



Transport Education Training Authority

Driven by Vision

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PAIA MANUAL

This manual applies to Transport Education and Training Authority (the "TETA")





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This manual was prepared in accordance with section 51 of the Promotion of Access to Information Act, 2000 read with the Protection of Personal Information Act, 2013

This manual applies to Transport Education and Training Authority
(the "TETA")

1. INTRODUCTION

Section 32 of the Constitution of the Republic of South Africa, 1996 provides that everyone has the right of access to any information held by the state; and any information that is held by another person and that is required for the exercise or protection of any right.

The purpose of the Promotion of Access to Information Act 2 of 2000 (commonly referred to as the “PAIA”) is to give effect to the constitutional right of access to any information held by the state, as well as information held by another person that is required for the exercise or protection of any right and informs requestors of procedural and other requirements which a requestor must follow to request for access to such records.

This PAIA Manual was compiled in terms of Section 14 and section 51 of the PAIA to facilitate access to records held by the TETA and is available to the public in a PDF (“Portable Document Format”) version on TETA website or on request from the Deputy Information Officer referred to in this manual. This PAIA Manual is also available for inspection at the office of the offices of the Information Regulator’s offices in Johannesburg.

This application of this manual excludes any operations outside of Republic of South Africa and will provide a reference regarding the records held by TETA at its registered office.

2. TETA BACKGROUND

The Transport Education and Training Authority (TETA) is one of the 21 s mandated to facilitate skills development and training in different economic sectors of South Africa. TETA’s areas of operation cut across rail, aerospace, maritime, road freight, road passenger, taxi, freight handling, and forwarding and clearing subsectors. The authority is committed to ensuring that through the implementation of the National Skills Development Plan (NSDP) a pool of highly skilled, competitive, and competent individuals is developed and functions effectively within the transport sector.

The TETA was established in terms of the Skills Development Act (No. 97 of 1998) (SDA). It is a public entity that reports to the Minister of Higher Education and Training and operates under the oversight of National Treasury in terms of performance management and financial administration. TETA is a Sector Education and Training Authority responsible for skills development in the transport sector.

3. PAIA SECTION 10 GUIDE (SECTION 51)

This Guide has been compiled in terms of Section 10 of PAIA by the TETA. It contains information required by a person wishing to exercise any right, contemplated by PAIA. It is available in the English language.

The Guide is also available for inspection, inter alia, at the office of the TETA:

Transport Education and Training Authority
TETA House, 344 Pretoria Avenue, Ferndale, Randburg, Johannesburg, 2194

Republic of South Africa
Telephone Number: +27 11 577 7000
Website: www.teta.org.za

4. INFORMATION OFFICER

The information officer of TETA is the Chief Executive Officer, Mrs Maphefo Anno-Frempong
Transport Education and Training Authority
TETA House, 344 Pretoria Avenue, Ferndale, Randburg, Johannesburg, 2194
Tel: 011 577 7000

The Information Officer has appointed the following Deputy Information Officers to handle all requests in order to assure compliance and that the PAIA Act's provisions are implemented fairly, objectively, and unbiasedly.

Name : TETA Company Secretary – Adv. Ishmael Malale
Tel : 011 577 7096
Email : PAIArequest@teta.org.za

Name : TETA Legal and Compliance – Manopi Makwela
Tel : 011 577 7035
Email : PAIArequest@teta.org.za

5. RECORDS THAT ARE AUTOMATICALLY AVAILABLE

At this stage no notice affecting the company has been published on the categories of records that are automatically available without a person having to request access in terms of section 52 of PAIA.

5.1. The records automatically available at TETAs registered offices in terms of section on payment of the prescribed fee for reproduction are:

5.1.1. Records of the TETA lodged in terms of government requirements,

6. RECORDS AVAILABLE IN TERMS OF OTHER LEGISLATION

Below is a list of records and information that TETA has available in terms of section 51(1)(e)- access to the information may be limited or restricted to protect the privacy and private information of the data subject:

CORPORATE GOVERNANCE			
Item	Document / Information	Available on request	Restricted access
1	Annual Reports	x	
2	Board of Directors and Board Committee Charters	x	
3	Codes of Conduct	x	
4	Fraud hotline reports		x
5	Policies and Procedures	x	
6	Accounting Authority and Committee minutes		x
7	Funding framework	x	
FINANCE AND SUPPLY CHAIN MANAGEMENT			
8	Accounting Records		x
9	Annual Financial Statements	x	
10	Asset Register		x
11	Audit Reports	x	
12	Banking Records Bank Statements		x
13	Budgets	x	
14	Documents issued to employees for income tax purposes		x
15	Leases and rental agreements		x
16	Management Reports		x
17	PAYE Records		x
18	Records of payments made to SARS on behalf of employees		x
19	Risk Management and Insurance		x
20	Tax Records and Returns		x
HUMAN RESOURCE			
21	CVs, application details		x
22	Disciplinary Code and Records		x
23	Disciplinary Procedures	x	
24	All employment records,		x
25	Employee Benefit Records		x
26	Employment Contracts and Letters of Appointment		x
27	Employee Information		x
28	Incentives and Bonuses		x
29	IRP5's		
30	Job Profiles	x	
31	Pension and Retirement Funding Records		x
32	Performance Records	x	
33	Personal Records		x

CORPORATE GOVERNANCE			
Item	Document / Information	Available on request	Restricted access
34	Events	x	
35	Corporate Social Investment	x	
36	Media Releases	x	
27	Newsletters and Publications	x	
28	Public Corporate Records	x	
39	Media and Advertising	x	
40	External Publications	x	
41	Marketing Brochures	x	
42	Media and Advertising	x	
43	Intranet		x
LEGAL SERVICES AND COMPLIANCE			
44	Agreements and Contracts		x
45	Records of Stolen Goods		x
46	Disputes with third parties and ex-employees		x
47	Documents pertaining to commercial disputes, litigation, arbitration or regulatory investigations		x
48	Investigation reports and cases		x
49	Subpoenas		x
SUPPLY CHAIN AND PROCUREMENT			
50	Inventory Records		x
51	Supplier and Contractor Agreements		x
52	Tender Documentation and Proposals	x	
53	Tender Awards	x	
ETQA			
54	List of accredited training provider	x	
54	Accredited training provider database		x
56	Accreditation desktop and site visit report		x
57	Accreditation letters		x
58	List of registered assessors and moderators	x	
59	Assessors and moderator's database		x
60	Assessor and moderators registration letters		x
61	Monitoring reports		x
62	External moderation report		x
63	Workplace site visit report and approval letter		x
64	Learner certificate and Statement of results		x
65	Learner registration		x
66	Learner attendance register		x
67	Trade test reports		x
68	Learning Material Evaluation Report		x
69	TETA developed learning material	x	

SKILLS DEVELOPMENT AND LEARNING PROGRAMMES			
Item	Document / Information	Available on request	Restricted access
70	Strategic Plan and Annual Performance Plan	x	
71	Applicable Statutory Documents	x	
72	Discretionary Grants recommendation schedule		x
73	Mandatory Grants recommendation schedule		x
TETA BURSARIES			
74	Bursary Award letter		x
75	Bulk proof of payment – Tuition		x
76	Learner personal information		x
RESEARCH AND KNOWLEDGE			
77	Research Report		x

7. Request Procedure

Only the Information Officer or any Deputy Information Officer appointed shall be authorised to divulge information, no request shall be accepted over the phone, nor shall any information be shared over the phone.

The requester must complete the prescribed form application form attached hereto marked Form 2 and submit the form as well as payment of the request fee and a deposit (if applicable) to the Deputy Information Officer of the TETA at the postal or 334 Pretorius Avenue, Ferndale, Randburg, address as stated above.

Motivate any request for personal information concerning POPIA and the right that the requestor may rely upon. A request will not automatically be granted, and short reasons for the refusal shall be supplied.

The requester must comply with all the procedural requirements in the PAIA and POPIA relating to the request for access to records.

The prescribed form must be filled in with sufficient particulars to at least enable the Deputy Information Officer of the TETA to identify:

- (a) Record or records requested.
- (b) Identity of the requester.

Which form of access is required if the request is granted; and

- (c) postal address, telephone number of the requester.

The requester must state that he/she requires the information to exercise or protect her/his right and clearly state what the nature of the right is to be exercised or protected. In addition, the requester must clearly specify why the records are necessary to exercise or protect such a right.

Such request must be processed within 30 (thirty) days of receiving the request.

The requester shall be informed whether the access has been granted or denied within 30 (thirty) days of receipt of the request and give notice with reasons to that effect.

The 30 (thirty) day period within which the TETA must decide whether to grant or refuse the request may be extended for a further period of not more than 30 (thirty) days if the request is for a vast amount of information or the information cannot reasonably be obtained within the original 30 (thirty) day period. The Deputy Information Officer will notify the requester in writing should an extension be sought.

If the request for access is granted, the Deputy Information Officer of the TETA must advise the requestor:

- (a) The access fee (if any) to be paid upon access.
- (b) The form in which access will be given; and
- (c) that the requester may lodge an application with a court against the access fee to be paid or the form of access granted and the procedure, including the period allowed for lodging the application.

If the request for access is refused, the Deputy Information Officer of the TETA must:

- (a) state adequate reasons for the refusal, including the provisions of this Act, relied on.
- (b) exclude, from any such reasons, any reference to the content of the record; and
- (c) state that the requester may lodge an application with a court against the refusal of the request, and the procedure (including the period) for lodging the application.

In terms of section 54 of the PAIA, if all reasonable steps have been taken to find the record requested and there are reasonable grounds to believe that the record is in possession of the TETA but cannot be found, and if it does not exist, then the Deputy Information Officer of the TETA must notify by way of affidavit or affirmation, the requester that it is not possible to give access to that record.

If after notice is given, the record in question is found, the requester must be given access thereto unless the grounds for the refusal of access exist.

If the request is declined for any reason the notice must include adequate reasons for the decision, together with the relevant provisions of the PAIA relied upon and provide the procedure to be followed should the requester wish appeal the decision. Section 59 provides that the Deputy Information Officer of the TETA may serve a record and grant access only to that portion which the law does not prohibit access to.

The requester must pay the prescribed fee before any further processing can take place.

Fees

The Act provides for two types of fees, namely:

- (a) A request fee, which will be a standard fee; and
- (b) An access fee, which must be calculated by considering reproduction costs, search and preparation time and costs, as well as postal costs.

When the request is received by the Deputy Information Officer of the TETA, such person shall by notice require the requester to pay the prescribed request fee, if any, before further processing of the request.

If a requester requires access to records of his/her personal information, there shall be no request fee payable. However, the requester must pay the prescribed access and reproduction fees for such personal information.

If the search for the record has been made and the preparation of the record for disclosure including arrangements to make it available in the request form, requires more than the hours prescribed in the regulations for this purpose, the Deputy Information Officer of the TETA shall notify the requester to pay as a deposit the prescribed portion of the access fee which would be payable if the request is granted.

The Deputy Information Officer of the TETA shall withhold the record until the requester has paid the fees as indicated in Form 3 hereto.

A requester whose request for access to a record has been granted, must pay an access fee for reproduction and for search and preparation, and for any time reasonably required more than the prescribed hours to search for and prepare the records for disclosure including arranging to make it available in the requested form.

If a deposit has been paid in respect of a request for access, which is refused, then the Deputy Information Officer of the TETA must repay the deposit to the requester with interest at the prescribed rate.

Third Parties

If the request is for the record pertaining to the third party, the Deputy Information Officer of the TETA must take all reasonable steps to inform the third party of the request. This must be done within 21 (twenty-one) days of receipt of the request. The way this is done must be by the fastest means reasonably possible, but if orally, the Deputy Information Officer of the TETA must thereafter give the third party a written confirmation of the notification.

The third party may within 21 (twenty-one) days thereafter either make representation to the TETA as to why the request should be refused; alternatively grant written consent to the disclosure of the record.

The third party must be advised of the decision taken by the Deputy Information Officer of the TETA whether to grant or to decline the request. A third party who is dissatisfied with the Deputy Information Officer of the TETA's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a court for relief.

Grounds for refusal of access to records in terms of section 62-69 of the Act

The TETA has the right to refuse access to information on legal grounds as set out in POPIA and in PAIA which will mainly be on one or more of the following grounds:

Appeal - Remedies [section 57(1)]

Should the requester not be satisfied with the decision made by the Deputy Information officer, they may appeal using the prescribed form 4 to lodge an appeal to the Information Officer.

Thereafter, the decision made by the Information Officer of the TETA is final and requesters will have to exercise such external remedies at their disposal if the request for information is refused and the requester is not satisfied with the answer supplied by the Deputy Information Officer of the TETA. (Form 4)

If a requester is aggrieved by the refusal of the Information Officer to grant a request for a record, the requester may, within thirty (30) days of notification of the Information Officer's decision, apply to court for appropriate relief.

The court will review the request and decide whether in fact the Deputy Information Officer of the TETA should give the requester the information requested or not. A court hearing an application in terms of the PAIA may grant any order that is just and equitable including orders:

- (a) confirming, amending, or setting aside the decision which is the subject of the application.
- (b) requiring the Deputy Information Officer of the TETA or relevant authority of a public body or the head of a private body to take such action or to refrain from taking such action, as the court considers necessary within the period mentioned in the court order.
- (c) granting an interdict, interim or specific relief, a declaratory order or compensation; or
- (d) granting an order as to costs.



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FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

FORM 2

REQUEST FOR ACCESS TO RECORD

[Regulation 7]

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address:

Fax number:

Mark with an "X"

Request is made in my own name

Request is made on behalf of another person.

PERSONAL INFORMATION			
Full Names			
Identity Number			
Capacity in which request is made <i>(when made on behalf of another person)</i>			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: <input type="text"/>
	Cellular:		
Full names of person on whose behalf request is made <i>(if applicable):</i>			
Identity Number			
Postal Address			

Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i></p>			
Description of record or relevant part of the record:			
Reference number, if available			
Any further particulars of record			
TYPE OF RECORD <i>(Mark the applicable box with an "X")</i>			
Record is in written or printed form			
Record comprises virtual images <i>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc)</i>			
Record consists of recorded words or information which can be reproduced in sound			
Record is held on a computer or in an electronic, or machine-readable form			

FORM OF ACCESS
(Mark the applicable box with an "X")

Printed copy of record (including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form)	
Written or printed transcription of virtual images (this includes photographs, slides, video recordings, computer-generated images, sketches, etc)	
Transcription of soundtrack (written or printed document)	
Copy of record on flash drive (including virtual images and soundtracks)	
Copy of record on compact disc drive (including virtual images and soundtracks)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

Personal inspection of record at registered address of public/private body (including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (including transcriptions)	
E-mail of information (including soundtracks if possible)	
Cloud share/file transfer	
Preferred language (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)	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED

If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.

Indicate which right is to be exercised or protected	

Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: <i>(State Rank, Name And Surname of Information Officer)</i>	
Date received:	
Access fees:	
Deposit (if any):	

Signature of Information Officer



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FORMS 3

OUTCOME OF REQUEST AND FEES PAYABLE

[Regulation 8]

FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE
 [Regulation 8]

Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information at registered address of public/private body (<i>including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form</i>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of information on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format (<i>including transcriptions</i>)	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	
Preferred language: (<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>)	

Kindly note that your request has been:

Approved

Denied, for the following reasons:

--

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search	Amount of deposit (calculated on one third of total amount per request)

The amount must be paid into the following Bank account:

Name of Bank: _____
 Name of account holder: _____
 Type of account: _____
 Account number: _____
 Branch Code: _____
 Reference Nr: _____
 Submit proof of payment to: _____

Signed at _____ this _____ day of _____ 20 _____

 Information officer



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FORMS 4

INTERNARL APPEAL FORM

[Regulation 9]

INTERNAL APPEAL FORM

FORM 4

[Regulation 9]

Reference Number:

PARTICULARS OF PUBLIC BODY				
Name of Public Body				
Name and Surname of Information Officer:				
PARTICULARS OF COMPLAINANT WHO LODGES THE INTERNAL APPEAL				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				
Is the internal appeal lodged on behalf of another person?	Yes		No	
If answer is "yes", capacity in which an internal appeal on behalf of another person is lodged: <i>(Proof of the capacity in which appeal is lodged, if applicable, must be attached.)</i>				
PARTICULARS OF PERSON ON WHOSE BEHALF THE INTERNAL APPEAL IS LODGED <i>(If lodged by a third party)</i>				
Full Names				
Identity Number				
Postal Address				
Contact Numbers	Tel. (B)		Facsimile	
	Cellular			
E-Mail Address				

DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED
(mark the appropriate box with an "X")

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

GROUNDS FOR APPEAL

(If the provided space is inadequate, please continue on a separate page and attach it to this form. all the additional pages must be signed)

<p>State the grounds on which the internal appeal is based:</p>	
<p>State any other information that may be relevant in considering the appeal:</p>	

You will be notified in writing of the decision on your internal appeal. Please indicate your preferred manner of notification:

Postal address	Facsimile	Electronic communication <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Appellant/Third party

FOR OFFICIAL USE
OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received by: <i>(state rank, name and surname of Information Officer)</i>					
Date received:					
Appeal accompanied by the reasons for the information officer's decision and, where applicable, the particulars of any third party to whom or which the record relates, submitted by the information officer:				Yes	
				No	
OUTCOME OF APPEAL					
Refusal of request for access. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Fees (Sec 22). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Extension (Sec 26(1)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Access (Sec 29(3)). Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				
Request for access granted. Confirmed?	Yes		New decision <i>(if not confirmed)</i>		
	No				

Signed at _____ this _____ day of _____ 20 _____

Relevant Authority

CONTACT US:

Transport Education Training Authority

📍 TETA House | 344 Pretoria Avenue | Randburg | Johannesburg | 2125

✉ Private Bag X10016 | Randburg | 2125

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TETA FRAUD LINE: 0800 222 376



higher education
& training

Department:
Higher Education and Training
REPUBLIC OF SOUTH AFRICA