

PROMOTION OF ACCESS TO INFORMATION ACT

SECTION 51 MANUAL

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1. INTRODUCTION

This Manual has been prepared in accordance with section 51 of the Promotion of Access to Information Act (PAIA) and aims to facilitate a Request for access to a Record held by a private body that is required for the exercise or protection of any rights.

2. DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely -

- “Act” means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- “The Company” means The Company SA (Pty) Ltd as more fully described in the overview hereunder;
- “Guide” refers to the guide drafted and made available by the Information Regulator to inform the Requester on how to access Records
- “Information Regulator” means the regulator with the powers and functions set out in s40 of the Protection of Personal Information Act (4 of 2013);
- “Information Officer” means the person acting on behalf of The Company and discharging the duties and responsibilities assigned to the head of The Company by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by the “head” of The Company in writing;
- “Manual” means this manual published in compliance with Section 51 of the Act;
- “Record” means any recorded information, regardless of form or medium, which is in the possession or under the control of The Company, irrespective of whether or not it was created by The Company;
- “Request” means a request for access to a Record of The Company;
- “Requestor” means any person, including a public body or an official thereof, making a Request for access to a Record of The Company and includes any person acting on behalf of that person; and
- “SAHRC” means the South African Human Rights Commission.

Unless a contrary intention clearly appears, words signifying:-

- the singular includes the plural and vice versa;
- any one gender includes the other genders and vice versa; and
- natural persons include juristic persons.

Unless otherwise stated, terms defined in the Act shall have the same meaning in this Manual.

3. OVERVIEW OF THE COMPANY

MSC Business College is a franchise which has multiple campuses in South Africa, the MSC Business College group are one of the biggest names in education in South Africa and exist to build better lives and brighter futures through relevant programmes meeting the needs of industry.



4. CONTACT DETAILS OF INFORMATION OFFICERS (SECTION 51(1)(a))

The Franchise Owners have delegated its powers to the following employees whose details appear hereunder for purposes of dealing with all matters in connection with Requests for information and the Protection of Personal Information Act (POPIA) on The Company's behalf and to ensure compliance with the Act:

Konnect (Pty) Ltd t/a MSC Business College Alberton

Information Officer: Michelle Hermanus
Physical Address: 79 5th Street, Alberton, 1450
Telephone: 011 869 0183
E-mail: popi@msccollege.co.za
Website: www.msccollege.co.za

K2013111266 (Pty) Ltd t/a MSC Business College Bloemfontein

Information Officer: Thulisiwe Mngomezulu
Physical Address: 89 Donald Murray Avenue, Park West
Telephone: 051 447 5882
E-mail: popi@msccollege.co.za
Website: www.msccollege.co.za

MSC College East London (Pty) Ltd t/a MSC Business College East London

Information Officer: D'Neil Moodley
Physical Address: 14 St Matthews Road, Southernwood. East London
Telephone: 043 743 5778
E-mail: popi@msccollege.co.za
Website: www.msccollege.co.za



College for Computer and Business East Rand (Pty) Ltd t/a MSC Business College Kempton Park

Information Officer: Mmatshopo Moagi

Physical Address: Shop 30, Kempton Place 12 Pretoria Road Kempton Place, Kempton Park, Johannesburg

Telephone: 011 970 4281

E-mail: popi@msccollege.co.za

Website: www.msccollege.co.za

Cosmopolitan College (Pty) Ltd t/a MSC Business College Midrand

Information Officer: Lindalee Mutambanesango

Physical Address: M105 Floor 1 Boulders Shop Ctr, Pretoria Main Rd, Midrand

Telephone: 011 312 1585

E-mail: popi@msccollege.co.za

Website: www.msccollege.co.za

MSC Education Holdings (Pty) Ltd t/a MSC Business College Port Elizabeth

Information Officer: Maryke van Huyssteen

Physical Address: 2 Ring Road, Greenacres, Port Elizabeth

Telephone: 041 585 3246

E-mail: popi@msccollege.co.za

Website: www.msccollege.co.za

Konnect (Pty) Ltd t/a MSC Business College Rustenburg

Information Officer: Giotsemang Molawa
Physical Address: 91 Tuin Street, Rustenburg
Telephone: 014 594 2691
E-mail: popi@msccollege.co.za
Website: www.msccollege.co.za

5. GUIDE TO THE ACT (SECTION 51(1)(b) READ WITH SECTION 10)

- 5.1 The ACT grants a requester access to records of a private body, if the record is required for the exercise or protection of any rights. If a public body lodges a request, the public body must be acting in the public interest.
- 5.2 Requests in terms of the ACT shall be made in accordance with the prescribed procedures, at the rates provided. The forms and tariff are dealt with in paragraphs 6 and 7 of the Act.
- 5.3 Requesters are referred to the Guide in terms of Section 10 which has been compiled by the South African Human Rights Commission, which will contain information for the purposes of exercising Constitutional Rights. The Guide is available from the SAHRC.

The contact details of the Commission are:

Postal Address: Private Bag 2700, Houghton, 2041
Telephone Number: +27-11-877 3600
Fax Number: +27-11-403 0625
Website: www.sahrc.org.za

- 5.4 The SAHRC has compiled a guide, as required by Section 10 of the Act, containing such information as may reasonably be required by a person who wishes to exercise any right contemplated in this Act.
- 5.5 The guide is available on the SAHRC website, <http://www.sahrc.org.za>.
- 5.6 The SAHRC can be contacted directly at:

The South African Human Rights Commission: PAIA Unit

Postal address: Private Bag X2700
HOUGHTON2041

Physical address: 2nd Floor
 Braampark
 Forum 3
 33 Hoofd Street
 Braamfontein

Telephone: +27 11 877 3600 (Switchboard)
 +27 11 877 3750 (Gauteng Office)
 +27 11 887 3803

Facsimile: +27 11 403 0668 (Gauteng Office)
 +27 11 403 0625

E-mail: section51.paia@sahrc.org.za

Website: <http://www.sahrc.org.za>

6. AUTOMATIC DISCLOSURE - CATEGORIES OF RECORDS AVAILABLE WITHOUT HAVING TO REQUEST ACCESS [SECTION 51(1)(c)]

The following Records are automatically available without a person having to request access in terms of the Act:

Ref	Act
No 71 of 2008	Companies Act
No 53 of 1979	Attorneys Act
No 98 of 1978	Copyright Act
No 55 of 1998 as amended	Employment Equity Act
No 95 of 1967	Income Tax Act
No 66 of 1995	Labour Relations Act
No 89 of 1991	Value Added Tax Act
No 75 of 1997 as amended	Basic Conditions of Employment Act
No 4 of 2013	Protection of Personal Information Act
No 25 of 2002	Electronic Communications and Transactions Act
No 130 of 1993	Compensation for Occupational and Diseases Act
No 2 of 2000	Promotion of Access of Information Act
No 63 of 2001	Unemployment Insurance Act
No 68 of 2008	Consumer Protection Act
No 85 of 1993	Occupational Health and Safety Act
No 97 of 1998	Skills Development Act
No 9 of 1999	Skills Development Levies Act
No 4 of 2002	Unemployment Insurance Contributions Act

The web page www.msccollege.co.za is accessible to anyone who has access to the Internet. The Company's website hosts the following categories of information:

- Home
- About
- Programmes
- Campuses
- Student Responses
- Accreditation
- News
- Contact Details

7. RECORDS AVAILABLE IN TERMS OF LEGISLATION [SECTION 51(1)(d)]

7.1 Records are kept in accordance with the following legislation (which is not an exhaustive list):

- Broad Based Black Economic Empowerment Act, 2003
- Basic Conditions of Employment Act, 1997
- Businesses Act, 1991
- Companies Act, 2008
- Consumer Protection Act, 2008
- Compensation for Occupational Injuries and Diseases Act, 1993
- Copyright Act, 1978
- Electronic Communications and Transactions Act, 2002
- Employment Equity Act, 1998
- Harmful Business Practices Act, 1999
- Income Tax Act, 1962
- Labour Relations Act, 1995
- Long Term Insurance Act, 1998
- Medical Schemes Act, 1956
- Occupational Health and Safety Act, 1993
- Pension funds Act, 24 of 1956
- Prevention of Organised Crime Act, 1998;
- Protected Disclosures Act, 2000
- Short Term Insurance Act, 1998
- Skills Development Act, 1998
- Skills Development Levies Act, 1999
- Trademarks Act, 1993
- Unemployment Insurance Act, 2001
- Value Added Tax Act, 1991

8. CATEGORIES OF RECORDS HELD AND SUBJECT TO REQUEST

8.1 Statutory and Legal

- statutory registers
- annual reports

- statutory records and returns, including incorporation documents, memorandum of incorporation and share register
- minutes of meetings
 - board
 - board and statutory committees
 - management committees
- contractual and legal agreements
- intellectual property: trademark certificates
- licences
- copyrights & designs
- health and safety records

8.2 Human Resources

- HR policies & procedures
- employment equity plan and report
- skills development plan and report
- employee records
- benefits
- IR disciplinary and grievance procedures and hearings, including CCMA Records
- Union negotiation Records
- incentive scheme rules

8.3 Administration, Finance & Accounting

- accounting records
- auditors reports
- tax returns
- VAT returns
- policies & procedures

8.4 Retirement Fund

- pension and provident fund rules
- correspondence
- statutory records and returns

8.5 Insurance

- policies, including coverage, limits and insurers
- claim records

8.6 Information technology

- hardware
- software packages
- licences
- IT policies and procedures
- operating systems

8.7 Sales and Marketing

- customer records
- credit application forms
- statements of account
- terms & conditions
- marketing material and media releases: brochures, newsletters and advertising materials

8.8 Assets

- leases

8.9 Operational information

This information can be defined as information needed in the day-to-day running of the organization. (Examples of such information are: internal telephone lists, address lists, company policies, company procedures, employee handbook, administration manual, industry related statistical data, data subject databases, management information reports and lease agreements.)

9. FORM REQUEST (Section 51 (1) (E))

To facilitate the processing of your request, kindly:

- 9.1 For more information, visit our website www.msccollege.co.za and click on the link where you can get access to our Information Officer ; or
- 9.2 Use the prescribed form, available on the website of the **SOUTH AFRICAN HUMAN RIGHTS COMMISSION** at www.sahrc.org.za.
- 9.3 Address your request to the Information Officer.
- 9.4 Provide sufficient details to enable the COMPANY to identify:
 - 9.4.1 The record(s) requested;
 - 9.4.2 The requester (and if an agent is lodging the request, proof of capacity);
 - 9.4.3 The form of access required;
 - 9.4.4 (i) The postal address or fax number of the requester in the Republic;
(ii) If the requester wishes to be informed of the decision in any manner (in addition to written) the manner and particulars thereof;
 - 9.4.5 The right which the requester is seeking to exercise or protect with an explanation of the reason the record is required to exercise or protect the right.

10. ACCESS: PROCEDURE, AVAILABILITY AND FEES

10.1 How to Request a Record (Section 53)

- Requests for access to Records must be made to the Information Officer in the prescribed form, Annexure 1 at the address, fax number or electronic mail address referred to in 1 above. Failure to make use of the prescribed form could result in your Request being refused or delayed.
- A Request for access to a Record must be accompanied by payment of an initial non-refundable Request fee of R57.00 (inclusive of VAT). This fee is not applicable to personal Requests, i.e. individual seeking access to Records pertaining him/herself.
- The Requestor must provide sufficient detail on the Request form to enable the Information Officer to clearly identify the Record as well as the Requestor's identify, which is to be accompanied by positive proof of identification.
- The Requestor must indicate which form of access is required and if he/she wishes to be informed on the decision on the Request in any other manner, to state the necessary particulars to be so informed.
- Access is not automatic. The Requestor must therefore identify the right he/she is seeking to exercise or protect and provide an explanation as to why the requested Record is required for the exercise or protection of that right.
- If a Request is made on behalf of a person, the Requestor must then submit proof, to the satisfaction of the Information Officer, of his/her authority to make the Request. Failure to do so will result in the Request being rejected.

10.2 Decision on Request (Section 56)

- The Requestor will be notified, within 30 days, in the manner indicated by him/her of the outcome of his/her Request, alternatively whether an extension not exceeding 30 days is required to deal with the Request.
 - o If the Request for access is granted a further access fee must be paid for the reproduction as well as the search and preparation of the Records and for any time that has exceeded the prescribed hours to search and prepare the Record for disclosure. Access will be withheld until the Requestor has made payment of the applicable fee(s).
 - o In the event that the Request for access is refused, reasons for the refusal will be provided and the Requestor will be advised the he/she may lodge an application with a court against the refusal of the Request, as well as the procedure for lodging the application.
- The Requestor may lodge an internal appeal or an application to court against the tender or payment of the Request fee.

10.3 Availability

This Manual is available on the MSC Education Holdings website, www.msceducation.co.za, alternatively, during office hours at: 26 Bonza Bay Road, Beacon Bay, East London.



10.4 Fees

The fees payable in respect of access to Records are attached as Annexure 2.



ANNEXURE 1

**REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY
FORM C**

(Section 53(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))
[Regulation 10]

A. Particulars of private body

The Information Officer: MSC Education Holdings in respect of _____ (specify branch, if applicable)

B. Particulars of person Requesting access to the Record

- (a) The particulars of the person who requests access to the Record must be given below.
- (b) The address and/or fax number in the Republic to which the information is to be sent must be given.
- (c) Proof of the capacity in which the Request is made, if applicable, must be attached.

Full Name and Surname:

Identity Number:

Postal Address:

Telephone Number: _____

Fax 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.

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:	
Mark the appropriate box with an X. NOTES: (a) Compliance with your Request in the specified form may depend on the form in which the Record is available. (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. (c) The fee payable for access to the Record, if any, will be determined partly by the form in which access is requested.			
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? Postage is payable.			YES
			NO

G. Particulars of right to be exercised or protected

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



1. Indicate which right is to be exercised or protected:

2. Explain why the requested Record is required for the exercising or protection of the aforementioned right:

H. 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 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 REQUESTOR / PERSON ON WHOSE BEHALF REQUEST IS MADE

ANNEXURE 2

FEES PAYABLE

1. Copy of manual

The fee for a copy of the manual is R1,10 for every photocopy of an A4-size page or part thereof.

2. Reproduction fees

The fees for preparation of Records referred to in regulation 11(1) are as follows:

	Rand
(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) Electronic media, i.e. diskette	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

3. Request fee

The Request fee payable by a Requestor, other than a personal Requestor referred to in Regulation 11(2) is R50,00

4. Access fees

The access fees payable by a Requestor referred to in regulation 11(3) are as follows:

	Rand
(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) Electronic media, i.e. diskette	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
(f) To search for and prepare the Record for disclosure for each hour or part of an hour reasonably required for such search and preparation	30,00

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 Requestor.

The actual postage is payable when a copy of a Record must be posted to a Requestor.