matters connected therewith.

Section 32(1) of the Constitution entrenches the right that everyone has access to any information held by the state.

2.2 The purpose of the Promotion of Access to Information Act (PAIA) is seen as two-fold:

- To foster a culture of transparency and accountability in public and private bodies by giving effect to the right of access to information; and
- To actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect all of their rights fully.

- 2.3 Before 27 April 1997, the system of government in the country resulted in a secretive unresponsive culture in public and private bodies, which often led to abuse of power and to human rights violations.
- 2.4 The Promotion of Access to Information Act, 2000 (Act No.2 of 2000) prescribes that a Public Body must provide details of records held by such Body so that any request for information may be accommodated.
- 2.5 The details of records kept by a Public Body are contained in a book commonly known as a manual. The records kept pertain to the business/functions of each and every unit. To distinguish between the business/functions of each unit, the records of each unit are numbered differently. Each record also carries a disposal instruction.
- 2.6 Apart from records, also called files, the manual also contains information on the addresses of the Head of the Department as well as the Information Officer(s) of the Public Body and the name of each unit in the Public Body, its core function and a list of all records kept by the Public Body.

3. PURPOSE OF MANUAL

The purpose of the PAIA manual is to inform the public on the following:

- 3.1 The nature of records which are available at the Department of Higher Education and Training (DHET) without having to submit a formal PAIA request.
- 3.2 Procedures on how to make a request for access to a record of the Department of Higher Education and Training.
- 3.3 Access all the relevant contact details of the persons who will assist the public with the records they intend to access.
- 3.4 Information on the remedies available from the DHET regarding request for access to the records, before approaching the Information Regulator and the courts.
- 3.5 The description of the services available to members of the public from the DHET and how to gain access to those services.
- 3.6 A description of the guide on how to use PAIA as updated by the Information Regulator and how to obtain access to it.

- 3.7 The processing of personal information by the DHET, the purpose of processing personal information and the description of categories of data subjects and of the information or categories of information related thereto.
- 3.8 Whether the DHET plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied.
- 3.9 Whether the DHET has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

4. LEGISLATIVE MANDATE OF THE DEPARTMENT OF HIGHER EDUCATION AND TRAINING

Several policies have been implemented and legislation promulgated to create a framework for transformation in post-school education and training. Key policies and legislation include:

- 4.1 The Constitution of the Republic of South Africa, 1996**, requires education to be transformed and democratised in accordance with the values of human dignity, equality, human rights and freedom, non-racism and non-sexism. It guarantees access to basic education for all with the provision that “everyone has the right to basic education, including adult basic education”. The fundamental policy framework of the Ministry of Education is stated in the Ministry’s first White Paper: Education and Training in a Democratic South Africa: First Steps to Develop a New System (February 1995). The 1994 education policy framework of the ABC forms the basis of this document. Cabinet approved it after extensive consultation, negotiation and revision. It has since served as a fundamental reference for policy and legislative development.
- 4.2 The Continuing Education and Training (CET) Act ((2006)** intends to establish Community Education and Training Colleges (CETCs) as another institutional type within the Post-School Education and Training (PSET) system.

The implications of the Continuing Education and Training Act are to repeal the Adult Basic Education and Training Act, 2000. This therefore implies that the CET Act will be the legislation governing CETCs and Community Training Centres (CLCs). The National Policy on Community Education and Training Colleges serves as an initial process to establish the overarching institutional policy framework for the establishment of CETCs.

- 4.3 The Higher Education Act (1997)** makes provision for a unified and nationally planned system of higher education (HE). It has furthermore given the green light for a statutory Council on Higher Education (CHE), which advises the Minister, while being responsible for quality assurance and promotion. The Higher Education Act and Education White Paper 3 on Higher Education (1999) formed the basis for the transformation of the HE sector via an institutional planning and budgeting framework. This culminated in the National Plan for Higher Education in 2001.
- 4.4 The National Qualifications Framework (NQF) Act (2005)**, provides for the establishment of the National Qualifications Framework (NQF), which forms the scaffolding for a national learning system that integrates education and training at all levels. The NQF is an essential expression, as well as a guarantor of a national learning system where education and training are of equal importance as complementary facets of human competence. South African Qualifications Authority (SAQA) is continuing to exist under this Act and is responsible for the maintenance and development thereof. The NQF has three (3) sub-frameworks, namely Higher Education, General and Further Education and Training as well as Trades and Occupations. A Quality Council is responsible to develop qualifications registered on the sub-framework of the NQF.
- 4.5 The Skills Development Act (1998)** creates the National Skills Authority, establishes the Quality Council for Trades and Occupations (QCTO), regulates apprenticeships and learnerships and matters related to skills development.
- 4.6 The Skills Development Levies Act (1999)** provides for the imposition of skills development levies and matters related thereto.

- 4.7 The National Student Financial Aid Scheme Act (1999)**, provides for the granting of loans and bursaries to eligible students at universities, as well as for the administration of such loans and bursaries.
- 4.8 The South African Council of Educators Act (2000)**, requires the registering of educators employed in Community Learning Centres with SACE.
- 4.9 The General and Further Education and Training Act (2008)**, provides for the establishment of a Quality Council for further education and training colleges and adult education and training centres.
- 4.10** In November 2013, Cabinet approved the **White Paper for Post-School Education and Training**. The aim of this White Paper is primarily to outline a framework that defines the Department of Higher Education and Training's (DHET's) focus and priorities, and that enables it to shape its strategies and plans for the future of post-school education in the Republic. Following the adoption of this White Paper by Cabinet, and based on the framework that it provides, the Department is finalising a concrete development plan for the period up to 2030. The White Paper is an important document in the development of our higher education and training system. It is a definitive statement for the post-school system, outlining the country's main priorities and strategies for achieving them.
- 4.11** It is our government's vision for an integrated system of post-school education and training, with all institutions playing their roles. These institutions include the universities and the TVET and CET colleges. They also include institutions that support the education and training processes such as the Sector Education and Training Authorities (commonly known as the SETAs), the National Skills Fund (NSF), National Student Financial Aid Scheme (NSFAS), South African Qualifications Authority (SAQA) and the Quality Councils. The White Paper also recognises the importance of partnerships between educational institutions and the employers. Most students are preparing for careers in the labour market and as such, practical experience in the workplace is an invaluable part of the

training, hence the employers play a significant role in the developmental processes of our learners.

5. THE FUNCTIONS AND STRUCTURE OF THE DHET

Vision

An integrated, coordinated and articulated Post-School Education and Training (PSET) system for improved, economic participation and social development of youth and adults.

Mission

To provide strategic leadership to the PSET system through the development of appropriate steering mechanisms, effective oversight, monitoring and evaluation, the provision of support services in relation to teaching and learning, as well as the funding of PSET institutions and entities.

Values

Our values are Integrity, Accountable, Service Excellence, Responsiveness and Collaboration.

5.1 Programme 1: ADMINISTRATION

Purpose: To provide strategic leadership, management and support services to the Department.

5.2 Programme 2: PLANNING, POLICY AND STRATEGY

Purpose: To provide strategic direction in the development, implementation and monitoring of departmental policies and in the human resource development strategy for South Africa.

5.3 Programme 3: UNIVERSITY EDUCATION

Purpose: To develop and coordinate policy and regulatory frameworks for an effective and efficient university education system. Provide financial support to

universities, the National Student Financial Aid Scheme and national institutes for higher education.

5.4 Programme 4: TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

Purpose: To plan, develop, monitor, maintain and evaluate national policy, programme assessment practices and systems for technical and vocational education and training.

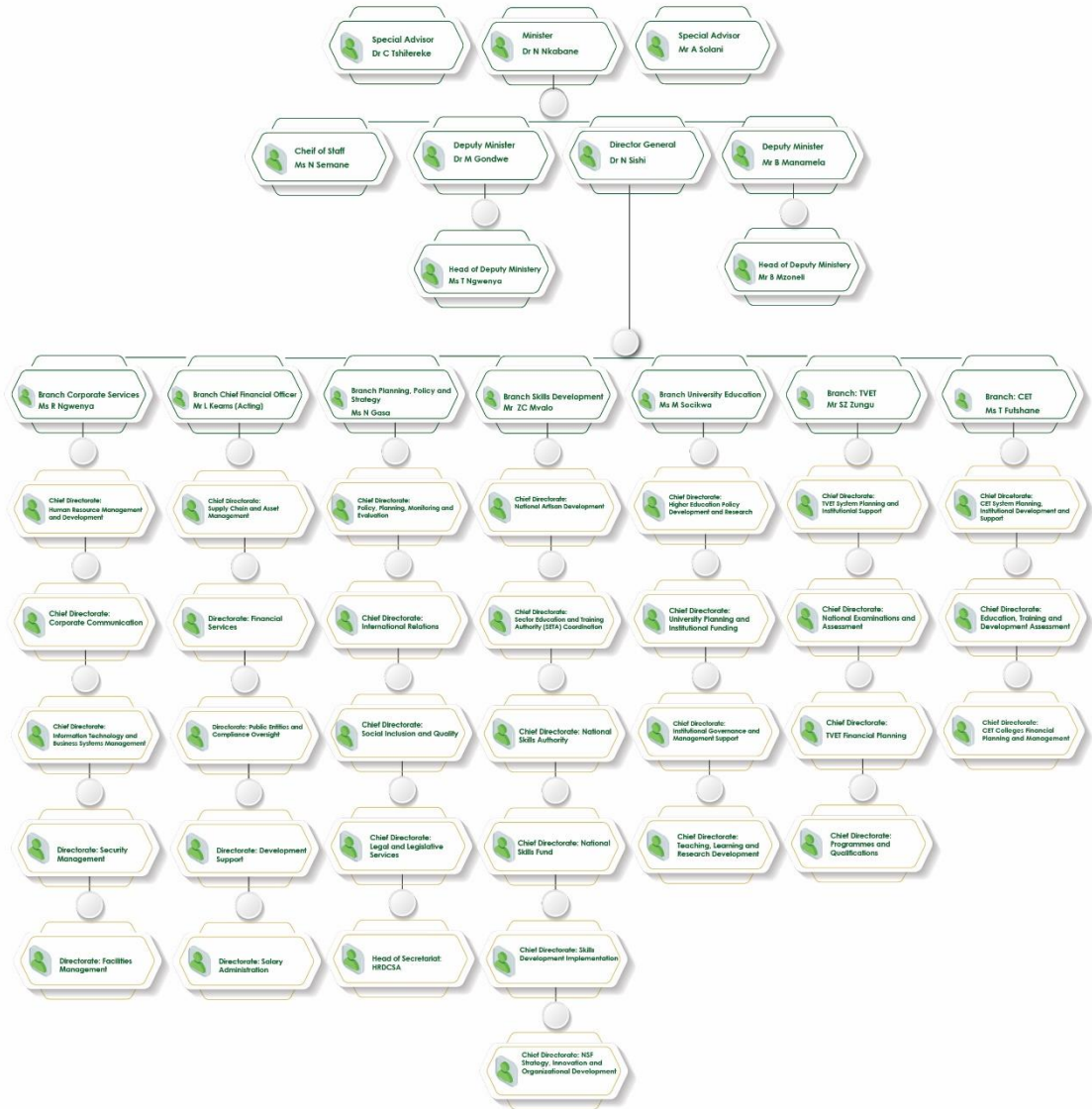
5.5 Programme 5: SKILLS DEVELOPMENT

Purpose: To promote and monitor the national skills development strategy and develop a skills development policy and regulatory framework for an effective skills development system.

5.6 Programme 6: COMMUNITY EDUCATION AND TRAINING

Purpose: To plan, develop, implement, monitor, maintain and evaluate national policy, programme assessment practices and systems for Community g Education and Training.

HIGHER LEVEL STRUCTURE FOR DEPARTMENT OF HIGHER EDUCATION AND TRAINING





5.7 DHET REGIONAL MANAGERS

Province	Name	E-mail	Cell-phone number	Office contact number	Physical address
Eastern Cape	Mr Richard Mediroe (Acting)	Meridoe.R@dhet.gov.za	071 385 0706	043 051 31 36/5	4 th Floor, FNB Building, Corner Oxford & Union Street, East London, 5201, Eastern Cape
Gauteng and Free State	Mr Pule Patrick Mashele	Mashele.P@dhet.gov.za	076 798 0433	010 595 2731	Braamfischer Towers, Floor 9 & 10 20 Albert Street, Marshalltown, Johannesburg
KwaZulu-Natal	Mr PB Ngubane	Ngubane.B@dhet.gov.za	072 792 9633	033 940 6065	19 Wigford Road, Mansions Mill, Pietermaritzburg, KwaZulu-Natal
Limpopo	Mr FL Ramonyatse	Ramonyatse.F@dhet.gov.za	082 544 2848	015 291 2711	58 Schoeman Street, Rentmeester Building, Room 714 Polokwane 0700, Limpopo
Mpumalanga and North West	Dr P Balkrishen	Balkrishen.P@dhet.gov.za	082 940 4803	017 200 0789	Sibande Skills Academy, 2 Tambourine Ave, Standerton, Mpumalanga
Northern Cape and Western Cape	Mr Brian Madalane	BMadalane@ncut.edu.za	082 778 0044	021 204 1811/2	9 Adderley Street, Golden Acre, Floor 6, Cape Town, Western Cape

5.8 DHET REGIONAL OFFICES



Region	Physical Address	Contact Numbers
Gauteng	Braamfischer Towers, Floor 9 & 10 20 Albert Street, Marshalltown, Johannesburg	010 595 2701
Limpopo	58 Schoeman Street, Rentmeester Building, Room 714 Polokwane 0700, Limpopo	015 291 2711 Fax2email: 086 714 8323
Mpumalanga	Sibande Skills Academy, 2 Tambourine Ave, Standerton, Mpumalanga	017 200 0789
Eastern Cape	4 th Floor, FNB Building, Corner Oxford & Union Street, East London, 5201, Eastern Cape	043 051 3136/5
KwaZulu-Natal	Department of Education 19 Wigford Road, Mansons Mill, Pietermaritzburg, KwaZulu-Natal Provincial	033 846 5000 084 752 0606
North West	Dr Albert Luthuli Drive, Mafikeng, North West Provincial Department of Education building Mafikeng	018 388 2563
Northern Cape	9 Hayston Road, Harrison Park, Northern Cape Provincial Education Department	053 830 1600
Free State	55 Elizabeth Street, Free State Provincial Government Building, Bloemfontein	051 404 8000
Western Cape	Golden Acre Floor No. 6 9 Adderley Street Cape Town	021 204 1810



6. CONTACT DETAILS

Information Officer: Dr Nkosinathi Sishi

Telephone number: 012 312 6349 / 6350

E-mail: Nkosinathi.Sishi@dhet.gov.za

Address: Private bag X 174
Pretoria 0001

Deputy Information Officers:

Adv. Ntombizodwa Kutta

Telephone number: 012 312 5524

E-mail: Kutta.n@dhet.gov.za

Mr Dumisane Makhaye

Telephone number: 012 312 6060/5795

E-mail: Makhaye.d@dhet.gov.za

General information:

Physical Address: 123 Francis Baard Street
Pretoria 0001

Postal Address: Private Bag X174
Pretoria 0001

Telephone number: 012 312 5911

Facsimile: 012 321 6770

Website: www.dhet.gov.za

Email: paia@dhet.gov.za



7. PROCEDURES FOR REQUESTING ACCESS TO INFORMATION

- 7.1** The requester who wants to send a request for access to records, to the DHET, must comply with all the procedural requirements of the Act.
- 7.2** The requester must use the prescribed form, Form 2, annexed in this manual, as Annexure A, when requesting access to a record or personal information.
- 7.3** The requester must complete the request form fully providing details on the following:
- The identity of the requester;
 - Particulars or record requested;
 - Type of record;
 - Form of access, and
 - Manner of access.
- 7.4** The requester must also indicate if the request is for a copy of the record or if he/she wants to look at the record at the offices of the Department. Alternatively, if the record is not a document it can then be viewed in the requested form, where possible.
- 7.5** If a person asks for access in a particular form, then the requester should get access in the manner that has been asked for. If the record cannot be provided in the requested form/manner, for any reason, an alternative form/manner will be offered, in which case the fee will be calculated based on the original request.
- 7.6** If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated.
- 7.7** If a requester is unable to read or write, or has a disability, he or she can make the request for the record orally. The information officer or the deputy information officers must fill in the form on behalf of such a requester and give him or her a copy.
- 7.8** The requester will be required to pay prescribed fees when requesting access to information. The IO or DIO will notify the requester of the required fees and the method and details of payment before further processing of the request.



- 7.9** The requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester, who is not a personal requester, must pay the required request fee.
- 7.10** The requester may lodge an internal appeal, where appropriate, or an application to the court against the payment of the request fee.
- 7.11** After the IO or the DIO have made a decision on the request, the requester will be notified of such a decision in the manner in which the requester wanted to be notified.
- 7.12** If the request is granted, a further access fee must be paid for the search, preparation, reproduction and for any amount of time that has exceeded the prescribed hours to search and prepare the record for disclosure.

8. REMEDIES AVAILABLE IN RESPECT OF AN ACT OR FAILURE TO ACT BY THE DHET

8.1 Internal Appeal

- 8.1.1** A requester who is aggrieved by the decision of the IO or DIO for refusal of access to information may lodge an internal appeal with the Minister of Higher Education and Training.
- 8.1.2** An internal appeal must be lodged within 60 days after the requester has been informed of the decision to refuse access.
- 8.1.3** A prescribed internal appeal form (Form 4) must be completed in full by the requester to lodge such an appeal, indicating the decision which is being appealed. The form is available on the DHET website, www.dhet.gov.za and it is also attached as Annexure B in this manual.
- 8.1.4** The internal appeal form must be signed in the space provided and submitted to the DIO using the contact details provided in this manual.

8.2 Referral of Internal appeal to relevant Authority

- 8.2.1** The DIO must, within 10 days of receiving the internal appeal, refer it together with reasons for his/her decision regarding the request, to the relevant authority.
- 8.2.2** The relevant authority must within 30 days after receiving the appeal, consider it and make a decision.
- 8.2.3** The decision of the relevant authority must confirm, overrule or substitute the decision.
- 8.2.4** If the requester is still not satisfied with the outcome of the internal appeal, after exhausting internal appeal procedures, he/she may submit a complaint to the Information Regulator.

8.3 Submission of Complaints to the Information Regulator

- 8.3.1** A complaint to the Information Regulator must be lodged within 180 days of receipt of the decision by the IO or DIO of the DHET.
- 8.3.2** The process of lodging an appeal with the Information Regulator is outlined in the Guide on how to use PAIA, available on www.inforegulator.org.za
- 8.3.3** A complaint to the Information Regulator must be submitted in writing on the prescribed complaint form (Form 5), attached as Annexure C.
- 8.3.4** The Information Regulator will look into the complaint and decide on the action to be taken and inform the requester of the decision taken.

8.4 Application to the Court

- 8.4.1** If the requester is still aggrieved after the decision of the Information Regulator, the requester may apply to the court within 180 days to get relief in terms of section 82.



- 8.4.2** The requester can only apply to the court once he/she exhausted internal appeal procedures as well as complaints procedures to the Information Regulator.
- 8.4.3** The court hearing the application may grant an order confirming, amending or setting aside the decision which is the subject of the application concerned.

9. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

- 9.1** The Information Regulator has in terms of Section 10(1) of PAIA, updated the PAIA guide as initially compiled by the South African Human Rights Commission (SAHRC).
- 9.2** The purpose of the PAIA guide is to provide information that is needed by any person who wishes to exercise any rights in terms of PAIA and POPIA. The guide is available on the Information Regulators' website.
- 9.3** A copy of the PAIA guide is made available for inspection at the Department of Higher Education and Training Head Office.
- 9.4** The contact details for the Information Regulator are as follows:

The Information Regulator

Postal Address: P. O. Box 31533

Braamfontein

Johannesburg 2017

Physical Address: JD House

27 Stiemens Street

Braamfontein

Johannesburg 2001

Telephone: 010 023 5200

Website: <https://inforegulator.org.za>

E-mail: enquiries@inforegulator.org.za



10. DESCRIPTION OF THE SUBJECTS AND CATEGORIES OF RECORDS HELD BY THE DHET

10.1 Records held by the Human Resources section are the following:

Subjects of Records Held by the Department	Categories of Records Held on Each Subject	Description of Contents of the Records
Human Resources	Personnel file	Contains all personal particulars, CV, ID, appointment/promotion/transfer details, pension, long service awards, resettlement and medical matters.
	Leave file	Contains all leave forms
	Housing file	Contains bank details of property, stop order forms, housing subsidy approval.
	State guarantee	Containing request, approval, and bank approval of guarantee.
	Subsistence and travelling file	Containing all claims and approval for Subsistence and Travel.
	Injury on duty file	Containing all reports and medical accounts.
	Merit file	Containing all evaluation forms, results, and approval for payment of merit awards.
	Bursary file	Containing request for bursary, approval, result of studies and payment of fees.
	Salary file	Containing all records of allowances, deductions, overtime, bank details and garnishee orders.
	Persal records	Containing all personal matters, salary details, appointment/promotion/transfer details, housing, state guarantee, pension, medical, long service awards, merit awards.



10.2 Records held by the Financial Section are the following:

Subjects of Records Held by the Department	Categories of Records Held on Each Subject	Description of Contents of the Records
Finance	Estimates of National Expenditure	This is the budget as tabled in Parliament annually by the Minister of Finance. It also includes the budget of the Department of Higher Education and Training and is obtainable from the Communication Directorate, National Treasury, Private Bag X115, Pretoria 0001. Telephone number: (012)315 5948. It is also available on www.treasury.gov.za
	The Annual Report of the Department:	This includes the financial statements of the Department and the Audit Report on these statements, as well as the Report on Performance Information.
	General	Other and more detailed financial information, such as expenditure in respect of a specific project.



10.3 Records held by the General Registry are the following:

General Registry, the custodian of all general records created and received by the Department of Higher Education and Training (correspondence and documents), keeps all files in a filing system consisting of 17 main series and increase as the need arises due to the growing establishment.

Subjects of Records Held by the Department	Categories of Records Held on Each Subject	Description of Contents of the Records
General Registry	<ol style="list-style-type: none">1. Statutory and Regulatory Framework2. Organizational Control3. Legal Services4. Financial Management5. Supply Chain Management6. Transport and Journeys7. Facilities Management8. Internal Audit9. Personnel Administration and Development10. Security Management11. Information Technology12. Media Liaison and Communication13. International Relations14. External Human Resource Development, Planning and Monitoring Co-ordination15. University Branch16. Vocational and Continuing Education and Training17. Skills Development	Each main series of the existing seventeen (17) has a provision for Policy and Routine Enquiries file



10.4 Records held by Information Technology are the following: Information available on the department website:

Subjects of Records Held by the Department	Categories of Records Held on Each Subject	Description of Contents of the Records
Information Technology	<ol style="list-style-type: none">1. Community Education and Training (CET)2. Bulletin Board/Newsroom3. Communication and Liaison4. Higher Education and Training Management Information System (HET MIS)5. Examinations6. Financial and Statistical Information relating to Education7. Technical and Vocational Education and Training (TVET)8. Gender9. Higher Education10. History11. HIV/AIDS in Education12. Information Technology13. National Examination Assessment14. Policy Support (Planning and Monitoring Branch)15. Quality Assurance16. Strategic Planning	These categories are sites that are available as webpages.



11. CATEGORIES OF RECORDS WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

The following are the categories of records that are automatically available from the Department of Higher Education and Training without a person having to request access in terms of the Act.

Category	Document Type	Available for Inspection	Available for Copying	Available on Website
Legislation administered by the Department	<ul style="list-style-type: none"> • Acts • Bills • Gazettes • Notices 	X	X	X
Strategic Documents	<ul style="list-style-type: none"> • Strategic Plans • Annual Reports • Annual Performance Plan 	X	X	X
Publications	<ul style="list-style-type: none"> • Departmental Publications 	X	X	X
Registers and Lists	<ul style="list-style-type: none"> • Register of Private Higher Education Institutions • Register of Private TVET Colleges • List of Public Higher Education Institutions • List of Public TVET Colleges • List of Public Community Education and Training Colleges • Scarce Skills List 	X	X	X
Policies and Manuals	<ul style="list-style-type: none"> • PAIA Manual • PAIA Section 15 List of Records • Policy Documents 	X	X	X
Research	<ul style="list-style-type: none"> • Statistics on Post-School Education and Training • Factsheets 		X	X
Bids	<ul style="list-style-type: none"> • Advertised Bids • Bid Documents 			X
Communication	<ul style="list-style-type: none"> • Budget Speeches • Departmental Speeches • Media Statements • International Scholarships 	X	X	X
Human Resources	<ul style="list-style-type: none"> • Advertised Vacancies 			X
Forms	<ul style="list-style-type: none"> • Forms published on website 			X



12. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE DHET AND HOW TO GAIN ACCESS TO THOSE SERVICES

12.1 The prime mandate of the DHET is to develop a skilled and capable workforce whilst broadening the skills base of the country to support an inclusive growth path. The Department oversees an institutional landscape comprising Universities, TVET colleges, CET colleges, SETAs, Quality Councils, as well as private providers.

12.2 The goals of the DHET includes expanding access to higher education and training opportunities, improving the quality of provisioning, as well as the responsiveness and efficiency of the PSET system.

12.3 Members of the public can access the services through the following:

- The DHET Call Centre on 0800 87 22 22 or callcentre@dhet.gov.za
- Physically at Head Office or at Regional Offices (contact details are provided in this manual).

13. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY, THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE DHET

13.1 The Department administers various pieces of legislation which inform its core functions. When these pieces of legislation are drafted, invitations are issued to members of the public through the Government Gazette to submit their comments or representations for consideration before the legislation is finalised.

13.2 The various laws in education prescribe that consultation must take place with identified persons or bodies and in some cases the processes to be followed.

13.3 Various stakeholders and role players are also invited to submit comments and inputs to draft policies of the Department.

13.4 In specific policy initiatives, policy may be discussed in meetings with role players or in public hearings.



14. PROCESSING OF PERSONAL INFORMATION

14.1 The DHET collects and processes personal information for, amongst others, the following purposes:

- To process applications for employment;
- To process applications of service providers, and
- For the administration of matters concerning its employees.

14.2 Categories of Data Subjects and their Personal Information

Data Subjects	Personal Information (examples)
Employees	<ul style="list-style-type: none">• Names and contacts details• Identity numbers• Gender• Employment history• Banking details• Financial information• Residential and postal addresses
Prospective employees	<ul style="list-style-type: none">• Curriculum Vitae (CVs) which include, amongst others, names and contact details, addresses, identity numbers and employment history
Members of the public who visit our offices	<p>Names and contact details</p> <ul style="list-style-type: none">• Identity numbers or date of birth• Postal addresses• Organisation/Company names• Vehicle registration details• Laptop serial numbers• CCTV footage



Students and Beneficiaries of NSFAS	<ul style="list-style-type: none">• Names and contact details• Identity numbers• Residential and Postal addresses
Service providers	<ul style="list-style-type: none">• Names and contact details• Company details• Identity numbers

14.3 Recipients to whom Personal Information may be supplied

- The Department manages records of institutional student and employee data from PSET institutions
- Students and employees at PSET institutions, namely, Universities, TVET colleges, CET colleges and private colleges submit their personal information to these institutions as part of enrolment, registration and personnel management processes.
- Students also submit their personal information to Sector Education and Training Authorities (SETAs) for learnerships, skills programmes, apprenticeships and learnerships.
- These institutions upload the student and employee records to the DHET and are captured on the Department's Management Information Systems.
- The DHET does not transfer personal information to another person or institution unless the data subject agrees or legislation permits such transfer.

14.4 Information Security Measures to ensure confidentiality, integrity and availability of information

The DHET has in place measures to prevent loss of, damage to or unauthorised access/destruction of, personal information. Some of these measures include the following:

- Dedicated storage rooms;
- Experienced Records Manager and dedicated Registry officials;
- Continuous education and monitoring of all officials by the Records Manager on the proper management of records;
- Records management policy is in place and in line with the National Archives and Records Services Act, 1996, and
- Dedicated and experienced team of officials (e.g. Information Officer and Deputy Information Officers) to whom requests for access to information can be made in line with PAIA.
- The DHET have developed and implemented a data confidentiality standard to ensure that it secures the confidentiality of personal data that it collects, processes, quality assures, analyses and disseminates.
- Data managers and employees who have access to personal information data are expected to complete a data confidentiality form.
- External providers (such as the Auditor General officials) who might have access to personal information data are also required to sign the form.

14.5 Planned Transborder Flows of Personal Information

The Department coordinates International Scholarships offered by Higher Education institutions outside the borders of South Africa. The Department captures the personal information of the applicants and submit the shortlist to donor institutions internationally, for purpose of selecting the recipients of



the scholarships.

14.6 Dealing with complaints under the POPI Act

Any person alleging interference with the protection of personal information of a data subject may, in terms of section 74 (1) of the POPI Act, submit a complaint to the Information Regulator using the prescribed form available on the Regulator's website.

15. AVAILABILITY OF THE MANUAL

15.1 This manual is made available in the following official languages:

- English
- Sepedi
- isiZulu
- Isindebele

15.2 A copy of this manual or the updated version thereof is also available as follows:

- On the DHET website, www.dhet.gov.za;
- At the DHET Head office, on 123 Francis Baard Street, Pretoria, during normal business hours;
- To any person upon request and upon payment of the prescribed fee, and
- To the Information Regulator upon request.

15.3 A fee for a copy of the Manual shall be payable per each A4-size photocopy made.

16. UPDATING OF THE MANUAL

The DHET will, if necessary, update this manual annually.



17. ANNEXURES

- 17.1 Form 2 - Request for Information form
- 17.2 Form 4 - Internal Appeal form
- 17.3 Form 5 – Complaint form
- 17.4 Prescribed fees for public bodies



FORM 2 REQUEST FOR ACCESS TO RECORD

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION

Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			



Postal Address	
----------------	--

Street Address	
----------------	--

E-mail Address	
----------------	--

Contact Numbers	Tel. (B)		Facsimile	
	Cellular			

PARTICULARS OF RECORD REQUESTED
<i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>

Description of record or relevant part of the record:	

Reference number, if available	
--------------------------------	--

Any further particulars of record	

TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>



Record is in written or printed form	
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Record consists of recorded words or information which can be reproduced in sound	
Record is held on a computer or in an electronic, or machine-readable form	
FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS (Mark the applicable box with an "X")	
Personal inspection of record at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language (<i>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</i>)	



PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES

- a) *A request fee must be paid before the request will be considered.*
- b) *You will be notified of the amount of the access fee to be paid.*
- 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 for exemption*

Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (<i>Please specify</i>)

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE



<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Signature of Information Officer



INTERNAL APPEAL FORM FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				



DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED

(mark the appropriate box with an "X")

Refusal of request for access	
Decision regarding fees prescribed in terms of section 22 of the Act	
Decision regarding the extension of the period within which the request must be dealt with in terms of section 26(1) of the Act	
Decision in terms of section 29(3) of the Act to refuse access in the form requested by the requester	
Decision to grant request for access	

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)

State the grounds on which the internal appeal is based:	
State any other information that may be relevant in considering the appeal:	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>				
Date received:				
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:			Yes <input type="checkbox"/> No <input type="checkbox"/>	
OUTCOME OF APPEAL				
Refusal of request for access. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Fees (Sec 22). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Extension (Sec 26(1)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Access (Sec 29(3)). Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		
Request for access granted. Confirmed?	Yes	<input type="checkbox"/>	New decision <i>(if not confirmed)</i>	
	No	<input type="checkbox"/>		

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority



INFORMATION REGULATOR (SOUTH AFRICA)

*Ensuring protection of your personal information
and effective access to information*

Address: JD House, 27 Stiemens Street
Braamfontein, Johannesburg, 2001
P.O. Box 31533
Braamfontein, Johannesburg, 2017
Tel: 010 023 5200
Email: PAIAComplaints@infoRegulator.org.za

COMPLAINT FORM

FORM 5 [Regulation 10]

NOTE:

1. This form is designed to assist the Requester or Third Party (hereinafter referred to as "the Complainant") in requesting a review of a Public or Private Body's response or non-response to a request for access to records under the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) ("PAIA"). Please fill out this form and send it to the following email address: PAIAComplaints@infoRegulator.org.za or complete online complaint form available at <https://www.justice.gov.za/inforeg/>.
2. PAIA gives a member of the public a right to file a complaint with the Information Regulator about any of the nature of complaints detailed in part F of this complaint form.
3. It is the policy of the Information Regulator to defer investigating or to reject a complaint if the Complainant has not first given the public or private body (herein after referred to as "the Body") an opportunity to respond to and attempt to resolve the issue. To help the Body address your concerns prior to approaching the Information Regulator, you are required to complete the prescribed **PAIA Form 2** and submit it to the Body.
4. A copy of this Form will be provided to the Body that is the subject of your complaint. The information you provide on this form, attached to this form or that you supply later, will only be used to attempt to resolve your dispute, unless otherwise stated herein.
5. The Information Regulator will only accept your complaint once you confirm having complied with the prerequisites below.
6. **Please attach copies of the following documents, if you have them:**
 - a. Copy of the form to the Body requesting access to records;
 - b. The Body's response to your complaint or access request;
 - c. Any other correspondence between you and the Body regarding your request;
 - d. Copy of the appeal form, if your complaint relate to a public body;
 - e. The Body's response to your appeal;
 - f. Any other correspondence between you and the Body regarding your appeal;
 - g. Documentation authorizing you to act on behalf of another person (if applicable);
 - h. Court Order or Court documents relevant to your complaint, if any.
7. If the space provided for in this Form is inadequate, submit information as an Annexure to this Form and sign each page.

CAPACITY OF PERSON/PARTY LODGING A COMPLAINT

(Mark with an "X")

- Complainant Personally
- Representative of Complainant
- Third Party

PREREQUISITES

Did you submit request (PAIA form) for access to record of a public/private body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Has 30 days lapsed from the date on which you submitted your PAIA form?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Did you exhaust all the internal appeal procedure against a decision of the Information officer of a public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

FOR INFORMATION REGULATOR'S USE ONLY			
<i>Received by: (Full names)</i>			
<i>Position</i>			
<i>Signature</i>			
<i>Complaint accepted</i>	Yes		No
<i>Reference Number</i>			
<i>Date stamp</i>			

Postal address	Facsimile	Other electronic communication <i>(Please specify)</i>	

PART A PERSONAL INFORMATION OF COMPLAINANT			
Full Names			
Identity Number			
Postal Address			
Street Address			
E-Mail Address			
Contact numbers	Tel. (B)		Facsimile
	Cellular		

PART B REPRESENTATIVE INFORMATION			
<i>(Complete only if you will be represented. A Power of Attorney must be attached if complainant is represented, failing which the complaint will be rejected)</i>			
Full Names of Representative			
Nature of representation			
Identity Number / Registration Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

PART C THIRD PARTY INFORMATION			
<i>(Please attach letter of authorisation)</i>			
Type of Body	Private		Public
Name of Public / Private Body			
Registration Number (if any)			
Name, Surname and Title of person authorised to lodge a complaint			
Postal Address			
Street Address			
E-mail Address			

Contact Numbers		Tel. (B):		Facsimile	
		Cellular			
PART D					
BODY AGAINST WHICH THE COMPLAINT IS LODGED					
Type of body	Private			Public	
Name of public / private body					
Registration number (if any)					
Name, surname and title of person you dealt with at the public or private body to try to resolve your complaint or request for access to information					
Postal Address					
Street Address					
E-mail Address					
Contact Numbers		Tel. (B):		Facsimile	
		Cellular			
Reference Number given (if any)					
PART E					
COMPLAINT					
<i>Tell us about the steps you have taken to try to resolve your complaint (Complaints should first be submitted directly to the public or private body for response and possible resolution)</i>					
Date on which request for access to records submitted.					
Please specify the nature of the right(s) to be exercised or protected, if a complaint is against a private body.					
Have you attempted to resolve the matter with the organisation?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>
If yes, when did you receive it? (Please attach the letter to this application.)					
Did you appeal against a decision of the information officer of the public body?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>
If yes, when did you lodge an appeal?					
Have you applied to Court for appropriate relief regarding this matter?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	<input type="checkbox"/>
If yes, please indicate when was the matter adjudicated by the Court? Please attach Court Order, if there is any.					
PART F					
DETAILED TYPE OF ACCESS TO RECORDS					
<i>(Please select one or more of the following to describe your complaint to the Information Regulator)</i>					
Unsuccessful appeal (Section 77A(2)(a) or section 77A(3)(a) of PAIA)	<i>I have appealed against the decision of the public body and the appeal is unsuccessful.</i>				
Unsuccessful application for condonation (Sections 77A(2)(b) and 75(2) of PAIA)	<i>I filed my appeal against the decision of the public body late and applied for condonation. The condonation application was dismissed.</i>				

Refusal of a request for access (Section 77A(2)(c)(i) or 77A(2)(d)(i) or 77A(3)(b) of PAIA)	<i>I requested access to information held by a body and that request was refused or partially refused.</i>	<input type="checkbox"/>
The body requires me to pay a fee and I feel it is excessive (Sections 22 or 54 of PAIA)	<i>Tender or payment of the prescribed fee.</i>	<input type="checkbox"/>
	<i>The tender or payment of a deposit.</i>	<input type="checkbox"/>
Repayment of the deposit (Section 22(4) of PAIA)	<i>The information officer refused to repay a deposit paid in respect of a request for access which is refused.</i>	<input type="checkbox"/>
Disagree with time extension (Sections 26 or 57 of PAIA)	<i>The body decided to extend the time limit for responding to my request, and I disagree with the requested time limit extension or a time extension taken to respond to my access request.</i>	<input type="checkbox"/>
Form of access denied (Section 29(3) or 60(a) of PAIA)	<i>I requested access in a particular and reasonable form and such form of access was refused.</i>	<input type="checkbox"/>
Deemed refusal (Section 27 or 58 of PAIA)	<i>It is more than 30 days since I made my request and I have not received a decision.</i>	<input type="checkbox"/>
	<i>Extension period has expired and no response was received.</i>	<input type="checkbox"/>
Inappropriate disclosure of a record (Mandatory grounds for refusal of access to record)	<i>Records (that are subject to the grounds for refusal of access) have inappropriately/unreasonable been disclosed.</i>	<input type="checkbox"/>
No adequate reasons for the refusal of access (Section 56(3)(a) of PAIA)	<i>My request for access is refused, and no valid or adequate reasons for the refusal, were given, including the provisions of this Act which were relied upon for the refusal.</i>	<input type="checkbox"/>
Partial access to record (Section 28(2) or 59(2) of PAIA)	<i>Access to only a part of the requested records was granted and I believe that more of the records should have been disclosed.</i>	<input type="checkbox"/>
Fee waiver (Section 22(8) or 54(8) of PAIA)	<i>I am exempt from paying any fee and my request to waive the fees was refused.</i>	<input type="checkbox"/>
Records that cannot be found or do not exist (Section 23 or 55 of PAIA)	<i>The Body indicated that some or all of the requested records do not exist and I believe that more records do exist.</i>	<input type="checkbox"/>
Failure to disclose records	<i>The Body decided to grant me access to the requested records, but I have not received them.</i>	<input type="checkbox"/>
No jurisdiction (exercise or protection of any rights) (Section 50(1)(a) of PAIA)	<i>The Body indicated that the requested records are excluded from PAIA and I disagree.</i>	<input type="checkbox"/>
Frivolous or vexatious request (Section 45 of PAIA)	<i>The Body indicated that my request is manifestly frivolous or vexatious and I disagree.</i>	<input type="checkbox"/>
Other (Please explain)		

**PART G
EXPECTED OUTCOME**

How do you think the Information Regulator can assist you? Describe the result or outcome that you seek.

**PART H
AGREEMENTS**

The legal basis for the following agreements is explained in the Privacy Notice on how to file your complaint document. In order for the Information Regulator to process your complaint, you need to check each one of the checkboxes below to show your agreement:

- I agree that the Information Regulator may use the information provided in my complaint to assist it in researching issues relating to the promotion of the right of access to information as well as the protection of the right to privacy in South Africa. I understand that the Information Regulator will never include my personal or other identifying information in any public report, and that my personal information is still protected by the Protection of Personal Information Act, 2013 (Act No. 4 of 2013). I understand that if I do not agree, the Information Regulator will still process my complaint.*
- The information in this Complaint Form is true to the best of my knowledge and belief.*
- I authorize the Information Regulator to collect my personal complaint information (such as the information about me in this complaint form) and use it to process my human rights complaint relating to the right of access to information and / or the protection of the right to privacy.*
- I authorise anyone (such as an employer, service provider, witness) who has information needed to process my complaint to share it with the Information Regulator. The Information Regulator can obtain this information by talking to witnesses or asking for written records. Depending on the nature of the complaint, these records could include personnel files or employer data, medical or hospital records, and financial or taxpayer information.*
- If any of my contact information changes during the complaint process, it is my responsibility to inform the Information Regulator; otherwise my complaint could experience a delay or even be closed.*

Signed at _____ this _____ day of _____ 20 _____

Complainant/Representative/Authorised person of Third party



Fees in Respect of Public Bodies

Item	Description	Amount
1.	The request fee payable by every requester	R100
2.	Photocopy of A4-size page	R1.50 per page or part thereof.
3.	Printed copy of A4-size page	R1.50 per page or part thereof.
4.	For a copy in a computer-readable form on: i. Flash drive (to be provided by the requester) ii. Compact disc <ul style="list-style-type: none">• If provided by the requester• If provided to the requester	R40.00 R40.00 R60.00
5.	For a transcription of visual images per A4-size page	Service to be outsourced.
6.	Copy of visual images	Will depend on quotation from service provider.
7.	Transcription of an audio record, per A4-size page	R24.00
8.	Copy of an audio record on: i. Flash drive (to be provided by the requester) ii. Compact disc <ul style="list-style-type: none">• If provided by the requester• If provided to the requester	R40.00 R40.00 R60.00
9.	To search for and prepare the record for disclosure for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation. To no exceed a total cost of:	R100.00 R300.00
10.	Deposit: If search exceeds 6 hours	One third of amount per request calculated in terms of item 2 to 8.
11.	Postage, email or any other electronic transfer	Actual expense, if any.



**higher education
& training**

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA

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