



INFORMATION PROVISION MANUAL

2011-2012

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SAQA: INFORMATION PROVISION MANUAL

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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 NQF Act no. 67 of 2008

SAQA must, in order to advance the objectives of the NQF:

- (a) (i) perform its functions subject to this Act; and
- (ii) oversee the implementation of the NQF and ensure the achievement of its objectives;
- (b) advise the Minister of Higher and Education and Training on NQF matters in terms of this Act;
- (c) comply with policy determined by the Minister in terms of section 8(2)(b);
- (d) consider the Minister's guidelines contemplated in section 8(2)(c);
- (e) oversee the implementation of the NQF in accordance with an implementation framework prepared by the SAQA after consultation with the QCs;
- (f) (i) develop a system of collaboration to guide the mutual relations of the SAQA and the QCs, after consultation with the QCs and taking into account the objects of the SAQA contemplated in section 11 and the regulations contemplated in section 33; and
- (ii) resolve disputes regarding the QCs;
- (g) with respect to levels—
- (i) develop the content of level descriptors for each level of the NQF and reach agreement on the content with the QCs;
- (ii) publish the agreed level descriptors in the Gazette; and
- (iii) ensure that they remain current and appropriate;
- (h) with respect to qualifications—
- (i) develop and implement policy and criteria, after consultation with the QCs, for the development, registration and publication of qualifications and part-qualifications, which must include the following requirements:
 - (aa) The relevant sub-framework must be identified on any document relating to the registration and publication of a qualification or part-qualification; and
 - (bb) each sub-framework must have a distinct nomenclature for its qualification types which is appropriate to the relevant sub-framework and consistent with international practice;
- (ii) register a qualification or part-qualification recommended by a QC if it meets the relevant criteria;
- (iii) develop policy and criteria, after consultation with the QCs, for assessment, recognition of prior learning and credit accumulation

and transfer;

(i) with respect to professional bodies—

(i) develop and implement policy and criteria for recognising a professional body and registering a professional designation for the purposes of this Act, after consultation with statutory and non statutory bodies of expert practitioners in occupational fields and with the QCs; and

(ii) recognise a professional body and register its professional designation if the criteria contemplated in subparagraph (i) have been met;

(j) with respect to international relations—

(i) collaborate with its international counterparts on all matters of mutual interest concerning qualifications frameworks; and

(ii) inform the QCs and other interested parties about international practice in the development and management of qualifications frameworks;

(k) with respect to research—

(i) conduct or commission investigations on issues of importance to the development and implementation of the NQF, including periodic studies of the impact of the NQF on South African education, training and employment; and

(ii) publish the findings of the investigations referred to in subparagraph (i);

(l) with respect to records of education and training, maintain a national learners' records database comprising registers of national qualifications, part-qualifications, learner achievements, recognised professional bodies, professional designations and associated information;

(m) with respect to foreign qualifications, provide an evaluation and advisory service consistent with this Act; and

(n) with respect to other matters—

(i) inform the public about the NQF;

(ii) perform any other function required by this Act; and

(iii) perform any function consistent with this Act that the Minister may determine.

(2) The SAQA must submit, on or before 30 June in each year, to the Minister an annual report which includes the financial statements and audit reports.

II. The structure of SAQA

What is the South African Qualifications Authority?

The South African Qualifications Authority (SAQA) is a juristic person - that is an entity given a legal personality by the law. The South African Qualifications Authority Board is a body of 22 members appointed by Minister of Higher and Education and Training. The members are nominated by identified national stakeholders in education and training.

SAQA's role is to:

- advance the objectives of the NQF;
- oversee the further development of the NQF; and
- co-ordinate the sub-frameworks.

SAQA has the following deliverables: registration of qualifications and part-qualifications; recognition of professional bodies; collaborate with international counterparts on all matters of mutual interest concerning the NQF; conduct or commission investigations on issues of importance to the development and implementation of the NQF; maintain a national learners' records database comprising registers of national qualifications, part-qualifications, learner achievements, recognised professional bodies, professional designations and associated information; provide an evaluation and advisory service of foreign qualifications; and provide a career guidance to the public.

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

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

Director: Strategic Support

Director: National Learners' Records Database

Physical Address: SAQA House formerly known as Hatfield Forum West

1067 Arcadia Street

Hatfield

0083

Postal Address: Postnet Suite 248
Private Bag X06
WATERKLOOF
0145
Telephone: (012) 431-5000
Fax: (012) 431-5147
E-mail address: sagainfo@saqa.co.za
Web site: <http://www.saqa.org.za>

C. 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) 877 3750
Fax: (011) 403 0668
Website: www.sahrc.org.za
E-mail: PAIA@sahrc.org.za

D. 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: Registration and Recognition

Categories:

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

Subject: National Learners' Records Database (NLRD)

Categories:

- Names of members of the SAQA Board
- 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: Registration and Recognition

Categories:

- Published reports

- Criteria and guidelines documents
- Policy documents

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: National Qualifications Framework (NQF) / Career Advice Service (CAS)

Categories:

- Published reports
- Career guidance publications and reports

Subject: SAQA Board

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.

E. 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 communication strategy.

- The NQF and Career Advice Helpline provides information and advice on qualifications, careers and learning pathways

- 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 Board, and, managers of

accredited ETQAs and Education and Training providers

More information on these services can be obtained from the SAQA website

(www.saqqa.org.za). Enquires can be e-mailed to saqainfo@saqa.org.za or call the Helpdesk on 086 010 3188.

F. 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 Board are appointed in terms of subsection 4, under point 14 of chapter 4 of the *NQF Act*
- Policy documents, qualifications and standards are published in the Government Gazette for public comment before they are approved or registered
- Consultative workshops and conferences are held on a regular basis

G. 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.