



Thandeka

Empowered Journey, Enriched Community

Thandeka Vocational Education Trust (Pty) Ltd

ACCESS TO INFORMATION MANUAL (PRIVATE BODY)

*PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS
TO INFORMATION ACT 2 OF 2000*

Date of Review: 13 December 2024

HEAD OFFICE

13 Sydow Street, Maitland, 7405
TEL +27 21 510 2766
REG NO 2008/012975/07

DIRECTORS

Jennifer Choice
Theresa Otto
Natasha Antha

Level 2 B-BBEE Contributor

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1. Purpose of the Manual in terms of PAIA

The purpose of this Manual is to assist people wishing to access information in terms of the Promotion of Access to Information Act (Act 2 of 2000) from Thandeka Vocational Education Trust (Pty) Ltd

2. Overview of Thandeka Vocational Education Trust (Pty) Ltd

Established in 2003, Thandeka Vocational Education Trust (Pty) Ltd is an accredited private education and vocational training skills development provider, operating nationally, across a range of sectors inclusive of clothing, textiles, general manufacturing and wholesale and retail.

We are committed to excellence and integrity through our core guiding principle of continuous improvement. To this end, we ensure that our course curriculum content is relevant and that our facilitation team are subject matter experts with extensive industry related experience.

3. Availability of this manual

A copy of this Manual is available on our website (www.thandeka.org.za) or by sending a request for a copy to our Information Officer or Deputy Information Officer by email. The Manual may also be obtained from our office, or the Information Regulator, JD House, 27 Stiemens Street, Braamfontein, Johannesburg, 2001 / P.O Box 31533, Braamfontein, Johannesburg, 2017.

4. Information Officer

Natasha Antha
Operations Director
Tel: 021-5102766
E-mail: natasha@thandeka.org.za

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5. Organisation Contact Details

Company Name	Thandeka Vocational Education Trust (Pty) Ltd
Physical Address	13 Sydow Street, Maitland, Cape Town, 7405
Postal Address	PO Box 412, Maitland, Cape Town, 7404
Tel Number	021-5102766
E-mail Address	natasha@thandeka.org.za
Website	www.thandeka.org.za

6. Request for access to information

Requests to access information as contemplated in the Act, must be lodged with our Information Officer via e-mail natasha@thandeka.org.za.

When requesting a record, the following will apply:

10.1 Information that may be requested

The information to be requested by a requester means any recorded information regardless of its form or medium which is in the possession or under the control of Thandeka Vocational Education Trust (Pty) Ltd whether or not it was created by Thandeka Vocational Education Trust (Pty) Ltd or not.

10.2 Request procedures

A requester shall be given access to a record held by Thandeka Vocational Education Trust (Pty) Ltd subject to meeting the following requirements, as set out in the Act

Requests for access to records held by Thandeka Vocational Education Trust (Pty) Ltd must be made on the prescribed request forms (on payment of the prescribed fees, if any) that are available from the Department of Justice and Constitutional Development (www.justice.gov.za).

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- 1) An access fee may be payable in line with the law and may change from time to time. A fee schedule is attached as Annexure 1;
- 2) The request form must be completed in full.
- 3) The requester may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access if granted, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.
- 4) If the requester is acting on behalf of someone else, the signature of the other person as the one who is authorised the request to be made.
- 5) The requester must state in which form (inspection of copy, paper copy, electronic copy, transcript, etc) s/he wants to access the information.
- 6) If the record is part of another record, the requester will only be accessing the part(s) that pertains to the information s/he wants or is entitled to, and not the rest of the record.
- 7) All requests will be evaluated against the provisions of the Act. The Act allows the Information Officer to refuse access on grounds stipulated in the Act. The Information Officer must respond to the request for information within 30 days of the request, and if not granted and the requester is not satisfied s/he can approach the courts within 30 days.

7. Records available in terms of South African Legislation

1. In terms of Section 51(1)(d), Thandeka Vocational Education Trust (Pty) Ltd keeps information in terms of relevant legislation, including but not limited to:
 - a. Labour Relations Act 66 of 1995;
 - b. Basic Conditions of Employment Act 75 of 1997;
 - c. Employment Equity Act 55 of 1998;
 - d. Skills Development Levies Act 9 of 1999;
 - e. Skills Development Act 97 of 1998;
 - f. National Qualifications Framework Act 67 of 2008
 - g. Unemployment Insurance Act 63 of 2001;
 - h. Broad-based Black Economic Empowerment Act 53 of 2003; etc.

8. Records held by Thandeka Vocational Education Trust (Pty) Ltd

1. In terms of Section 52, the following records are automatically available to the public:

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- a. booklets, newsletters and pamphlets, published by the Company, which are available on the Company's website [Section 51(1) (e)].
2. Thandeka Vocational Education Trust (Pty) Ltd collect, collate, analyse and disseminate information for the following purpose:
 - a. Collecting – Thandeka Vocational Education Trust (Pty) Ltd collect personal information from the following individuals:
 - i. Employees (including temporary employees and contractors) as well as prospective employees to:
 1. Screen prospective employees
 2. Build an employee profile
 3. Monitor employee performance
 4. Provide statutory information to SARS and Department of Labour
 - ii. Learners registered on learning programmes (including prospective learners) to:
 1. Screen prospective learners
 2. Build a learner profile
 3. Monitor learner progress and performance
 4. Provide mandatory information to the relevant Sector Education and Training Authority, and Department of Higher Education and Training
 - b. Collating – Thandeka Vocational Education Trust (Pty) Ltd collate information for reporting purposes in terms of:
 - i. Employees (including but not limited to)
 1. Employment Equity
 2. Workplace Skills Planning
 - ii. Learners (including but not limited to)
 1. Relevant Sector Education and Training Authority
 2. South African Qualifications Authority
 3. Department of Higher Education and Training
 4. Quality Council for Trade and Occupations

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- c. Analyzing – Thandeka Vocational Education Trust (Pty) Ltd analyses information on a regular basis for the purposes of evaluating the effectiveness of the business and its activities (including but not limited to):
 - i. Employees
 1. Performance Monitoring and Evaluation
 - ii. Learners
 1. Graduation rate
 2. Dropout rate
 3. Attendance
 - d. Presenting – Thandeka Vocational Education Trust (Pty) Ltd presents information gathered through collection, collation and analyses in various ways for the purposes of (including but not limited to):
 - i. Reporting to funding organisations
 - ii. Reporting to Government Institutions such as South African Qualifications Authority and Quality Council for Trades and Occupations
 - iii. Marketing of products and services through social media, website and newsletters
 - e. Disseminating of personal information – Thandeka Vocational Education Trust (Pty) Ltd disseminate information as required and in accordance with the requirements of the Act
 - i. Uploading information on the relevant Sector Education and Training Authority Learner Management Database
 - ii. Reporting to the relevant Sector Education and Training Authority, South African Qualifications Authority and Quality Council for Trades and Occupations
 - iii. Reporting to other funding organisations or skills development project partners
 - iv. Reporting to SARS, Department of Labour and other statutory bodies
 - v. Reporting to Department of Higher Education and Training
3. We keep records in the categories listed below. This does not necessarily mean that we will disclose such records, and all access is subject to the evaluation processes outlined herein, which will be exercised in accordance with the requirements of the Act:
- a. Internal records relating to our business including our founding and other documents, financial records, operational records, human resources policies and procedures, operational policies and procedures, contracts, trademarks, and other intellectual property, statutory documents, insurance policies and records.
 - b. Personnel records relating to full time, contracted and part time employees including personal data, identity documents, proof of qualifications, employment contracts and conditions of employment, disciplinary records

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- minutes of staff meetings, performance management records and employment related records and correspondence.
- c. Client documentation including contact details of client representatives, skills development information pertaining to the company, financial and company information required for grant claiming processes, company registration documents
 - d. Learner documentation including personal data, identity documents, school qualifications, learner agreements and learner enrolment forms, banking details (for payment of stipends)
 - e. Supplier and service provider records including contracts, confidentiality agreements, non-disclosure agreements, communications, logs and delivery records.
 - f. Technical records which include learning materials, quality management system, learner management system and similar.
4. The recipients of personal information that may be supplied by Thandeka Vocational Education Trust (PTY) Ltd are categorised as follows:
- a. Relevant Sector Education and Training Authority e.g., FP&M SETA, Services SETA, W&R SETA
 - b. Quality Assurance Bodies e.g., South African Qualifications Authority, Quality Council for Trades and Occupations
 - c. Funding Organisations e.g., Provincial or National Government, Sector Education and Training Authorities
 - d. Government Departments e.g., Department of Higher Education and Training, Department of Labour, South African Revenue Service, Unemployment Insurance Fund
 - e. Client firms sponsoring employed or unemployed learners on learning programmes
 - f. Skills Development Project partners e.g., Department of Correctional Services
5. The following trans-border or cross border flows of personal information apply:
- a. Enrolment of non-South African citizens are allowed subject to the learner producing a valid international passport and valid work permit – the learner’s personal information is then processed as per paragraph 2 above.

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- b. While most of the training conducted by Thandeka Vocational Education Trust (Pty) Ltd takes place within the border of South Africa, we have also trained in neighbouring countries in during the past e.g. Swaziland. In cases such as this, learner personal information as supplied by the client is processed at our offices in Cape Town.
6. Security Measures Implemented and Monitored by Thandeka Vocational Education Trust (Pty) Ltd:
 - a. Physical security;
 - b. Computer and network security;
 - c. Access to personal information;
 - d. Secure communications;
 - e. Security in contracting out activities or functions;
 - f. Retention and disposal of information;
 - g. Acceptable usage of personal information;
 - h. Governance and regulatory issues;
 - i. Monitoring access and usage of private information;
 - j. Investigating and reacting to security incidents.
7. When we contract with third parties, we impose appropriate security, privacy and confidentiality obligations on them to ensure that personal information that we remain responsible for, is kept secure.
8. We will ensure that anyone to whom we pass your personal information agrees to treat your information with the same level of protection as we are obliged to.

Any service requests or enquiries with regard to this manual should be directed to: enquiries@infoeregulator.org.za or the Thandeka Vocational Education Trust (Pty) Ltd Information Officer: natasha@thandeka.org.za.

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Annexure 1: Fees payable to a Private Body

Fees for Records of Private Body

1. The “request fee” payable by a requester, other than a personal requester, referred to in section 54(1) of the Act, is R50
2. The “fees for reproduction” referred to in section 52(3) and “access fees” payable by a requester referred to in section 54(7), unless exempted under section 54(8) of the Act, are as follows:
 - a. for every photocopy of an A4-size page or part thereof R1,10
 - b. for every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form R0 - R75
 - c. for a copy in a computer-readable form on:
 - i. Compact disc R70
 - d. for a transcription of visual images, for an A4-size page or part thereof R40
 - i. for a copy of visual images R60
 - e. for transcription of an audio record, for an A4-size page or part thereof R20
 - i. for a copy of an audio record R30
 - f. To search for the record for disclosure, R30 for each hour or part of an hour reasonably required for such search.
3. The actual postal fee is payable when a copy of a record must be posted to a requester
4. Exemptions from paying “access fees”
 - a. Person or persons exempted from paying access fees:-
 - i. A single person whose annual income does not exceed R14,712.00; or
 - ii. Married persons or a person and his/her life partner whose annual income does not exceed R27,192.00

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