



INFORMATION PROVISION MANUAL

June 2007

SAQA: INFORMATION PROVISION MANUAL

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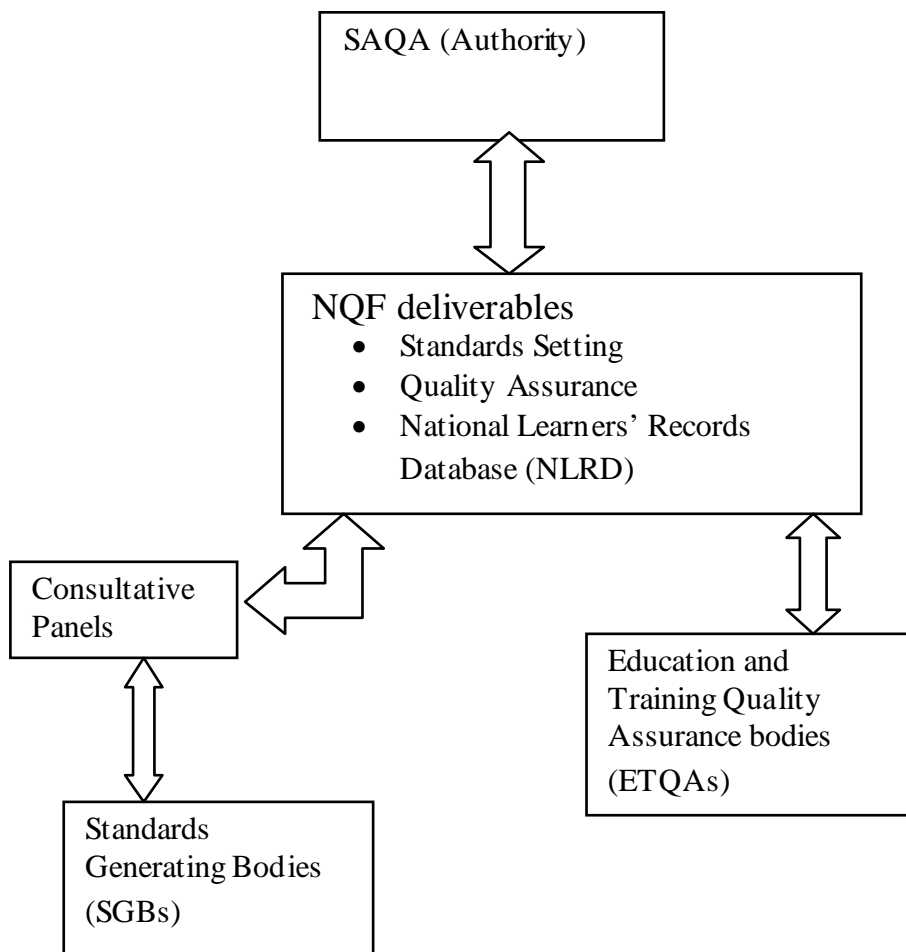
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A. Functions and structure of the South African Qualifications Authority (SAQA) [Section 14(1)(a)]

I. SAQA's functions, in terms of the SAQA Act no. 58 of 1995

- To oversee the development of the National Qualifications Framework (NQF), by formulating and publishing policies and criteria for the registration of bodies responsible for establishing education and training standards or qualifications and for the accreditation of bodies responsible for monitoring and auditing achievements in terms of such standards and qualifications (i.e. the Education and Training Quality Assurance bodies).
- To oversee the implementation of the NQF by ensuring the registration, accreditation and assignment of functions to the bodies referred to above, as well as the registration of national standards and qualifications on the framework. SAQA must also take steps to ensure that provisions for accreditation are complied with and where appropriate, that registered standards and qualifications are internationally comparable.
- To advise the Minister of Education on matters affecting the registration of standards and qualifications.
- To be responsible for the control of the finances of the Authority.

II. Schematic diagram of SAQA, its deliverables and sub-structures



III. The structure of SAQA

The South African Qualifications Authority (SAQA) consists of 29 members, appointed by the Ministers of Education and Labour, who represent national stakeholders in the education and training system. It is responsible for making and implementing policy through the SAQA office.

The SAQA office manages the three NQF deliverables, i.e., the standards setting system, the quality assurance system and the National Learners' Records Database (NLRD).

The standards setting processes include the management of the Consultative Panels and Standards Generating Bodies (SGBs). Through the work of these bodies, standards and qualifications are developed and following a public consultation processes are recommended to SAQA for registration on the NQF.

Quality assurance entails the accreditation of Education and Training Quality Assurance bodies (ETQAs) and the monitoring and auditing of their performance. ETQAs are accredited to quality assure specific qualifications registered on the NQF. They, in turn, accredit the Education and Training providers who offer these qualifications.

The NLRD is an electronic information system used to facilitate the management of the NQF.

C. Contact details [Section 14(1)(b)]

The Information Officer at SAQA is Executive Officer and the Deputy Information Officers are:

Manager: Information Services
Director: National Learners' Records Database

Physical Address: Hatfield Forum West
1067 Arcardia Street
Hatfield

Postal Address: Postnet Suite 248
Private Bag X06
WATERKLOOF
0145

Telephone: (012) 431-5000
Fax: (012) 431-5147
E-mail address: saqainfo@saqa.co.za
Web site: <http://www.saqa.org.za>

B. The section 10 Guide [Section 14(1)(c)]

The guide will be available from the South African Human Rights Commission (SAHRC) by no later than August 2003. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: (011) 484-8300

Fax: (011) 484-1360

Website: www.sahrc.org.za

E-mail: PAIA@sahrc.org.za

C. Access to the records held by SAQA [Section 14(1)(d)]

I. Automatic disclosures [Section 14(1)(e)]

Members of the public may have access to the records listed below without having to complete a request for information form printed in the Government Gazette [Govt. Notice R187- 15 February 2002] (Form A).

Note that some SAQA publications are sold to recover production costs and requesters will be advised of costs, if applicable, on enquiry.

It is illegal for the requester to sell SAQA material for profit. If the material is reproduced or quoted, SAQA should be acknowledged as the source.

Subject: General publications

Categories:

- Legislation
- Annual reports
- SAQA Updates
- Bulletins
- Brochures
- Papers presented at workshops/conferences, etc.

Subject: Standards Setting and Development

Categories:

- Regulations
- Criteria and guidelines documents
- Policy documents
- Government Gazette notices
- Registered qualifications and unit standards

Subject: Quality Assurance and Development

Categories:

- Regulations
- Criteria and guidelines documents
- Policy documents
- Government Gazette notices

Subject: National Learners' Records Database (NLRD)

Categories:

- Names of members of the Authority
- NSBs, SGBs and the names of their members
- Accredited ETQAs and the names of their managers
- Accredited Education and Training providers
- Registered qualifications and unit standards

II. Records that may be requested [Sections 14(1)(d)]

Description of the subjects and categories of records held by SAQA which can be requested subject to chapter 4, section 34 (1) of the *Promotion of Access to Information Act 2000*.

Subject: Standards Setting and Development

Categories:

- Published reports

Subject: Quality Assurance and Development

Categories:

- Published reports

Subject: Human Resources

Categories:

- Human resources policies and procedures
- Employment records

Subject: Finance and Administration

Categories:

- Policies and procedures
- Financial records and reports

Subject: National Learners' Records Database (NLRD)

Categories:

- Records of learners
- NLRD Batch load specifications
- NLRD Datamodel

Subject: Authority

Categories:

- Decisions
- Published reports
- Rules of procedures

III. The request procedures

A requester or applicant will be given access to SAQA records if:

- The requester complies with all the procedural requirements in the Act relating to the request for access to that record; and
- Access to that record is not refused on any grounds mentioned in the *Promotion of Access to Information Act, No. 2 of 2000*.

Nature of the request:

- A requester must use the form that has been printed in the Government Gazette [Govt. Notice R187- 15 February 2002] (Form A).
- The requester must also indicate if the request is for a copy of the record or if s/he wants to come in and look at the record(s) at the SAQA offices. Alternatively if the record is not a document, it may be viewed in the requested form, where possible [s 29(2)].
- If a person asks for access in a particular format then s/he should get access in the manner that has been asked for, unless if doing so would interfere unreasonably with the running of SAQA, or damage the record, or infringe a copyright not owned by SAQA. If for practical reasons access cannot be given in the required format but in an alternate manner, then the fee must be calculated according to the way that the requester first asked for it [s 29(3) and (4)].
- If, in addition to a written reply to their request for the record, the requester wants to be informed about the decision in any other manner, e.g. by telephone, this must be indicated [s 18(2)(e)].
- If a requester is asking for the information on behalf of somebody else, the capacity in which the request is being made should be indicated [s 18(2)(f)].
- If a requester is unable to read or write, or has a disability, then s/he can make the request for the record orally. The information officer must then fill in the form on behalf of such a requester and give him/her a copy [s 18(3)].

Two types of fees are required to be paid in terms of the *Promotion of Access to Information Act*, being the request and the access fee s22:

A requester who seeks access to a record containing personal information about him/herself is not required to pay the request fee. All other requesters, who are not personal requesters, must pay the required request fee:

- The information officer must notify the requester (other than a personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before processing the request further.
- The request fee payable to public bodies is R35. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.

- After the information officer has made a decision on the request the requester must be notified of such a decision in the manner in which the requester requested to be notified.
- If the request is granted, a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to search and prepare the record for disclosure.

D. Services available and how to access them

SAQA offers the following services to the public:

- The evaluation of foreign educational qualifications in order to determine their South African equivalence and recommend possible levels of recognition.
- The Resource and Information Centre has books, online databases and an audiovisual collection, and serves as an archive for all SAQA and NQF related publications. The SAQA website is also managed by the Centre. It has information on SAQA and the NQF including publications, policy documents and registered qualifications and standards.
- The Communications Unit provides information on SAQA and its activities including developing and managing SAQA's advocacy campaign.
- The NLRD contains information on:
 - Qualifications and unit standards registered on the NQF
 - Accredited ETQAs
 - Accredited Education and Training providers
 - Individual learners and their achievements
 - Names of members of the SAQA Authority, SGBs, managers of accredited ETQAs and Education and Training providers

More information on these services can be obtained from the SAQA website (www.saq.org.za). Enquires can be e-mailed to saqainfo@saqa.org.za or call the Helpdesk on 086 010 3188.

E. Arrangement allowing for public involvement in the formulation of policy and exercise of power [Section 14(1)(g)]

SAQA is committed to a process of public consultation in all its processes in the following ways:

- Members of the Authority are appointed in terms of section 4 of the *SAQA Act*
- Policy documents, qualifications and standards are published in the Government Gazette for public comment before they are approved or registered
- SGB members are appointed in terms of chapter 4 section 22 and 23 of Regulation no. 452 of 28 March 1998
- Consultative workshops and conferences are held on a regular basis

F. Remedies available if the provisions of the *Promotion of Access to Information Act* are not complied with [Section 14(1)(h)]

SAQA, as a public body that performs a public function in terms of legislation (see the definition of "public body" in section 1 paragraph (b) (i) of the *Promotion of*

Access to Information Act), does not have internal appeal procedures. The courts may be approached in such instances where there is no compliance with the provisions of this Act.