



**Western Cape
Government**

Education

Promotion of Access to Information Manual, 2017
compiled in terms of section 14 of the Promotion to Access
to Information Act, 2000 for the Western Cape Education
Department

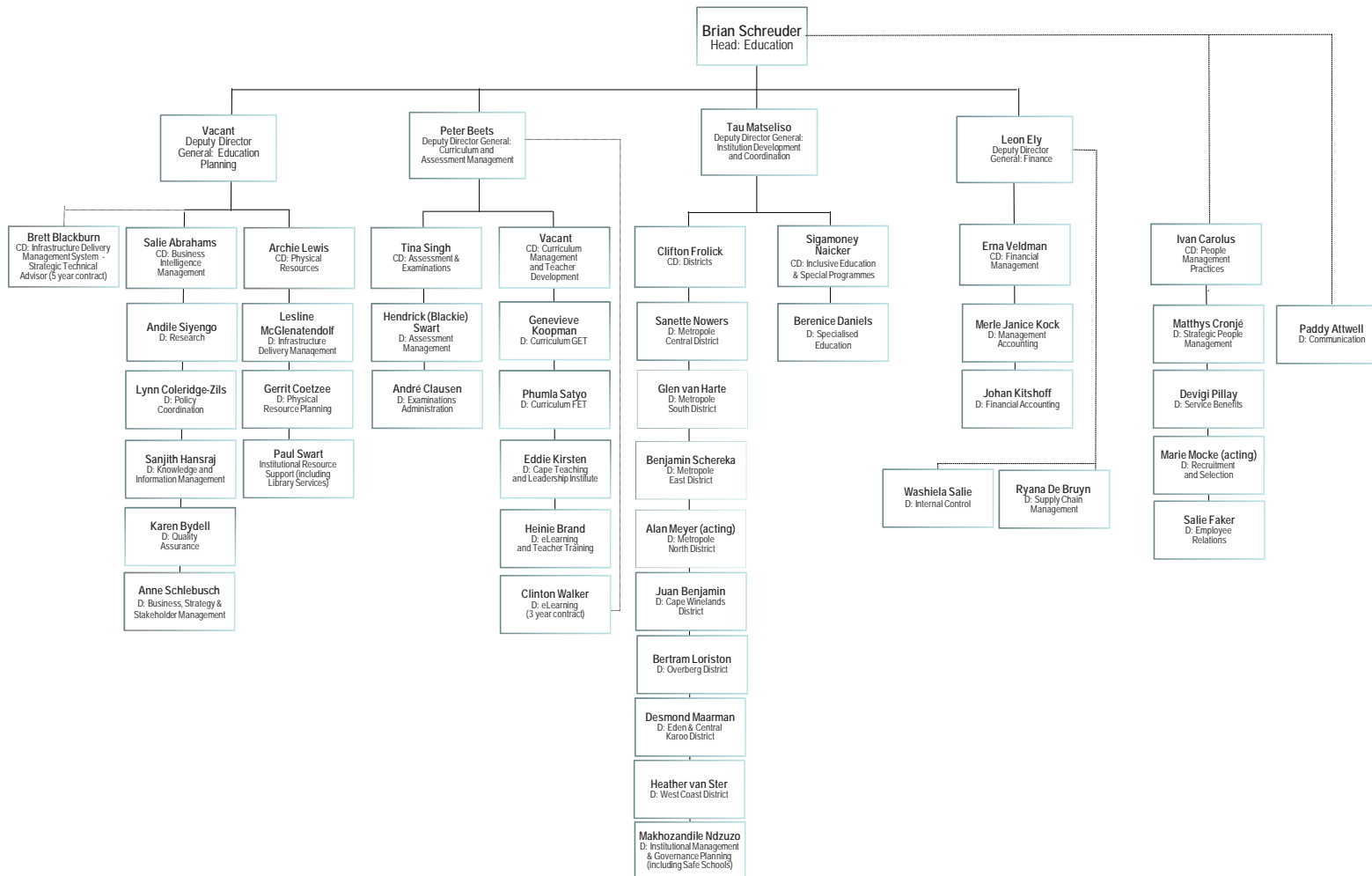
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1 INTRODUCTION

- 1.1 The current constitutional dispensation in South Africa makes provision for the right of access to any information held by the State (subject to justifiable limitations) and to information held by a private body that is required for the exercise or protection of any right.
- 1.2 The Constitutional Court interpreted the right of access to information as not merely a right to obtain access to information for the exercise or protection of a right, but also to ensure that there is open and accountable administration at all levels of government.
- 1.3 Section 32(1)(a) and (2) of the Constitution of the Republic of South Africa, 1996 (the Constitution) reads as follows:

*“(1) Everyone has the right of access to –
(a) any information held by the State; and
(b) any information that is held by another person and that is required for the exercise or protection of any rights.
(2) National legislation must be enacted to give effect to this right, and may provide for reasonable measures to alleviate the administrative and financial burden on the state.”*
- 1.4 The aforesaid resulted in the enactment of the Promotion of Access to Information Act, 2000 (PAIA). The purpose of PAIA is to foster a culture of transparency and accountability in public and private bodies and to empower and educate the people of South Africa to understand their rights.
- 1.5 In terms of section 14 of PAIA a public body must have a manual which sets out amongst others the functions of, and an index of records held by a public body. This manual gives effect to the provisions of section 14 of PAIA and also provides assistance on the procedure that must be followed to request access to a record that is being held by the Western Cape Education Department.

2 Structure of the Western Cape Education Department as at 1 March 2017 – section 14(1)(a)



3 Functions of the Department

To ensure the quality of education and education institutions in the province through:

- Rendering departmental communication services. Managing the business strategy and stakeholder management process;
- Providing education planning services; managing curriculum development, assessment and examination processes;
- Managing the development of education institutions and management structures and coordinate delivery of programmes and activities. Managing the continuous and sustained effectiveness, efficiency and economy in providing corporate support;
- Providing executive and administrative support to the Head of Department; Training opportunities for teachers and non-teachers
- Targeted food programmes and other poverty alleviation and safety measures
- Support to teachers through provision of basic conditions of service, incentives and an employee wellness programme

3.1 Programme 1: Administration

3.1.1 To provide overall management of the education system in accordance with the National Education Policy Act, the Public Finance Management Act and other policies.

3.1.2 The following functions are delivered in terms of this programme:

3.1.2.1 Sub-programme 1.1: Office of the MEC: To provide for the functioning of the office of the Member of the Executive Council (MEC) for education in line with the ministerial handbook.

3.1.2.2 Sub-programme 1.2: Corporate Services: To provide management services which are not education specific for the education system

3.1.2.3 Sub-programme 1.3: Education Management: To provide education management services for the education system

3.1.2.4 Sub-programme 1.4: Human Resource Development: To provide human resource development for office-based staff

3.1.2.5 Sub-programme 1.5: Education Management Information System (EMIS): To provide an Education Management Information System in accordance with the National Education Information Policy

3.2 Programme 2: Public Ordinary School Education

3.2.1 To provide public ordinary education from Grades 1 to 12, in accordance with the South African Schools Act and White Paper 6 on inclusive education. (E-learning is also included.)

3.2.2 The following functions are delivered in terms of this programme:

3.2.2.1 Sub-programme 2.1: Public Primary Level: To provide specific public primary ordinary schools (including inclusive education) with resources required for the Grade 1 to 7 level

3.2.2.2 Sub-programme 2.2: Public Secondary Level: To provide specific public secondary ordinary schools (including inclusive education) with resources required for the Grades 8 to 12 level

3.2.2.3 Sub-programme 2.3: Human Resource Development: To provide departmental services for the development of educators and non-educators in public schools.

3.2.2.4 Sub-programme 2.4: Conditional Grants: To provide for projects under programme 2 specified by the Department of Basic Education and funded by conditional grants

3.3 Programme 3: Independent School Subsidies

3.3.1 To support independent schools in accordance with the South African Schools Act

3.3.2 The following functions are delivered in terms of this programme:

3.3.2.1 Sub-programme 3.1: Primary Level: To support independent schools in the Grades 1 to 7 levels

3.3.2.2 Sub-programme 3.2: Secondary Level: To support independent schools in the Grades 8 to 12 levels

3.4 Programme 4: Public Special School Education

3.4.1 To provide compulsory public education in special schools in accordance with the South African Schools Act and White Paper 6 on Inclusive Education. Including e-learning and inclusive education.

3.4.2 The following functions are delivered in terms of this programme:

- 3.4.2.1 Sub-programme 4.1: Schools: To provide specific public special schools with resources. (Including e-learning and inclusive education.)
- 3.4.2.2 Sub-programme 4.2: Human Resource Development: To provide departmental services for the professional and other development of educators and non-educators in public special schools (including inclusive education).
- 3.4.2.3 Sub-programme 4.3: Conditional Grants: To provide for projects under programme 4 specified by the Department of Basic Education and funded by conditional grants (including inclusive education)

Note that the Sub-programme: "School Sport, Culture and Media Services" is not provided for as the function resides under the Department of Cultural Affairs and Sport.

3.5 Programme 5: Early Childhood Development

- 3.5.1 To provide Early Childhood Development (ECD) at the Grade R and pre-grade R in accordance with White Paper 5. (E-learning is also included).
- 3.5.2 The following functions are delivered in terms of this programme:
 - 3.5.2.1 Sub-programme 5.1: Grade R in Public Schools: To provide specific public ordinary schools with resources required for Grade R
 - 3.5.2.2 Sub-programme 5.2: Grade R in Early Childhood Development Centres: To support Grade R at early childhood development centres
 - 3.5.2.3 Sub-programme 5.3: Pre-Grade R training: To provide training and payment of stipends of Pre-Grade R practitioners/educators
 - 3.5.2.4 Sub-programme 5.4: Human Resource Development: To provide departmental services for the development of practitioners/educators and non-educators in grade R at public schools and ECD centres
 - 3.5.2.5 Sub-programme 5.5: Conditional Grants: To provide for projects under Programme 5 specified by the Department of Basic Education and funded by conditional grants

3.6 Programme 6: Infrastructure Development

3.6.1 To provide and maintain infrastructure facilities for schools and non-schools

3.6.2 The following functions are delivered in terms of this programme:

3.6.2.1 Sub-programme 6.1: Administration: To provide and maintain infrastructure facilities for administration

3.6.2.2 Sub-programme 6.2: Public Ordinary Schools: To provide and maintain infrastructure facilities for public ordinary schools

3.6.2.3 Sub-programme 6.3: Special Schools: To provide and maintain infrastructure facilities for public special schools

3.6.2.4 Sub-programme 6.4: Early Childhood Development: To provide and maintain infrastructure facilities for early childhood development

3.7 Programme 7: Examination and Education Related Services

3.7.1 To provide the education institutions as a whole with examination and education-related services.

3.7.2 The following functions are delivered in terms of this programme:

3.7.2.1 Sub-programme 7.1: Payments to SETA: To provide employee HRD in accordance with the Skills Development Act

3.7.2.2 Sub-programme 7.2: Professional Services: To provide educators and learners in schools with departmentally managed support services

3.7.2.3 Sub-programme 7.3: External Examinations: To provide for departmentally managed examination services

3.7.2.4 Sub-programme 7.4: Special Projects: To provide for special departmentally managed intervention projects in the education system as a whole.

3.7.2.5 Sub-programme 7.5: Conditional Grants: To provide for projects specified by the Department of Education that is applicable to more than one programme and funded with conditional grants

4 Contact details of the Information Officer Section 14(1)(b)

4.1 The information officer

Adv. B Gerber
1st Floor/15 Wale Street
Cape Town
8000
Tel: 021 4836032
Fax: 021 4833300/4715
E-mail: Brent.Gerber@westerncape.gov.za

4.2 Deputy Information Officers

Mr Brian Schreuder
Head of Department
Western Cape Education Department
Grand Central Building/
Private Bag X9114
Cape Town
8000
Tel: 021 467 2536
Fax: 021 461 3694
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Ms Lynn Coleridge-Zils
Director: Policy Coordination
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Director: Knowledge and Information
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Fax: 021 425 7445
e-Mail: Sanjith.Hansraj@westerncape.gov.za

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Parow
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Fax: 021 938 3180
e-Mail: alan.meyer@westerncape.gov.za

Mr Glen van Harte
Director: Metro South Education District
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Lentegeur
Mitchell's Plain
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Fax: 086 536 5675
e-Mail: Glen.VanHarte@westerncape.gov.za

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Director: Eden & Central Karoo Education
District Office
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George
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Fax: 044 873 2253
e-Mail: Desmond.Maarman@westerncape.gov.za

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e-Mail: Heather.vanSter@westerncape.gov.za

Mr Juan Benjamin
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Fax: 023 342 4138
e-Mail: Juan.Benjamin@westerncape.gov.za

Ms Sanette Nowers
Director: 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: Sanette.Nowers@westerncape.gov.za

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

5.1 The Human Rights Commission makes available a guide compiled by it in terms of section 10 of the PAIA which informs persons of:

- the objects of PAIA and how to exercise their rights in terms of these two acts;
- the contact details of the information officer and deputy information officer (where applicable) of every public body and the assistance available from them;
- how to access records of public bodies; and.
- the legal remedies that are available when there is a failure to act in accordance with PAIA.

5.2 All enquiries to obtain access to this guide should be directed to:

The Office of the Human Rights Commission	
Telephone	+27 11 877 3900
Fax	+27 11 403 0684
E-Mail Address	PAIA@sahrc.org.za
Postal Address	PAIA Unit: Promotion of Access to Information Private Bag 2700 Houghton 2041
Street Address	South African Human Rights Commission 33 Hoofd Street Braamfontein 2017 JOHANNESBURG
Website	www.sahrc.org.za

5.3 Appendix A to this manual includes information on how to access records of the Department, its internal appeal procedure, or applying to a court against decisions by the Information Officer or Deputy Officer, as the case may be.

6 Information on the Promotion of Access to Information Act, 2002

6.1 Subjects and categories of Departmental Records – Section 14(1)(d)

The department holds records on the following subjects and categories:

- Acts and Regulations
- Organisation and Control
- Financial Management
- Information Communication Technology
- Security Services
- Personnel Administration: Public Service Personnel
- Personnel Administration: CS Educators
- Facilities Management
- Procurement/Supply Chain Management
- Logistical Support Services
- Advertisements, Publicity, Information, Publications and Newspaper Reports
- Attending and Hosting Meetings and other Gatherings
- Institutional Administration
- Examinations
- Further Education and Training
- Labour/Employee Relations
- Monitoring and Evaluation

6.2 Departmental records that are automatically available without the need to request access – Section 14(1)(e)

The following records are available for inspection in terms of section 15(1)(a)(i) and copying in terms of section 15(1)(a)(ii).

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
<ul style="list-style-type: none"> (a) LOGIS annual statements and reports (b) Tender documents and quotations (c) SourceLink documents - advertisements (d) Tender documents (e) Tender Bulletins (f) Remittance register (g) Files (excluding confidential and personal information) (h) WCED circulars and minutes 	<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>

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
(i) Employment equity plan (j) Training records (k) Financial records of expenditure	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 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
Description of categories of records automatically available for copying or purchasing in terms of Section 15(1)(a)(ii)	Manner Of Access To Records
(a) Inspection reports (could be requested by institution that has been inspected) (b) Schedules of amounts that have been deducted from an individual's salaries and paid over to outside organisations (Only the personal and organisations concerned may request it.) (c) Curriculum Policy Statements (d) Manuals on school matters (e) Information on boarding and transport bursaries (f) Workplace skills plan (g) Equity plan	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 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 Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Curriculum GET and FET, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town 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 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

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>(h) Course material</p> <p>(i) Annual reports (WCED)</p> <p>(j) Child abuse policy and protocol</p> <p>(k) Summary of child abuse</p> <p>(l) Policy documents (WCED)</p> <p>(m) Vacancy lists</p> <p>(n) Establishments/Organograms of WCED educational institutions and offices</p> <p>(o) Edumedia catalogue</p> <p>(p) Edulis catalogues</p> <p>(q) Educational video material</p> <p>(r) Home schooling information</p>	<p>Copies of these records may be obtained, on payment of the prescribed fee, from the Cape Teaching and Leadership Institute, (CTLI) Private Bag X14, Kuilsriver 7580</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>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>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>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Communication, Edumedia, 3 Station Road, Mowbray</p> <p>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</p> <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorate: Curriculum GET (including eLearning), 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: Institution Management and Governance Planning (including Safe Schools), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</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>(s) Assessment policy</p> <p>(t) Curriculum: Policy</p> <p>(u) List of prescribed books</p>	<p>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</p> <p>Copies of these records may be obtained, on payment of the prescribed fee, from the Directorates: Curriculum GET & Curriculum FET (including eLearning), Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p>
<p>(v) Strategic plan</p> <p>(w) Annual Performance Plan</p> <p>(x) Departmental forms</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>
Description of category of records automatically available free of charge in terms of Section 15(1)(a)(iii)	Manner of access to records
<p>(a) Particulars of auditors of schools</p> <p>(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)</p> <p>(c) Examination results (first publication only)</p> <p>(d) Senior Certificate: Full-time candidates (original copy only)</p> <p>(e) Examination directives</p> <p>(f) Disposal certificate (VA27 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>(i) Approved suppliers' list of learner support material (institutional resource support)</p>	<p>Copies of these records are available free of charge from the Directorate: IMGP, 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: Examinations Administration, 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: Supply Chain Management, Grand Central Towers, Lower Parliament Street, Private Bag X9114, Cape Town</p>

Description of category of records automatically available free of charge in terms of Section 15(1)(a)(iii)	Manner of access to records
<ul style="list-style-type: none"> (j) Provisioning recording certificates (VA12) of offices, schools, centres and Head Office (k) Proof of payment to suppliers (l) Registration documents as supplier of learner support material 	<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>
<ul style="list-style-type: none"> (m) Expenses of learner support material (n) List of WCED telephone numbers (o) Reports of losses with regard to burglaries, fires and vandalism at institutions (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>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>
<ul style="list-style-type: none"> (q) Information on schools for learners with special educational needs (r) Specialised learner and educator support (including school clinics): contact numbers (s) Gender equity pamphlets (t) Gender equity posters (u) Diversity posters (v) Anti-violence posters (w) Human resource development newsletter (x) Employment equity advocacy material (y) Manual: Maintenance of buildings and sites (z) Scheduled maintenance (aa) Capital works (bb) Appointment of employees (educators and public servants)(excluding confidential and personal information) 	<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>

Description of category of records automatically available free of charge in terms of Section 15(1)(a)(iii)	Manner of access to records
(cc) Retirement of employees (dd) Conditions of service and benefits of employees (ee) Resolutions of bargaining councils (ff) Information about leave (Only the persons and organisations that have an interest may request it) (gg) Promotion requirements (hh) Resolutions of bargaining councils	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
(ii) 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
(jj) Senior Certificate requirements (kk) General Education & Training certificate information	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
(ll) 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
	Copies of these records are available free of charge from the Department of Higher Education and Training, Sanlam Building, Golden Acre

6.3 Service available to members of the public – section 14(1)(f)

6.3.1 The following services are also available at the Head Office of the WCED:

- 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
- WCED website – <http://wced.school.za>

The various services that the Department provides can be accessed online at: <http://wced.school.za/documents/WCED-ServiceAccessSched/index.html>

6.4 Arrangement for public participation by consultation and/or representation on the formulation of departmental policy and/or performance of functions - Section 14(1)(g)

6.4.1 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)

6.5 Remedies available in respect of acts or failure to act by the department - Section 14(1)(h)

6.5.1 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. Please refer to Appendix A section 4 which sets out the internal appeal and court procedure that may be followed.

6.5.2 Questions, complaints or comments regarding any service delivery by the Western Cape Education Department may be made as follows:

Call: 021 -4672000.

Visit the Western Cape Education Department, Grand Central Building/
Private Bag X9114, Cape Town, 8000 – Monday to Friday from 7:30am to 4pm.

7 Accessibility and availability of this manual – Section 14(3)

7.1 This manual is available:

- On the website at WCED Website <http://wced.school.za>;
- At the head office of the WCED for inspection during normal business hours;

8 APPENDIX A: GUIDANCE ON ACCESS TO RECORDS THAT ARE NOT AUTOMATICALLY AVAILABLE

1. Completion of application form, payment of fees and form of access – Sections 18, 19, 22, 29 and 31.

1.1 Application form

- A prescribed form (attached as FORM A) must be completed by the requester and submitted to the Information Officer/Deputy Information Officer.
 - If a requester cannot read or write or complete the form due to a disability, the request may be made orally. The Information Officer/Deputy Information Officer will then complete Form A on behalf of the requester, keep the original and give the requester a copy thereof.
 - A request may be made on behalf of another person but then the capacity in which the request is made must be indicated on Form A.

1.2 Fees

- The fees for requesting and searching for a record, as well as making copies of the record, are prescribed by the regulations made in terms of PAIA. (Attached as FEE SCHEDULE) The following fees are payable:
 - Request fee of R35.00 for each request;
 - Access fee for the reasonable time spent to search for and prepare the record, if it takes more than an hour to search and prepare a record. A deposit, of not more than a third of the total access fee, may be required. However, the full access fee is payable before access is granted; and
 - For making copies of the record.

1.3 Applicants who are exempt from paying a request fee:

- A maintenance officer/investigator requesting access to a record for a maintenance investigation or inquiry in terms of the Maintenance Act, 1998 (or regulations made in terms thereof.)
- A person requesting a record that contains his/her personal information.

1.3 Applicants who are exempt from paying an access fee:

- A person requesting a record that contains his/her personal information.
- A single person whose annual income does not exceed R14 712 per annum.
- Married persons, or a person and his or her life partner whose annual income does not exceed R27 192.

1.4 Form of access

- A requester must indicate on Form A if a copy or an inspection of the record is required.
 - If a copy is required the requester must indicate the form thereof (e.g. printed or electronic) and the preferred language (where the record is available in more than one language). The Department does not translate records that are only available in one language.
- The record will be provided in the requested format unless it is unpractical or it will unreasonably interfere with the running of the Department's business

2. Decision to grant or refuse access – Sections 25 and 26

2.1 Time period to make a decision

The Information Officer/ Deputy Information Officer must as soon as reasonably possible after receipt of the R35 and the completed Form A, but at least within 30 days of receipt thereof, decide whether to grant or refuse the request and notify the requester of the decision.

2.2 Extension of time period

The Information Officer / Deputy Information Officer may extend the period of 30 days, once for a further period of 30 days in the following circumstances:

- the request is for a large number of records or requires a search through a large number of records and attending to the request unreasonably interferes with the department's activities;
- the request requires a search for records from an office that is not in the same town or city as that of the Information officer/Deputy Information Officer;
- consultation is required with other departments of the WCG or other public bodies to decide upon the request; or
- the requester consented to an extension.

3. Records that contain information of third parties – sections 47, 48

3.1 Notification:

The Information Officer/Deputy Information Officer must take all reasonable steps to inform a third party as soon as possible, but at least within 21 days, of receipt of any request for a record that contains:

- a third party's personal information;
- a third party's trade secrets;

- a third party's financial, commercial, scientific or technical information and disclosure would likely cause commercial or financial harm to the third party;
- information supplied by a third party in confidence and the disclosure would prejudice or put the third party at a disadvantage in contractual or other negotiations or commercial competition;
- information supplied in confidence by a third party and disclosure would (i) amount to a breach of a duty of confidence owed to the third party in terms of an agreement; or (ii) reasonably prejudice the future supply of similar information which should, in the public interest, be supplied; or
- information about research being carried out by or on behalf of a third party that would seriously disadvantage either the third party, the agent or the research subject matter.

3.2 Third Party representations and consent

Within 21 days of the notification (3.1 above) a third party may either (i) make written or oral representations to the Information Officer/ Deputy Information Officer why the request should be refused; or (ii) give written consent for the disclosure of the record.

3.3 Decision on representation for refusal

The Information Officer/ Deputy Information Officer must as soon as reasonable possible, but at least within 30 days after the notification (3.1 above) decide whether to grant or refuse the request for access and must notify the third party concerned as well as the requester of the decision.

4. Internal appeal – sections 74 and 75

4.1 Requester

A requester may lodge an internal appeal, within 60 days after notice is given of a decision by the Information Officer/Deputy Information Officer to:

- refuse a request for access (see 2 above);
- pay a fee (see 1.2 above);
- extend the period to give access(see 2.2 above).

4.2 Third party

A third party may lodge an internal appeal, within 30 days after notice is given of a decision by the Information Officer/Deputy Information Officer to grant access to a record that contains information about the third party (see 3 above).

4.3 Manner of internal appeal

An internal appeal is lodged by completing the prescribed form (Form B attached) and delivering or sending it to the Information Officer/ Deputy Information Officer.

5. Application to court

5.1 A requester or third party may apply to court for appropriate relief if

- an internal appeal was lodged and the applicant remains unsatisfied with the outcome of the internal appeal ; or

5.2 The application to court must be made within 180 days after being informed of the outcome of the internal appeal.



Service Charter

Western Cape Education Department

Subscribing to the values of the Provincial Government of the Western Cape:
Caring, Competence, Accountability, Integrity and Responsiveness

Our Vision: Creating opportunity for all through improved education outcomes.

1. Improved language and mathematics in primary schools.
2. Improved number and quality of passes in the National Senior Certificate.
3. Reduction in number of under-performing schools.

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

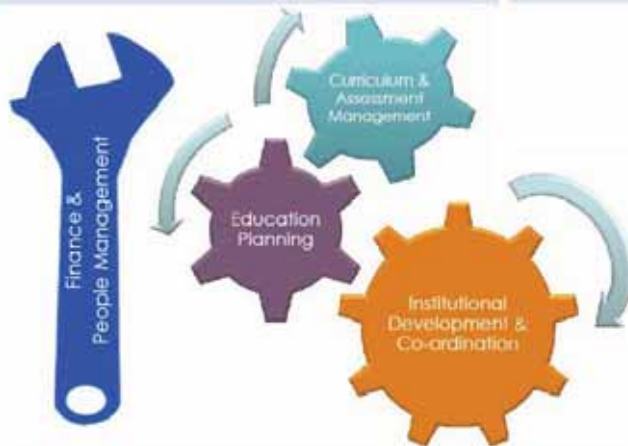
- Overall planning for, and management of, the education system.
- Education in ordinary public schools.
- Support to independent schools.
- Education in public special schools.
- Training opportunities for teachers.
- A targeted food programme and other poverty alleviation and safety measures.
- Support to teachers through provision of basic conditions of service, incentives and an employee wellness programme.

Our responsibilities to you:

- Treat you with courtesy, respect and in a dignified manner at all times.
- Consult you about your service needs and the level and quality of service expectations.
- Provide full information upon request in an open and transparent manner.
- Give you access to prompt and efficient service in accordance with the service delivery standards.
- Offer an apology and redress should any service lapses occur.
- Ensure value for money in all services provided.

Your responsibilities to us:

- Be civil, courteous and respect the dignity of our official(s) who render the service to you.
- Be honest in your deliberations with us.
- Submit full and accurate information accompanied by recently certified copies of documentation needed or requested.
- Make yourself available and be willing to undergo empowerment programmes as agreed upon.
- Embark on active application and implementation of plans, initiatives and advice received from the Department.



Our General Service Delivery Standards

- Efficiently and effectively provide the necessary services in support of quality learning outcomes.
- This includes teachers and other support staff; training; schools; texts; equipment; funding; leadership and management.
- Not more than 40 learners per classroom.
- Provide subject specific textbooks for every learner.
- Attend to all enquiries promptly, professionally and courteously.
- Return telephone calls within 24 hours.
- Acknowledge correspondence within 5 days and advise clients as to when they can expect a reply.
- Provide clients with a progress report if there are delays.
- Process all requests within 14 days.
- Apologise for errors and take corrective action.
- Assess and improve service delivery annually.
- Our Service Standards Schedule and the contact details of our senior management, directorates and units, are available at <http://wced.school.za/home/components/organo.html>

ACCESSIBILITY:

We value being accessible
Our buildings are accessible for people with disabilities
Contact your nearest Education District Office, Head Office or visit our website

OPERATING HOURS:

Client Services: 7:00 – 17:00 (weekdays)
Office staff: 7:30 – 16:00 (weekdays)
After hours call answer services from our Call Centre Services

- **Central:** Private Bag X4, Mowbray, 7705, Gate House 2, Alexandra Provincial Office Precinct, Haven Road, Garden Village, Matieland, Tel. no. 021 514 6700 Fax. no. 021 514 6953
- **East:** Private Bag X23, Kullis River, 7579, Belhar Road, Off Noolenfontein Road, Kullis River, Tel. no. 021 900 7000 Fax. no. 086 556 9519
- **South:** Private Bag X2, Mitchell's Plain, 7783, Lentegeur Hospital, A2 Berman Drive, Lentegeur, Mitchell's Plain, Tel. no. 021 370 2005 Fax. no. 021 372 1856
- **North:** Private Bag X45, Parow, 7500, Timmerman Street, Parow, Tel. no. 021 938 3000 Fax. no. 021 938 3181
- **Cape Winelands:** Private Bag X3102, Worcester, 6849, 9 Durban Street, Worcester, Tel. no. 023 348 4602 Fax. no. 023 342 4138
- **Eden & Central Karoo:** Private Bag X6510, George, 6530, Rantzburg Court, 42 Courtenay Street, George, Tel. no. 044 803 8300 Fax. no. 044 873 2253
- **Overberg:** Private Bag X08, Caledon, 7230, 15 College Street, Caledon, Tel. no. 028 214 7300 Fax. no. 028 214 7400
- **West Coast:** Private Bag X3026, Paarl, 7620, 6 Hospital Street, Paarl, Tel. no. 021 860 1207 Fax. no. 021 860 1230

Feedback Facility

This is our complaints-compliments facility through which you may:
express your appreciation to an individual or institution that has provided you with efficient service;
pay a compliment to the WCED for a service;
complain about poor service; or
seek redress because your complaint has been forgotten, received no attention or treated as unimportant by WCED employees.
Every complaint registered will receive a written response within 14 days.
WCED Feedback, Directorate, Communication, Private Bag Y114, Cape Town, 8000 or <http://wced.school.za/home/webmaster.html>

Head Office

Minister of Education
Private Bag X9161, Cape Town, 8000
23rd Floor, Golden Acre Building,
Adderley Street, Cape Town
Tel. no. 021 467 2523
Fax. no. 021 425 5689

Head of Department
Private Bag 9114, Cape Town, 8000
9th Floor, Grand Central Towers,
Parliament Street, Cape Town
Tel. no. 021 467 2535
Fax. no. 021 467 2996

Employment & Salary Enquiries
Call Centre Tel. no. 0861 923 322
Safe Schools Call Centre
Tel. no. 080 045 4647
Switchboard Tel. no. 021 467 2000
Website: www.wced.school.za

Executive Authority Declaration:

I, Debbie Schäfer, commit my Department in terms of Part III, C.2 of the Public Service Regulations, 2001, as amended, to adhere to this Service Charter.

SIGNED: D SCHÄFER
Minister D Schäfer

2014/09/08
Date

REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY

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

[Regulation 6]

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

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of person requesting access to the record

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

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

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

C. Particulars of person on whose behalf request is made

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

Full names and surname:

Identity number:

D. Particulars of record

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

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

2. Reference number, if available:

3. Any further particulars of record:

E. Fees

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

Reason for exemption from payment of fees:

F. Form of access to record

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

Disability:	Form in which record is required:
-------------	-----------------------------------

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

1.	If the record is in written or printed form -		
	copy of record*		inspection of record

2.	If record consists of visual images - (this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)		
	view the images	copy of the images*	transcription of the images*

3.	If record consists of recorded words or information which can be reproduced in sound -		
	listen to the soundtrack (audio cassette)		transcription of soundtrack* (written or printed document)

4.	If record is held on computer or in an electronic or machine-readable form -		
	printed copy of record*	printed copy of information derived from the record*	copy in computer readable form* (stiffy or compact disc)

*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.	YES	NO
---	-----	----

<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>
In which language would you prefer the record?

G. Notice of decision regarding request for access

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

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

Signed at _____ this _____ day of _____ 20

SIGNATURE OF REQUESTER / PERSON ON
WHOSE BEHALF REQUEST IS MADE

NOTICE OF INTERNAL APPEAL

(Section 75 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

[Regulation 8]

STATE YOUR REFERENCE NUMBER:

A. Particulars of public body

The Information Officer/Deputy Information Officer:

B. Particulars of requester/third party who lodges the internal appeal

- (a) The particulars of the person who is lodging the internal appeal, must be completed below.*
- (b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.*
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be stated at C below.*

Full names and surname:

Identity number:

Postal address:

Fax number:

Telephone number:

E-mail address:

Capacity in which an internal appeal on behalf of another person is lodged:

C. Particulars of requester

This section must be completed ONLY if a third party (other than the requester) is lodging the internal appeal.

Full names and surname:

Identity number

D. The decision against which the internal appeal is lodged

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:

	Refusal of request for access.
	Decision regarding fees determined in terms of section 22 of the Act.
	Decision regarding the extension of the period within which 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 as requested by the requester.
	Decision to grant request for access.

E. Grounds for appeal

If the provided space is inadequate please continue on a separate folio and attach it to this form. You must sign all the additional folios.

State the grounds upon which the internal appeal is based:

State any other information that may be relevant in considering the appeal:

F. Notice of decision on appeal

You will be notified in writing of the decision on your internal appeal. If you wish to be informed thereof in another manner, please specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner:

Particulars of manner:

Signed at _____ this _____ day of _____ 20

_____ SIGNATURE OF APPELLANT

FOR DEPARTMENTAL USE:

OFFICIAL RECORD OF INTERNAL APPEAL:

Appeal received on _____ (date) by _____ (state rank, name and surname of information officer/deputy information officer).

Appeal accompanied by the reasons for the information officer/deputy information officer's decision and, where applicable, the particulars of any third party to whom or which the records, submitted by information officer/deputy information officer on _____ (date) to the relevant authority.

OUTCOME OF APPEAL:

DECISION OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

CONFIRMED/SUBSTITUTED BY NEW DECISION

NEW DECISION:

RELEVANT AUTHORITY

DATE

DATE RECEIVED BY THE INFORMATION OFFICER/DEPUTY INFORMATION OFFICER FROM THE RELEVANT AUTHORITY:

Annexure A

GENERAL: VALUE-ADDED TAX

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

PART I

FEES IN RESPECT OF GUIDE

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

PART II

FEES IN RESPECT OF PUBLIC BODIES

1. The fee for a copy of the manual as contemplated in regulation 5 (c) is R0,60 for every photocopy of an A4-size page or part thereof.

2. The fees for reproduction referred to in regulation 7 (1) are as follows:

	R
(a) For every photocopy of an A4-size page or part thereof	0,60
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(c) For a copy in a computer-readable form on—	
(i) stifty disc	5,00
(ii) compact disc	40,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

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

4. The access fees payable by a requester referred to in regulation 7 (3) are as follows:

	R
(1) (a) For every photocopy of an A4-size page or part thereof	0,60
(c) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,40
(d) For a copy in a computer-readable form on	
(i) stifty disc	5,00
(ii) compact disc	40,00
(e) (i) For a transcription of visual images, for an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00

- (f) (i) For a transcription of an audio record, for an A4-size page or part thereof 12,00
- (ii) For a copy of an audio record 17,00
- (f) To search for and prepare the record for disclosure, R15,00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.
- (2) For purposes of section 22 (2) of the Act, the following applies:
 - (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.

PART III
FEES IN RESPECT OF PRIVATE BODIES

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

	R
(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00
(e) (i) For a transcription of an audio record, for an A4-size page or part thereof	20,00
(ii) For a copy of an audio record	30,00

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

	R
(1)(a) For every photocopy of an A4-size page or part thereof	1,10
(b) For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0,75
(c) For a copy in a computer-readable form on—	
(i) stiffy disc	7,50
(ii) compact disc	70,00
(d) (i) For a transcription of visual images, for an A4-size page or part thereof	40,00
(ii) For a copy of visual images	60,00

- (e)(i) For a transcription of an audio record, for an A4-size page or part thereof 20,00
 - (ii) For a copy of an audio record 30,00
 - (f) To search for and prepare the record for disclosure, R30,00 for each hour or part of an hour reasonably required for such search and preparation.
- (2) For purposes of section 54 (2) of the Act, the following applies:
- (a) Six hours as the hours to be exceeded before a deposit is payable; and
 - (b) one third of the access fee is payable as a deposit by the requester.
- (3) The actual postage is payable when a copy of a record must be posted to a requester.