# DEPARTMENT OF EDUCATION

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1. STRUCTURE OF DEPARTMENT

FIGURE 1

PROVINCIAL MINISTER OF EDUCATION

HEAD OF DEPARTMENT

DIRECTORATE: COMMUNICATION

DIRECTORATE: OFFICE OF THE HOD

BRANCH: PLANNING AND STRATEGY

BRANCH: CURRICULUM MANAGEMENT

BRANCH: INSTITUTION DEVELOPMENT AND CO-ORDINATION

BRANCH: CORPORATE SERVICES

CHIEF DIRECTORATE: PLANNING AND POLICY CO-ORDINATION

CHIEF DIRECTORATE: MANAGEMENT INFORMATION AND QUALITY ASSURANCE

DIRECTORATE: RESEARCH SERVICES

DIRECTORATE: KNOWLEDGE MANAGEMENT, INFORMATION AND RECORD MANAGEMENT SYSTEMS AND ITC

DIRECTORATE: QUALITY ASSURANCE

DIRECTORATE: BUSINESS PLANNING AND STRATEGY

DIRECTORATE: ASSESSMENT MANAGEMENT

DIRECTORATE: ASSESSMENT MANAGEMENT AND EXAMINATIONS

DIRECTORATE: CURRICULUM DEVELOPMENT

DIRECTORATE: CURRICULUM GET

DIRECTORATE: CURRICULUM FET

DIRECTORATE: e-LEARNING AND LIBRARY SERVICES

DIRECTORATE: INFRASTRUCTURE, TRANSPORT, EQUIPMENT AND LTSM PLANNING

DIRECTORATE: HUMAN CAPITAL PLANNING

DIRECTORATE: CURRICULUM DEVELOPMENT

DIRECTORATE: ASSESSMENT MANAGEMENT

DIRECTORATE: EXAMINATIONS

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DIRECTORATE: EXAMINATIONS

DIRECTORATE: ASSESSMENT MANAGEMENT AND EXAMINATIONS

DIRECTORATE: CURRICULUM FET

DIRECTORATE: e-LEARNING AND LIBRARY SERVICES

DIRECTORATE: HUMAN CAPITAL PLANNING
FIGURE 2
2. FUNCTIONS OF THE DEPARTMENT

To meet the objectives of the Provincial Human Capital Development Strategy by ensuring the quality of education and education institutions in the Province

DIRECTORATE: COMMUNICATION

- Render corporate communication services
- Provide departmental client services

DIRECTORATE: OFFICE OF THE HOD

- Co-ordinate intergovernmental and intra-institutional relations
- Generate funds and elicit the implementation of the Public Services Partnership business (PPP) projects for the department
- Manage education safety within the department
- Provide secretariat and administrative support services to the office of the HOD

BRANCH: PLANNING AND STRATEGY

- Develop and manage education research, information systems, knowledge management services quality assurance and co-ordinate ITC
- Provide planning, strategy and policy co-ordination

CHIEF DIRECTORATE: MANAGEMENT AND RECORD INFORMATION & QUALITY ASSURANCE

- Plan, manage and co-ordinate education research
- Develop and manage education knowledge, information, record systems and co-ordinate ITC
- Monitor and evaluate the performance of education delivery at all levels and areas of the education system
DIRECTORATE: RESEARCH SERVICES

- Plan required research activities
- Undertake and co-ordinate departmental research activities
- Manage and co-ordinate research activities
- Publish and report on research findings

DIRECTORATE: KNOWLEDGE MANAGEMENT, INFORMATION AND RECORD MANAGEMENT SYSTEMS AND ITC

- Develop and maintain departmental knowledge management and information systems
- Develop and maintain record management systems
- Plan, manage and co-ordinate information and communication technology (ITC) services

DIRECTORATE: QUALITY ASSURANCE

- Manage the development and application of IQMS systems and reporting
- Manage the development and application of the Monitoring and Evaluation systems and reporting

CHIEF DIRECTORATE: PLANNING AND POLICY CO-ORDINATION

- Co-ordinate the departmental policy development process
- Provide business planning and strategy services to the department
- Plan and co-ordinate the management of infrastructure projects, learner support schemes, equipment, and LTSM delivery
- Provide Human capital planning services

DIRECTORATE: POLICY CO-ORDINATION

- Initiate and evaluate requests for policy development
• Facilitate policy alignment within the department
• Manage the policy register
• Facilitate the policy communication process
• Provide expert advice and support on policy development
• Facilitate the legislative process of primary and secondary statutory policy

DIRECTORATE: BUSINESS PLANNING AND STRATEGY

• Provide business planning and strategy services to the department
• Provide Enterprise Risk Management (ERM) services to the department

DIRECTORATE: INFRASTRUCTURE, TRANSPORT, EQUIPMENT AND LTSM PLANNING

• Plan and co-ordinate infrastructure projects in respect of learning sites (including schools, AET and ECD centres and FET colleges)
• Plan and co-ordinate learner transport schemes, equipment and LTSM delivery in respect of learning sites (including schools, AET and ECD centres and FET colleges)

DIRECTORATE: HUMAN CAPITAL PLANNING

• Plan especially with regard to scarce skills for the human capital requirements of the province
• Manage the profiling and planning of the future human capital needs of the department
• Inform Human Capital Development programmes and actions at Provincial and Local Government level
• Form partnerships with HEIs and other role players to inform training programmes
BRANCH: CURRICULUM MANAGEMENT

- Ensure compliance with national policy framework and standards in respect of assessment and examinations
- Manage planning, development and specialised support processes pertaining curriculum delivery

CHIEF DIRECTORATE: ASSESSMENT MANAGEMENT AND EXAMINATIONS

- Develop and maintain the assessment systems pertaining to all phases of curriculum delivery
- Manage the planning and administration of examination and certification throughout the educational system

DIRECTORATE: ASSESSMENT MANAGEMENT

- Develop provincial assessment systems and see to application of national assessment systems
- Build skills and capacity in respect of the application of assessment systems
- Review assessment systems based on feedback and feed into provincial intervention programmes and national review processes

DIRECTORATE: EXAMINATIONS

- Administer examination and certification processes
- Plan the system of examination for all phases of curriculum delivery
- Provide provincial printing services

CHIEF DIRECTORATE: CURRICULUM DEVELOPMENT

- Manage the development and co-ordination of GET curriculum policy frameworks, learning areas, learning programmes and learning support
- Manage the development and co-ordination of FET curriculum, policy frameworks, subjects, learning programmes and learning support
- Plan, manage and co-ordinate e-learning and education library services as curriculum delivery enablers

**DIRECTORATE: CURRICULUM GET**

- Manage the development and co-ordination of curriculum policy frameworks in respect of AET
- Manage the development and co-ordination of curriculum policy frameworks, learning areas, learning programmes and learning support
- Manage the development and co-ordination of curriculum policy frameworks in respect of ECD, F/P and Lt/Num

**DIRECTORATE: CURRICULUM FET**

- Manage all Curriculum Special Projects
- Manage the development and co-ordination of FET curriculum policy frameworks, subjects, learning programmes and learning support for FET schools
- Facilitate curriculum development and delivery in FET colleges in line with provincial strategies

**DIRECTORATE: e-LEARNING AND LIBRARY SERVICES**

- Administer the education library information service
- Manage and co-ordinate e-learning
- Implement e-learning projects that will enhance curriculum delivery

**BRANCH: INSTITUTION DEVELOPMENT AND CO-ORDINATION**

- To ensure quality in education delivery within the education districts
• To provide Institutional Management and Governance policy direction, facilitate service and infrastructure delivery processes and plan and manage specialised education support services
• To ensure quality service delivery within FET colleges

CHIEF DIRECTORATE: DISTRICTS

• Manage the quality of education and education institutions within the districts

DIRECTORATE: DISTRICTS (X7)

• Manage to quality education and education institutions within the districts

CHIEF DIRECTORATE: INSTITUTIONAL, SPECIALISED AND OPERATIONAL SUPPORT

• To provide Institutional Management and Governance policy direction, facilitate service and infrastructure delivery processes and plan and manage specialised education support services

DIRECTORATE: IMGP

• Manage the planning, co-ordination and evaluation of institutional management and governance in respect of Public Ordinary Schools and Independent Schools (including homeschooling)
• Manage the planning, co-ordination and evaluation of the institutional management governance in respect of AET institutions
• Manage the planning, co-ordination and evaluation of the institutional management and governance in respect of ECD institutions
• Manage the planning, co-ordination and evaluation of Finance, Administration and Governance (non curriculum) in all learning areas
DIRECTORATE: OPERATIONAL SUPPORT

- Facilitate the delivery of infrastructure capital projects and programmes driven by districts (including AET and ECD) and FET colleges
- Facilitate the delivery of property and maintenance projects driven by districts (including AET and ECD) and FET colleges
- Facilitate the delivery of learner transport, equipment and LTSM projects and programmes driven by districts (including AET and ECD) and FET colleges

DIRECTORATE: SPECIALISED EDUCATION SUPPORT

- Manage the planning, co-ordination and evaluation of the institution management and governance in respect of ELSEN schools
- Provide professional support services
- Develop policy, guidelines and co-ordinate the implementation of HIV operations
- Develop policy, guidelines and co-ordinate the implementation of NSNP operations

CHIEF DIRECTORATE: FET COLLEGES

- To ensure quality service delivery within FET colleges

DIRECTORATE: FET COLLEGES (X6)

- Ensure alignment between FET college delivery programmes with departmental, provincial and national policy imperatives
- Assure quality in respect of FET college delivery
- Co-ordinate IMG and infrastructure delivery to FET colleges
- Facilitate the smooth functioning of FET colleges
- Manage the performance of FET colleges
BRANCH: CORPORATE SUPPORT

- To render human capital management services
- To assist the Accounting Officer in discharging the duties prescribed in part 5 of the Provincial Finance Management Act and the Annual Division of Revenue Act
- To manage human capital development

CHIEF DIRECTORATE: INTERNAL HUMAN CAPITAL ADMINISTRATION
MANAGEMENT SERVICES

- Manage human capital administration
- Manage human capital within the department
- Manage the labour relations within the department
- Manage human capital development

DIRECTORATE: INTERNAL HUMAN CAPITAL ADMINISTRATION

- Manage human capital administration in respect of districts
- Manage human capital administration in respect of Head Office and FET colleges
- Render an effective and efficient registry and mailing service

DIRECTORATE: INTERNAL HUMAN CAPITAL MANAGEMENT

- Manage all HR Policy and Information Management matters
- Manage the development, implementation and maintenance of individual performance management systems
- Manage all employee health and wellness and HR Special Programmes and co-ordinate the OD function

DIRECTORATE: LABOUR RELATIONS

- Handle all labour matters, regarding misconduct and grievances (Rural and Metropole)
• Develop labour relations policy and procedures, research and manage the collective bargaining process
• Render specialist labour law advice to the MEC, Top Management and the department regarding industrial relations issues

CHIEF DIRECTORATE: FINANCIAL MANAGEMENT

• To manage the allocation and utilisation of financial resources in line with the priorities, needs and strategic plans of the department
• To ensure sound financial accounting practices
• To manage the supply chain and provide logistic support to the department
• To conduct internal audits on a risk-analysis basis in the department

DIRECTORATE: MANAGEMENT ACCOUNTING

• Manage the financial strategic planning process in respect of the Medium Term Expenditure Framework (MTEF)
• Analyse, monitor and project income and expenditure and identify anomalies in order to promote effective spending

DIRECTORATE: FINANCIAL ACCOUNTING

• Promote sound financial accounting practices and reporting
• Provide reasonable assurance regarding the achievement of objectives (internal control)
• Manage salaries and related aspects pertaining to this Directorate

DIRECTORATE: SUPPLY CHAIN MANAGEMENT

• Develop, monitor and evaluate supply chain management policy, planning and performance of the department
• Manage the supply chain management operations function
• Exercise control over the asset management functions
- Manage the logistic support service to the department

**DIRECTORATE: INTERNAL AUDIT**

- Assess / audit the appropriateness and fulfilment of internal controls in a dynamic risk management environment
- Audit the fulfilment of policies, procedures, laws and regulations
- Evaluate the effectiveness and appropriateness of internal audit control processes as well as the economic utilisation of resources

**3. CONTACT DETAILS OF DEPUTY INFORMATION OFFICERS**  
**SECTION 14(1)(b)**

1. Ms P Vinjevold  
   Grand Central Building / Private Bag X9114  
   Cape Town, 8000  
   Tel: 021 467 2535  
   Fax: 021 467 3694  
   E-mail: Pvinjevold@pgwc.gov.za

2. Ms LM Coleridge  
   Grand Central Building / Private Bag X9114  
   Cape Town, 8000  
   Tel: 021 467 2310  
   Fax: 021 467 2996  
   E-mail: Lcoleridge@pgwc.gov.za

3. Mr AM Attwell  
   Grand Central Building/Private Bag X9114  
   Cape Town, 8000  
   Tel: 021 467 2531  
   Fax: 021 467 2996  
   E-mail: Pattwel@pawc.gov.za
4. Mr S Hansraj  
Golden Acre Building/Private Bag X9114  
Cape Town, 8000  
Tel.: 021 467 2535  
Fax: 021 467 2996  
E-mail: Shansraj@pawc.gov.za

5. Mr B Volschenk  
Metro North Education District Office  
Timmerman Street  
Parow, 7500  
Private Bag X45  
Parow, 7500  
Tel: 021 938 3133  
Fax: 021 938 3180  
E-mail: Bvolschenk@pgwc.gov.za

6. Mr M Caroline  
Metro East Education District Office  
Old Nooiensfontein Road  
Kuilsriver, 7500  
Private Bag X23  
Kuilsriver, 7500  
Tel: 021 900 7000  
Fax: 021 903 2149  
E-mail: Mcaroline@pgwc.gov.za

7. Mr EM Daniels  
Metro South Education District Office  
A/Z Berman Drive  
Lentegeur  
Mitchell's Plain  
7785  
Private Bag X2
8. Mr J Beukes
West Coast Education District Office
Jack Meyer Art Centre
6 Hospital Street
Paarl
7620
Private Bag X3026
Paarl, 7620
Tel: 021 860 1200
Fax: 021 860 1231
E-mail: Jbeukes@pgwc.gov.za

9. Ms F Rhoxo
EDEN/KAROO
Metro North Education District Office
Rentzburg Court
42 Courtnary Street
George, 6530
Private Bag X6510
George, 6530
Tel: 044 808 8302
Fax: 044 873 2253
E-mail: Frhzo@pgwc.gov.za

10. Mr C Frolick
Cape Winelands Education District Office
Durban Street
Worcester, 6849
Private Bag X3102
It is the responsibility of the SAHRC to compile a guide in terms of section 10 of the PAIA, in an easily comprehensible form and manner, as may be required by a person who wishes to exercise any right contemplated in the Act.

This guide is also available in all the official languages from the SAHRC and any enquiries in this regard should be directed to:

<table>
<thead>
<tr>
<th>The South African Human Rights Commission</th>
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</thead>
<tbody>
<tr>
<td><strong>Telephone</strong></td>
</tr>
<tr>
<td><strong>Fax</strong></td>
</tr>
<tr>
<td><strong>E-Mail Address</strong></td>
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<tr>
<td><strong>Postal Address</strong></td>
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</table>
5. RECORDS

5.1 DESCRIPTION OF SUBJECTS ON WHICH THE DEPARTMENT HOLDS RECORDS

SECTION 14(1)(d)

- Acts and Regulations
- Organisation and Control
- Financial Management
- Information Computer Technology
- Security Services
- Personnel Administration: Public Service Personnel
- Personnel Administration: CS Educators
- Facilities Management
- Procurement Management
- Logistic Support Services
- Advertisements, publicity, information, publications and newspaper reports
- Attending and hosting meetings and other gatherings
- Institutional Administration
- Examinations
- Further Education and Training
- Labour Relations
- Monitoring and Evaluation
### 5.2 RECORDS AUTOMATICALLY AVAILABLE

<table>
<thead>
<tr>
<th>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE IN TERMS OF SECTION 15(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, 2000</th>
<th>MANNER OF ACCESS TO RECORDS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR INSPECTION IN TERMS OF SECTION 15(1)(a)(i)</strong></td>
<td></td>
</tr>
<tr>
<td>(a) LOGIS annual statements and reports</td>
<td>These records are available for inspection at the Directorate: Supply Chain Management, Grand Central Towers, Lower Parliament Street, Cape Town – between 08:00 and 15:45</td>
</tr>
<tr>
<td>(b) Tender documents and quotations</td>
<td>These records are available for inspection at the Directorate: Knowledge and Information Management (General Registry), Grand Central Towers, Lower Parliament Street, Cape Town – between 08:00 and 15:45</td>
</tr>
<tr>
<td>(c) Sourcelink documents - advertisements</td>
<td>These records are available for inspection at the Directorate: Human Resource Management, Grand Central Towers, Lower Parliament Street, Cape Town - between 08:00 and 15:45</td>
</tr>
<tr>
<td>(d) Remittance register</td>
<td>These records are available for inspection at the Directorate: Management Accounting, Grand Central Towers, Lower Parliament Street, Cape Town – between 08:00 and 15:45</td>
</tr>
<tr>
<td>(e) Files (excluding confidential and personal information)</td>
<td></td>
</tr>
<tr>
<td>(f) WCED circulars and minutes</td>
<td></td>
</tr>
<tr>
<td>(g) Employment Equity Plan</td>
<td></td>
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<tr>
<td>(h) Training records</td>
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</tr>
<tr>
<td>(i) Financial records of expenditure</td>
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<thead>
<tr>
<th>DESCRIPTION OF CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE FOR COPYING OR PURCHASING IN TERMS OF SECTION 15(1)(a)(ii)</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Inspection reports (could be requested by institution that has been inspected)</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Financial Accounting, Grand Central Towers, Lower Parliament Street, Private Bag</td>
</tr>
<tr>
<td>(b) Schedules of amounts that have been deducted from individual’s salaries and paid over to outside organisations (only the</td>
<td></td>
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<tr>
<td>Code</td>
<td>Description</td>
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<tr>
<td>(c)</td>
<td>Resolutions and collection arrangements</td>
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<tr>
<td>(d)</td>
<td>Arbitration awards</td>
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<tr>
<td>(e)</td>
<td>Old examination papers</td>
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<td>(f)</td>
<td>Duplicate certificates</td>
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<td>(g)</td>
<td>Symbol statements</td>
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<tr>
<td>(h)</td>
<td>Senior Certificate: Part-time candidates</td>
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<tr>
<td>(i)</td>
<td>Tender documents</td>
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<td>(j)</td>
<td>Tender bulletins</td>
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<td>(k)</td>
<td>Syllabuses</td>
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<tr>
<td>(l)</td>
<td>Information regarding boarding and transport bursaries</td>
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<tr>
<td>(m)</td>
<td>Manuals on school matters</td>
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<td>(n)</td>
<td>Workplace skills plan</td>
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<td>(o)</td>
<td>Equity plan</td>
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<td>(p)</td>
<td>Course material</td>
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<td>(q)</td>
<td>Annual reports (WCED)</td>
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<td>(r)</td>
<td>Child abuse policy and protocol</td>
</tr>
<tr>
<td>(s) Summary of child abuse</td>
<td>fee from the Directorate: Communication, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(t) Policy documents (WCED)</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Policy Coordination, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(u) Guidelines for Early Childhood Development policy</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Curriculum GET, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(v) Vacancy lists</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Human Resource Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(w) Establishments/Organograms of WCED educational institutions and offices</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate Institutional Resources Support (including Library Service), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(x) Edumedia catalogues</td>
<td>Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Curriculum GET, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(y) Edulis catalogues</td>
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<tr>
<td>(z) Educational video material</td>
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<tr>
<td>(aa) Home schooling information</td>
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<td>(bb) Assessment policy</td>
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<td>(cc) Curriculum 2005: Policy</td>
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<tr>
<td>(dd) List of prescribed books</td>
<td></td>
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</tbody>
</table>

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| (ee) | Strategic plan | Parliament Street, Private Bag X9114, Cape Town |
| (ff) | Annual Performance Plan | |
| (gg) | Departmental forms | Copies of these records may be obtained on payment of the prescribed fee from the Directorate: Communication, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |

**DESCRIPTION OF CATEGORY OF RECORDS AUTOMATICALLY AVAILABLE FREE OF CHARGE IN TERMS OF SECTION 15(1)(a)(iii)**

| (a) | Particulars of auditors of schools | Copies of these records are available free of charge fee from the Directorate: IMGP, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (b) | Statistics with regard to the number of schools established in terms of section 21of the South African Schools Act, 1996 (Act 84 of 1996) | |
| (c) | Examination results (first publication only) | Copies of these records are available free of charge from the Directorate: Examinations Administration, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (d) | Senior Certificate: Full-time candidates (original copy only) | |
| (e) | Examination directives | |
| (f) | Disposal certificate (VA 27 and 28) of used, obsolete, redundant and unserviceable items | Copies of these records are available free of charge from the Directorate: Supply Chain Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (g) | Comparative schedule of tenders received | |
| (h) | Approved suppliers list of learner support material | |
| (i) | Provisioning recording certificates (VA 12) of offices, schools, clinics, centres and Head Office | |
| (j) | Proof of payment to suppliers | |
| (k) | Statistics with regard to the number of photocopies made and faxes sent | |
| (l) | Registration documents as supplier of learner support material | |

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| (m) | List of WCED telephone numbers |
| (n) | Expenses of learner support material |
| (o) | Tenders: Learner Transport Schemes |
| (p) | Reports of losses with regard to burglaries, fires and vandalism at institutions |
| (q) | Payment data regarding municipal services with regard to schools established in terms of section 21 of the South African Schools Act, 1996 (Act 84 of 1996) |
| (r) | Information on schools for learners with special educational needs |
| (s) | Specialised learner and educator support (including school clinics): contact numbers |
| (t) | Gender equity pamphlets |
| (u) | Gender equity posters |
| (v) | Diversity posters |
| (w) | Anti-violence posters |
| (x) | Quality assurance administrative calendar |
| (y) | Planning calendar 2002 |
| (z) | Quality assurance – green paper |
| (aa) | Administrative calendar |
| (bb) | Human resource development newsletter |
| (cc) | Employment equity advocacy material |
| (dd) | Manual: Maintenance of buildings and sites |
| (ee) | Scheduled maintenance |
| (ff) | Capital works |
| (gg) | Adult Basic Education and Training policy and procedures |

Copies of these records are available free of charge from the Directorate: Management Accounting, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town

Copies of these records are available free of charge from the Directorate: Specialised Education, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town

Copies of these records are available free of charge from the Directorate: Human Resource Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town

Copies of these records are available free of charge from the Directorate: Infrastructure Planning and Development, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town
<p>| | | |</p>
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<thead>
<tr>
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<tbody>
<tr>
<td>(hh)</td>
<td>Appointment of employees (educators and public servants)</td>
<td>IMGP, Grand Central Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(ii)</td>
<td>Retirement of employees</td>
<td>Copies of these records are available free of charge from the Directorate:</td>
</tr>
<tr>
<td>(jj)</td>
<td>Conditions of service and benefits of employees</td>
<td>Human Resource Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(kk)</td>
<td>Resolutions of bargaining councils</td>
<td>Copies of these records are available free of charge from the Directorate:</td>
</tr>
<tr>
<td>(ll)</td>
<td>Promotion requirements</td>
<td>Examinations Administration, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(mm)</td>
<td>Senior Certificate requirements</td>
<td>Copies of these records are available free of charge from the Chief Directorate: Further Education and Training Colleges, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</td>
</tr>
<tr>
<td>(nn)</td>
<td>General education and training certificate information</td>
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<td>(oo)</td>
<td>Further Education and Training certificate information</td>
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<tr>
<td>(pp)</td>
<td>Full-time equivalent Further Education and Training figures</td>
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</tr>
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<td>(qq)</td>
<td>Focus on Further Education and Training colleges</td>
<td></td>
</tr>
<tr>
<td>(uu)</td>
<td>List of Further Education and Training colleges and contact details</td>
<td></td>
</tr>
</tbody>
</table>

### 5.3 REQUEST PROCEDURE

- A requester must use Form A as prescribed in the regulations published in terms of the Promotion of Access to Information Act (Government Notice R223 of 9 March 2001).
- A request fee in the amount of R35,00 is payable before the request will be processed.
- The payment of the request fee does not apply to a record requested by a maintenance officer or maintenance investigator for purposes of a maintenance investigation or inquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations made under section 44 of the said Act (as per Government Notice R991 of 14 October 2005).
Provision is made on Form A for the requester to indicate whether he/she wants a copy of the record or merely wants to look at it.

Form A also provides for a requester to indicate in which language the record is required, although there is no obligation on the department to translate it.

A requester may also indicate in what form (i.e. paper copy, electronic copy, etc) access to the record must be provided. This will be adhered to unless doing so will unreasonably interfere with the running of the Department or for practical reasons access cannot be given in the required form or medium.

An access fee is payable should the requester for instance need copies of the requested record.

A single person whose annual income does not exceed R14 712,00 per annum and married persons, or a person and his or her life partner whose annual income does not exceed R27 192,00 are exempted from paying access fees (as per Government Notice R991 of 14 October 2005).

Payment of the access fee does not apply to the personal record of a requester (as per Government Notice R991 of 14 October 2005).

In certain instances, a requester may also be requested to pay a deposit.

A requester may lodge an internal appeal against the payment of the deposit and / or access fee. Should a requester want to lodge an internal appeal, Form C (as prescribed in Government Notice R223 of 9 March 2001) must be completed.

In the event that the internal appeal procedure be exhausted and the requester is still not satisfied with the outcome, a court may be approached for an appropriate order.

Access to a record will be withheld until all applicable fees have been paid.

Information may be requested on behalf of another person, but the capacity in which the request is made must be indicated.

If a requester is unable to read or write, or cannot complete the form because of a disability, the request can be made orally. The information officer, or a person so delegated, must then fill in the form on behalf of such requester and give him/her a copy of the completed form.

6. SERVICES AVAILABLE TO PUBLIC

SECTION 14(1)(f)
7. **ARRANGEMENT ALLOWING INVOLVEMENT IN THE FORMULATION OF POLICY AND PERFORMANCE OF FUNCTIONS**

**SECTION 14(1)(g)**

In most instances legislation prescribes the procedures for making matters known and for public participation:

- Notification in the media, such as the Provincial Gazette, provincial newspapers and local/community newspapers
- Workshops with concerned and affected groups
- Notification on the Department’s website
- Manuals and guideline documents (sometimes).

8. **REMEDIES AVAILABLE IN RESPECT OF ACTS OR FAILURE TO ACT**

**SECTION 14(1)(h)**

Legislation applicable to the Department may provide for an internal review or appeal procedure. Should this procedure be exhausted, or no provision be made for such procedure, a court may be approached for an appropriate order.