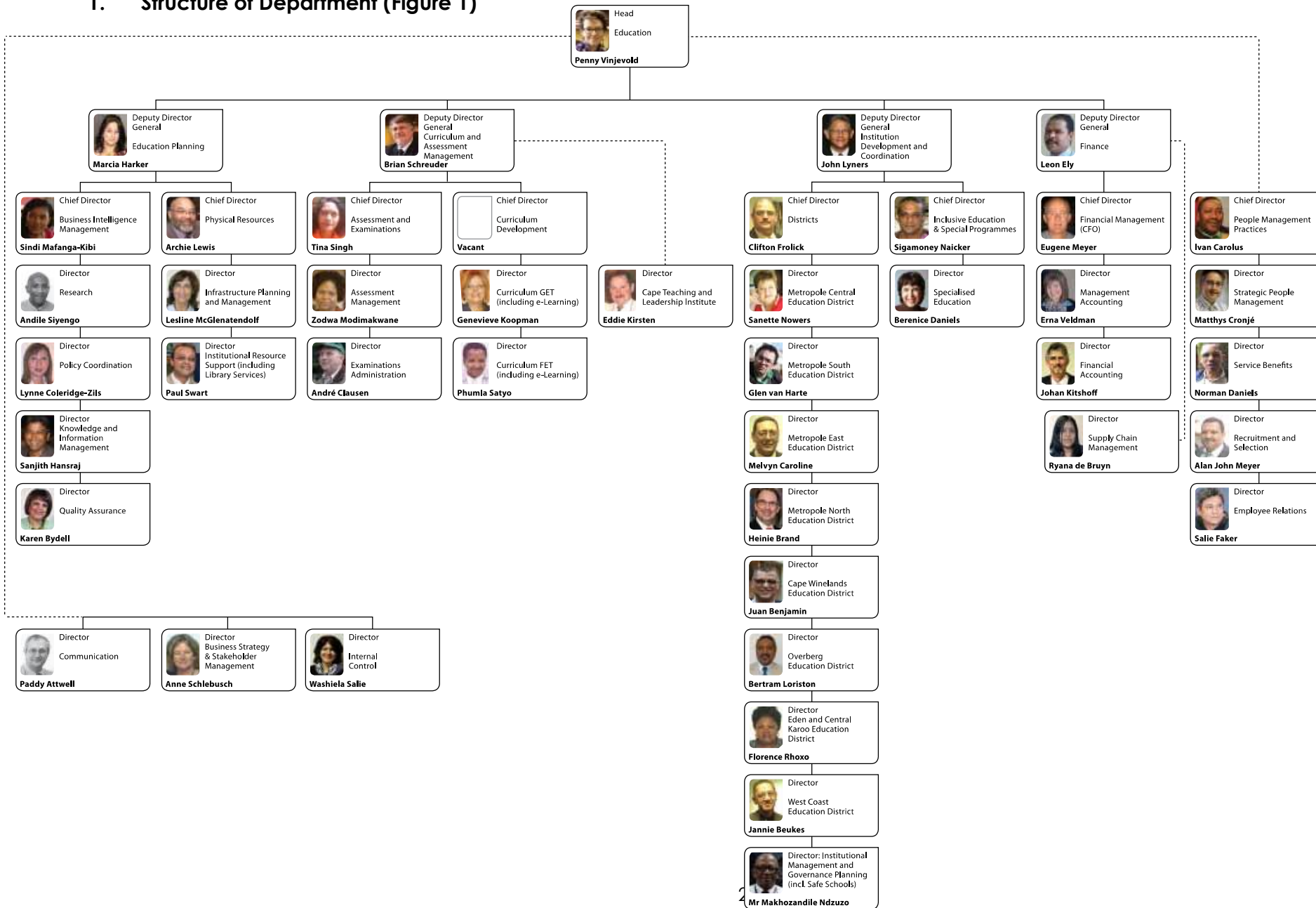


WESTERN CAPE DEPARTMENT OF EDUCATION

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1. Structure of Department (Figure 1)



2. Functions of the Department

To provide quality education to all learners in the province through the following:

- Overall planning for, and management of, the education system
- Education in public ordinary schools
- Support to independent schools
- Education in public special schools
- Further Education and Training (FET) at public FET colleges
- Adult Education and Training (AET) in community learning centres
- Early Childhood Development (ECD) in Grade R
- Training opportunities for teachers and non-teachers
- Targeted food programme and other poverty alleviation and safety measures
- Support to teachers through provision of basic conditions of service, incentives and an employee wellness programme

Directorate: Communication

To render departmental communication services by providing

- editing and translation services,
- media production service, and
- departmental client services

Directorate: Business Strategy and Stakeholder Management

To manage the business strategy and stakeholder management processes by

- providing business planning and a strategy service;
- co-ordinating intergovernmental and intra-institutional relations for the department;
- facilitate the Service Delivery Improvement Plan

Directorate: Internal Control

Provide strategic management, guidance and advice in respect of internal control practices. This includes the following broad areas of service delivery:

- *Ensure proper governance with regard to internal control.*
- *Render an assurance service.*
- *Develop policies, procedures and processes pertaining to the internal control.*

Chief Directorate: People Management Practices

To render people management practices

- *render people planning and empowerment services*
- *render people service benefits as well as registry service*
- *recruit people and administer the organisations establishment*
- *promote sound employee relations*

Directorate: Strategic People Management

To render people planning and empowerment services

- *manage all people management policies, planning and information management matters*
- *manage the post provisioning planning*
- *render individual performance and development services*
- *render people empowerment and health and wellness services*

Directorate: Service Benefits

To render service benefits as well as a registry service

- administer remuneration and service conditions
- administer the appointments, promotions, transfers of employees including contract extensions, substitute, pay progression and performance bonuses on persal
- provide people service benefits information (inclusive of statutory reporting)
- provide a registry service

Directorate: Recruitment and Selection

To recruit people and administer organisation establishment

- facilitate the recruitment and selection of institutional based employees and PERSAL control.
- facilitate the recruitment and selection of office-based employees and maintain the organisation structure and staff establishment

Directorate: Employee Relations

To promote sound employee relations

- handle all employee relations matters, regarding misconduct and grievances
- develop employee relations policy and procedures, research and manage the collective bargaining processes
- render specialised labour law advice to the MEC, top management and the department regarding industrial relation issues

Branch: Education Planning

To provide education planning services by

- managing business intelligence; and
- providing physical resources

Chief Directorate: Business Intelligence Management

To provide business intelligence services by

- planning, managing and co-ordinating education research;
- co-ordinating the departmental policy development process;
- developing and managing education knowledge, information, record systems and co-ordinating information and communication technology; and
- monitoring and evaluating the provision of education at all levels and areas of the education system

Directorate: Research

To plan, manage and co-ordinate education research by

- planning required research;
- managing and co-ordinating research; and
- publishing and reporting on research findings

Directorate: Policy Co-Ordination

To manage the departmental policy development process by

- initiating and evaluating requests for policy development;
- facilitating policy alignment within the department;
- managing the policy register;
- facilitating policy communication;
- providing expert advice and support on policy development; and
- facilitating the legislative process of primary and secondary statutory policy

Directorate: Knowledge and Information Management

To develop and manage education knowledge, information systems, records and to co-ordinate information and communication technology (ICT) by

- developing and maintaining WCED knowledge management and information systems;
- developing and maintaining record management systems; and
- planning, managing and co-ordinating ICT services

Directorate: Quality Assurance

To monitor and evaluate departmental performance by

- Whole School Evaluation: conduct and report on visits to 120 schools - special focus on learner achievement in literacy and numeracy, SIPs, LTSM and Infrastructure.
- Monitor and evaluate the administration of the provincial Grade 3, 6 and 9 Systemic Tests.
- Monitor the administration of the Grades 1- 6 & 9 Annual National Assessments.
- Visit a sample of Independent Schools

Chief Directorate: Physical Resources

To plan and manage physical resources by

- planning infrastructure and managing the delivery of projects; and
- planning and facilitating the delivery of LTSM, (including Library Services), learner transport schemes and equipment (incl. e-learning equipment) in for schools

Directorate: Infrastructure Planning and Management

To plan and deliver on infrastructure for the Department by

- developing and managing strategies, policies, systems, norms & standards and plans related to infrastructure programme and projects; and
- managing the delivery of the total programme of infrastructure projects through interaction with and monitoring of the implementing agent.

Directorate: Institutional Resource Support (including Library Services)

To plan and facilitate the delivery of LTSM, Library Service, learner transport services and equipment (e-learning equipment) for schools by

- planning and managing the delivery of LTSM to schools;
- providing an education library service;
- planning and managing the implementation of learner transport services; and
- planning and managing the delivery of equipment (including e-learning equipment) to schools

Branch: Curriculum and Assessment Management

To manage curriculum development and assessment, and examinations by

- managing compliance with national policy frameworks and standards in assessments and examinations;
- planning and managing curriculum development;
- providing specialised support for the teaching of the curriculum; and
- managing the Cape Teaching and Leadership Institute

Chief Directorate: Curriculum Development

To manage planning and development of the teaching of the curriculum by

- managing the development and co-ordination of GET curriculum policy subjects and learning support; and
- managing the development and co-ordination of FET curriculum policy, subjects and learning support

Directorate: Curriculum GET (including e-Learning)

To manage the development and co-ordination of GET curriculum policy, subjects and learning support (including e-learning) by

- managing the development and co-ordination of curriculum policy, subjects and learning support; and
- managing the development and co-ordination of curriculum policy in respect of early childhood development, Foundation Phase and Literacy/Numeracy

Directorate: Curriculum FET (including e-Learning)

To manage the development and co-ordination of FET curriculum policy subjects, and learning support (including e-learning) by

- managing the development and co-ordination of FET curriculum policy, subjects, and learning support for FET schools; and
- managing and co-ordinating e-learning

Chief Directorate: Assessment and Examinations

To ensure compliance with national policy and standards in respect of assessment and examinations by

- developing and maintaining the assessment systems for all phases of the curriculum; and
- planning and managing examinations and certification throughout the education system

Directorate: Assessment Management

To develop and maintain the assessment systems pertaining to all phases of the curriculum by

- developing provincial assessment systems and ensuring application of national assessment systems;
- building skills and capacity to apply assessment systems;
- reviewing assessment systems based on feedback and feeding into provincial intervention programmes and national review processes; and
- dealing with examination irregularities

Directorate: Examinations Administration

To plan and manage examinations and certification throughout the education system by

- planning and managing examinations and certification (currently including Senior Certificate, GETC, AET, Grade 11 and diagnostic testing of Grade 3 and 6); and
- providing provincial printing services

Directorate: Cape Teaching and Leadership Institute

To manage the Cape Teaching and Leadership Institute by

- designing learning and development programmes;
- delivering learning and development programmes; and
- rendering support services.

Branch: Institution Development and Co-ordination

To manage the development of education institutions and management structures and co-ordinate delivery of programmes and activities by

- ensuring quality service within education districts;
- providing direction on institutional management and governance policy;

Chief Directorate: Districts

To ensure quality in education within the education districts by managing the quality of education and education institutions

Directorate: Districts (x8)

To manage the quality of education and education institutions within the district:

- Manage research, information systems, quality assurance, district business planning, strategy processes.
- Render a district level corporate service.
- Ensure quality education and education institutions at circuit level.
- Lead, manage and coordinate curriculum advice.
- Lead, manage and coordinate SES advice.
- Lead, manage and coordinate IMG advice.

Directorate: Institutional Management and Governance Planning (including Safe Schools)

To manage the planning, co-ordination and evaluation of the institutional management and governance in respect of schools, ECD Centres by managing

- the planning, co-ordination and evaluation of the institutional management and governance in respect of ordinary public schools
- the planning, co-ordination and evaluation of the institutional management and governance in ECD institutions;
- administration and governance (non-curriculum) in all schools; and education safety.

Chief Directorate: Inclusive Education and & Special Programmes

To manage inclusive education and special programmes by

- planning, managing and co-ordinating specialised education services and inclusive education

Directorate: Specialised Education

To plan, manage and co-ordinate specialised education support services and inclusive education by

- managing the planning, co-ordination and evaluation of the institution management and governance in respect of special schools;
- providing professional support services;
- developing policy and guidelines; and
- co-ordinating the implementation of NSNP and HIV/AIDS education

Branch: Finance

To assist the Accounting Officer in discharging the duties prescribed in Chapter 5 of the PFMA and the Annual Division of Revenue Act by

- providing financial management for the WCED; and
- managing the supply chain and providing logistical support to the WCED

Chief Directorate: Financial Management

To assist the Accounting Officer in discharging the duties prescribed in Chapter 5 of the PFMA and the Annual Division of Revenue Act by

- managing the allocation of financial resources in line with the priorities, needs and strategic plan of the WCED; and
- ensuring sound financial accounting practices

Directorate: Management Accounting

To manage the allocation and utilisation of financial resources in line with the priorities, needs and strategies plan of the WCED by

- managing the financial strategic planning in respect of the Medium Term Expenditure Framework; and
- analysing, monitoring and projecting income and expenditure, and identifying anomalies in order to promote effective spending

Directorate: Financial Accounting

To ensure sound financial accounting by

- promoting sound financial accounting and reporting;
- providing reasonable assurance regarding the achievement of objectives (internal control); and
- managing salaries and related aspects pertaining to this directorate

Directorate: Supply Chain Management

To manage the supply chain and provide logistics support to the WCED by

- developing, monitoring and evaluating supply chain management policy, planning and performance for WCED;
- managing the supply chain functions;
- managing assets; and
- managing a logistic support service to the department

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: 021 461 3694

e-Mail:

Penny.Vinjevold@westerncape.gov.za

2. Ms LM Coleridge

Grand Central Building/
Private Bag X9114

Cape Town

8000

Tel: 021 467 2055

Fax: 021 467 9324

e-Mail:

Lynn.Coleridge@westerncape.gov.za

3. Mr AM Attwell
Grand Central Building/Private Bag
X9114
Cape Town
8000
Tel: 021 467 2531
Fax: 021 461 3694
e-Mail: Paddy.Attwell@westerncape.gov.za
4. Mr S Hansraj
Golden Acre Building/Private Bag X9114
Cape Town
8000
Tel.: 021 467 2086
Fax: 021 425 7445
e-Mail: Sanjith.Hansraj@westerncape.gov.za
5. Dr H Brand
Metro North Education District Office
Timmerman Street/ Parow
7500
Tel: 021 938 3133
Fax: 021 938 3180
e-Mail: Habrand@westerncape.gov.za
6. Mr M Caroline
Metro East Education District Office
Old Nooiensfontein Road/ Private Bag
X23
Kuils River
7500
Tel: 021 900 7005
Fax: 086 594 8473
e-Mail: Mcaroline@westerncape.gov.za
7. Mr G van Harte
Metro South Education District Office
A. Z. Berman Drive/ Private Bag X2
Lentegeur
Mitchell's Plain
7785
Tel: 021 370 2006
Fax: 086 536 5675
e-Mail: Gvanharte@westerncape.gov.za
8. Mr J Beukes
West Coast Education District Office
Jack Meyer Art Centre
6 Hospital Street/ Private Bag X3026
Paarl
7620
Tel: 021 860 1201
Fax: 021 860 1231
e-Mail: Jbeukes@westerncape.gov.za
9. Ms F Rhoxo
Eden & Central Karoo Education District
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Rentzburg Court
42 Courtenay Street/ Private Bag X6510
George
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Tel: 044 803 8302
Fax: 044 873 2253
e-Mail: Florence.Rhoxo@westerncape.gov.za
10. Mr J Benjamin
Cape Winelands Education District
Office
Durban Street/ Private Bag X3102
Worcester
6849
Worcester
6849
Tel: 023 348 4601
Fax: 023 342 4138
e-Mail: Juan.Benjamin@westerncape.gov.za
11. Mr B Loriston
Overberg Education District Office
15 College Street/ PO Box 581
Caledon
7230
Tel: 028 214 7301
Fax: 086 548 1907
e-Mail: Bloristo@westerncape.gov.za
12. Ms S Nowers
Metro Central Education District Office
Gate 2
Alexandra Provincial Office Precinct
Haven Road
Garden Village
Maitland
7405
Tel: 021 514 6704
Fax: 021 514 6953
e-Mail: Sanowers@westerncape.gov.za

4. Guide by South African Human Rights Commission on how to use the Act Section 14(1) (C)

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 the following:

| The South African Human Rights Commission | |
|--|---|
| Telephone | +27 11 484 8300 |
| Fax | +27 11 484 1360 |
| e-Mail address | PAIA@sahrc.org.za |
| Postal address | PAIA Unit: The Research and Documentation Department Private Bag 2700 Houghton 2041 |
| Street address | PAIA Unit: The Research and Documentation Department Boundary Road Isle of Houghton Wilds View, Entrance 1 Houghton Johannesburg |
| Website | www.sahrc.org.za |

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

| Description of categories of records automatically available in terms of section 15(1)(a)(i) of the Promotion of Access to Information Act, 2000 | Manner of access to recorded |
|--|---|
| <p>(a) LOGIS annual statements and reports</p> <p>(b) Tender documents and quotations</p> <p>(c) Sourcelink documents - advertisements</p> <p>(d) Remittance register</p> <p>(e) Files (excluding confidential and personal information)</p> <p>(f) WCED circulars and minutes</p> <p>(g) Employment equity plan</p> <p>(h) Training records</p> <p>(i) Financial records of expenditure</p> | <p>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</p> <p>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</p> <p>These records are available for inspection at the Directorate: Strategic People Management, Grand Central Towers, Lower Parliament Street, Cape Town between 08:00 and 15:45</p> <p>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</p> |
| Description of categories of records automatically available for copying or purchasing in terms of Section 15(1)(a)(ii) | Manner Of Access To Records |
| <p>(a) Inspection reports (could be requested by institution that has been inspected)</p> <p>(b) Schedules of amounts that have been deducted from individual's salaries and paid over to outside organisations (Only the organisations concerned may request it.)</p> <p>(c) Resolutions and collection arrangements</p> <p>(d) Arbitration awards</p> <p>(e) Old examination papers</p> <p>(f) Duplicate certificates</p> <p>(g) Symbol statements</p> <p>(h) Senior Certificate: Part-time candidates</p> | <p>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 X9114, Cape Town</p> <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Employee Relations, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Examinations Administration, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |

| | |
|---|--|
| <p>(i) Tender documents (j) Tender bulletins</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Supply Chain Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(k) Syllabuses (l) Information on boarding and transport bursaries (m) Manuals on school matters</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Institution Management and Governance Planning (including Safe Schools), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(n) Workplace skills plan (o) Equity plan (p) Course material</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Strategic People Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(q) Annual reports (WCED) (r) Child abuse policy and protocol (s) Summary of child abuse</p> | <p>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</p> |
| <p>(t) Policy documents (WCED)</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Policy Co-ordination, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(u) Policy for Early Childhood Development (v) Guidelines for Early Childhood Development</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Curriculum GET (including e-Learning), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(w) Vacancy lists (x) Establishments/Organograms of WCED educational institutions and offices</p> | <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Recruitment and Selection, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |
| <p>(y) Edumedia catalogue</p> | <p>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</p> |

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|--|---|
| (z) Edulis catalogues | 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 |
| (aa) Educational video material | Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Curriculum GET (including e-Learning), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (bb) Home schooling information | Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Institution Management and Governance Planning (including Safe Schools), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (cc) Assessment policy | Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Assessment Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (dd) Curriculum: Policy | Copies of these records may be obtained, on payment of the prescribed fee, from the Directorates: Curriculum GET & Curriculum FET (including e-Learning), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (ee) List of prescribed books | |
| (ff) Strategic plan | 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 |
| (gg) Annual Performance Plan | |
| (hh) Departmental forms | |
| Description of category of records automatically available free of charge in terms of Section 15(1)(a)(iii) | Manner of access to records |
| (a) Particulars of auditors of schools | Copies of these records are available free of charge from the Directorate: IMG, 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 21 of 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 | |

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|---|--|
| <p>(f) Disposal certificate (VA 27 and 28) of used, obsolete, redundant and unserviceable items</p> <p>(g) Comparative schedule of tenders received.</p> <p>(h) Tenders: Learner Transport Schemes</p> | <p>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</p> |
| <p>(i) Approved suppliers' list of learner support material (institutional resource support)</p> <p>(j) Provisioning recording certificates (VA 12) of offices, schools, clinics, centres and Head Office</p> <p>(k) Proof of payment to suppliers</p> <p>(l) Registration documents as supplier of learner support material</p> <p>(m) List of WCED telephone numbers</p> <p>(n) Expenses of learner support material</p> <p>(o) Reports of losses with regard to burglaries, fires and vandalism at institutions</p> <p>(p) Payment data on municipal services provided to schools established in terms of section 21 of the South African Schools Act, 1996 (Act 84 of 1996)</p> <p>(q) Information on schools for learners with special educational needs</p> <p>(r) Specialised learner and educator support (including school clinics): contact numbers</p> <p>(s) Gender equity pamphlets</p> <p>(t) Gender equity posters</p> <p>(u) Diversity posters</p> <p>(v) Anti-violence posters</p> <p>(w) Human resource development newsletter</p> <p>(x) Employment equity advocacy material</p> <p>(y) Manual: Maintenance of buildings and sites</p> <p>(z) Scheduled maintenance</p> <p>(aa) Capital works</p> <p>(bb) Appointment of employees (educators and public servants)</p> | <p>Copies of these records are available free of charge from the Directorate: Institutional Resource Support, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> <p>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</p> <p>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</p> <p>Copies of these records are available free of charge from the Directorate: Strategic People Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> <p>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>Copies of these records are available free of charge from the Directorate: Recruitment and Selection, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p> |

| | |
|--|---|
| (cc) Retirement of employees | Copies of these records are available free of charge from the Directorate: Service Benefits, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (dd) Conditions of service and benefits of employees | |
| (ee) Resolutions of bargaining councils | |
| (ff) Promotion requirements | |
| (gg) Resolutions of bargaining councils | |
| (hh) Promotion requirements | Copies of these records are available free of charge from the Directorate: Employee Relations, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (ii) Senior Certificate requirements | Copies of these records are available free of charge from the Directorate: Recruitment and Selection, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (jj) General Education and Training certificate information | |
| (kk) Adult Education and Training policy and procedures (AET) | 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 |
| (ll) Further Education and Training policy and procedures | Copies of these records are available free of charge from the Directorate: IMGP, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town |
| (mm) Further Education and Training Certificate information | |
| (nn) Full-time equivalent Further Education and Training figures | |
| (oo) List of Further Education and Training colleges and contact details | |
| | |

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 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 enquiry in terms of the provisions of the Maintenance Act, 1998 or the regulations 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 they want a copy of the record or merely want 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 exempt 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 or her a copy of the completed form.

6. Services available to public - Section 14(1)(F)

WCED Website (EduInfo) <http://wced.school.za>
 Client Services - Walk-in Centre, 2nd Floor, Grand Central
 Examinations Client Services – 2nd Floor Grand Central
 Head Office Call Centre 0861 92 33 22
 Safe Schools Call Centre 0800 45 46 47

7. Arrangement allowing involvement in the formulation of policy and performance of functions - Section 14(1)(g)

In most instances, legislation prescribes the following 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.