



# **PAIA MANUAL**

**Prepared in terms of section 14 of the  
Promotion of Access to Information Act  
2 of 2000 (as amended)**

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## 1. LIST OF ACRONYMS AND ABBREVIATIONS

- |     |                    |   |
|-----|--------------------|---|
| 1.1 | <b>“CEO”</b>       | Chief Executive Officer   |
| 1.2 | <b>“DIO”</b>       | Deputy Information Officer;                                       |
| 1.3 | <b>“IO“</b>        | Information Officer;  |
| 1.4 | <b>“Minister”</b>  | Minister of Justice and Correctional Services;                    |
| 1.5 | <b>“PAIA”</b>      | Promotion of Access to Information Act No. 2 of 2000( as Amended; |
| 1.6 | <b>“PFMA”</b>      | Public Finance Management Act No.1 of 1999 as Amended;            |
| 1.7 | <b>“POPIA”</b>     | Protection of Personal Information Act No.4 of 2013;              |
| 1.8 | <b>“Regulator”</b> | Information Regulator; and  |
| 1.9 | <b>“SAQA”</b>      | South African Qualifications Authority                            |

## 2. PURPOSE OF PAIA MANUAL

This PAIA Manual is useful for the public to-

- 2.1 check the nature of the records which may already be availableSouth African Qualifications Authority (SAQA), without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of SAQA;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;

- 2.4 know all the remedies available from SAQA regarding request for access to the records, before approaching the Regulator or the Courts;
- 2.5 the description of the services available to members of the public from SAQA, and how to gain access to those services;
- 2.6 a description of the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 if the body will process personal information, the purpose of the processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 2.8 know if SAQA has planned to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 2.9 know whether SAQA has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

### **3. ESTABLISHMENT OF THE SOUTH AFRICAN QUALIFICATIONS AUTHORITY**

The South African Qualifications Authority (SAQA) is a statutory body established in terms of the South African Qualifications Authority Act No 58 of 1995 (SAQA Act) and continuing under the National Qualifications Framework Act, No 67 of 2008 as amended (NQF Act).

#### **3.1. Objectives/Mandate**

3.1.1 The objectives of the NQF in terms of section 5 of the NQF Act are to—

3.1.1.1 create a single integrated national framework for learning achievements;

3.1.1.2 facilitate access to, and mobility and progression within, education, training and career paths;

- 3.1.1.3 enhance the quality of education and training; and
- 3.1.1.4 accelerate the redress of past unfair discrimination in education, training and employment opportunities.
- 3.1.2 The objectives of the NQF are designed to contribute to the full personal development of each learner and the social and economic development of the nation at large.
- 3.1.3 SAQA and the Quality Councils (QCs) must seek to achieve the objectives of the NQF by—
  - 3.1.3.1 developing, fostering and maintaining an integrated and transparent national framework for the recognition of learning achievements;
  - 3.1.3.2 ensuring that South African qualifications meet appropriate criteria, determined by the Minister of the Department of Higher Education Science and Innovation as contemplated in section 8 of the NQF Act, and are internationally comparable; and
  - 3.1.3.3 ensuring that South African qualifications are of an acceptable quality.

## **4. STRUCTURE OF SAQA AND FUNCTIONS**

### **4.1. Structure**

#### **4.1.1 The SAQA Board**

The SAQA Board (the board) comprises 12 (twelve) members appointed in their personal capacities by the Minister of Higher Education, Science and Innovation. The members are nominated by identified national stakeholders in education and training. The board is the governing body which discharges the mandate of SAQA. The board has established committees in terms of Section 16 of the NQF Act. There are currently 7 committees namely:

-Audit and Risk

-Executive

-Information and Information Technology

-NQF Qualifications

- Professional Bodies
- Professional Body Appeals Committee
- National and Foreign Qualifications Appeals Committee

#### 4.1.2 Entity officers

##### 4.1.2.1 The Chief Executive Officer

The CEO of SAQA is appointed by the board in terms of section 19 of the NQF Act. The CEO is employed by the SAQA but is responsible to the board for executing the functions of SAQA in terms of the NQF Act. The Functions of the CEO are set out in Section 20 of the NQF Act and include inter alia assigning responsibilities and supervising the employees of SAQA. The CEO is responsible for proposing a strategy to the board and is accountable for the implementation of the approved strategy, policies and other decisions of the board. The CEO represents the operational functions in driving SAQA to meet its strategic objectives and has overall responsibility for the management of its day-to-day affairs, based on authorities delegated by the board.

##### 4.1.2.2 Executives

SAQA has three executives who provide support to the CEO and oversee the work of 3 Divisions. The board appoints the Chief Financial Officer and participates in the appointment of NQF Operations and Governance, People and Strategy executives.

##### 4.1.2.3 Senior Managers

There are 5 (five) senior managers who have been appointed to head the Units( see 4.1.2.4 hereunder) in SAQA. Five managers report directly to one of the 3 (three) executives or the CEO.

##### 4.1.2.4 SAQA Employees

SAQA employees fall under the following Units:

4.1.2.4.1 Governance, People and Strategy

- Governance and risk oversight
- People management
- Strategy development, reporting and performance monitoring and evaluation
- Communications and branding support
- Legal advisory support

4.1.2.4.2 Registration and Recognition

- Register qualifications and part qualifications
- Recognise professional bodies
- Register professional designations

4.1.2.4.3 Authentication and Ratification Services

- Evaluate foreign qualifications
- Verify national qualifications
- Identify and report on misrepresented qualifications

4.1.2.4.4 Research

- NQF Research support

4.1.2.4.5 Information Communication Technology (ICT)

- Maintaining the National Learners' Records Database

- General ICT support

#### 4.1.2.4.6 Finance and Administration

- Discharge duties prescribed in Part 2 of Chapter 6 of the Public
- Finance Management Act
- General Financial support
- Supply chain management
- Facilities support

## 4.2 Functions

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

4.2.1.1 Perform its functions subject to the NQF Act; and oversee the implementation of the NQF and ensure the achievement of its objectives;

4.2.1.2 Advise the Minister of Higher Education, Science and Innovation on NQF matters in terms of this Act;

4.2.1.3 Comply with policy determined by the Minister of Higher Education, Science and Innovation in terms of section 8(2)(b) of the NQF Act;

4.2.1.4 Consider the Minister of Higher Education Science and Innovation's guidelines contemplated in section 8(2)(c) of the NQF Act;

4.2.1.5 Oversee the implementation of the NQF in accordance with an implementation framework prepared b SAQA after consultation with the QCs;

4.2.1.6 Develop a system of collaboration to guide the mutual relations of SAQA and the QCs, after consultation with the QCs and taking into account the objects of SAQA contemplated in section 11 and the regulations contemplated in section 33 of the NQF Act; and resolve disputes regarding the QCs;



4.2.1.7 With respect to levels—

- 4.2.1.7.1 develop the content of level descriptors for each level of the NQF;
- 4.2.1.7.2 and reach agreement on the content with the QCs;
- 4.2.1.7.3 publish the agreed level descriptors in the Gazette; and
- 4.2.1.7.4 ensure that they remain current and appropriate;

4.2.1.8 With respect to qualifications—

- 4.2.1.8.1 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:
- 4.2.1.8.2 The relevant sub-framework must be identified on any document relating to the registration and publication of a qualification or part-qualification; and
- 4.2.1.8.3 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:
- 4.2.1.8.4 register a qualification or part-qualification recommended by a QC if it meets the relevant criteria;
- 4.2.1.8.5 develop policy and criteria, after consultation with the QCs, for assessment, recognition of prior learning and credit accumulation and transfer;

4.2.1.9 With respect to professional bodies—

- 4.2.1.9.1 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

- 4.2.1.9.2 recognise a professional body and register its professional designation if the criteria contemplated in subparagraph (i) have been met;
- 4.2.1.10 With respect to international relations—
  - 4.2.1.10.1 collaborate with its international counterparts on all matters of mutual interest concerning qualifications frameworks; and
  - 4.2.1.10.2 inform the QCs and other interested parties about international practice in the development and management of qualifications frameworks;
- 4.2.1.11 With respect to research—
  - 4.2.1.11.1 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
  - 4.2.1.11.2 publish the findings of the investigations;
- 4.2.1.12 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;
- 4.2.1.13 With respect to foreign qualifications, provide an evaluation and advisory service consistent with this Act; and
- 4.2.1.14 With respect to other matters—
  - 4.2.1.14.1 inform the public about the NQF;
  - 4.2.1.14.2 perform any other function required by this Act; and
  - 4.2.1.14.3 perform any function consistent with this Act and any amendments thereof that the Minister of Higher Education Science and Innovation may determine.

KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF SAQA

**Chief Information Officer:**

Name: Dr Julie Reddy  
Tel: 012 431 5003  
Email: jreddy@saqa.co.za  
Fax number: N/A

**Deputy Information Officers:**

Name: Mr Japie Nel  
Tel: 012 431 5006  
Email: JNel@saqa.co.za  
Fax Number: N/A

Name: Ms Phumzile Mtsweni  
Tel: 012 431 5066  
Email: PMtsweni@saqa.co.za  
Fax Number: N/A

Name: Adv Patience Matinyenya  
Tel: 012 431 5013  
Email: pmatinyenya@saqa.co.za  
Fax Number: N/A

Access to information general contacts

Email: [saqasecretariat@saqa.co.za](mailto:saqasecretariat@saqa.co.za)

## National / Head Office

Postal Address: Postnet Suite 248, Private Bag X06; Waterkloof, 0145

Physical Address: SAQA House, 1067 Arcadia Street, Hatfield, 0083, Tshwane

Telephone: (012) 431-5000

Email: saqainfo@saqa.org.za

Website: <https://www.saqa.org.za>

## 5. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY SAQA

5.1 The remedies available in respect of an act or a failure to act by SAQA are as follows:-

5.1.1 internal appeal,

An aggrieved party has the right to appeal to the Internal Authority who is the Minister of Higher Education Science and Innovation. An appeal may be lodged within 30 (thirty) days.

and/or

5.1.2 complaining to the Information Regulator or any regulatory body

An aggrieved party has the right to appeal by submitting a complaint to the Information Regulator.

and/or

5.1.3 approaching the Court with jurisdiction for appropriate relief

An aggrieved party may make an application to a court for relief in such instances where there is no compliance with the provisions of PAIA by SAQA.

## 6. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

6.1. The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA (“Guide”), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

6.2. The Guide is available in each of the official languages.

6.3. The aforesaid Guide contains the description of-

6.3.1. the objects of PAIA and POPIA;

6.3.2. the postal and street address, phone and fax number and, if available, electronic mail address of-

6.3.2.1. the Information Officer of every public body, and

6.3.2.2. every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA<sup>1</sup> and section 56 of POPIA<sup>2</sup>;

6.3.3. the manner and form of a request for-

6.3.3.1. access to a record of a public body contemplated in section 11<sup>3</sup>; and

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<sup>1</sup> Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

<sup>2</sup> Section 56(a) of POPIA- *Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.*

<sup>3</sup> Section 11(1) of PAIA- *A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.*

- 6.3.3.2. access to a record of a private body contemplated in section 50<sup>4</sup>;
- 6.3.4. the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 6.3.5. the assistance available from the Regulator in terms of PAIA and POPIA;
- 6.3.6. all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
  - 6.3.6.1. an internal appeal;
  - 6.3.6.2. a complaint to the Regulator; and
  - 6.3.6.3. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 6.3.7. the provisions of sections 14<sup>5</sup> and 51<sup>6</sup> requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;
- 6.3.8. the provisions of sections 15<sup>7</sup> and 52<sup>8</sup> providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

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<sup>4</sup> Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

<sup>5</sup> Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

<sup>6</sup> Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

<sup>7</sup> Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

<sup>8</sup> Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

6.3.9. the notices issued in terms of sections 22<sup>9</sup> and 54<sup>10</sup> regarding fees to be paid in relation to requests for access; and

6.3.10. the regulations made in terms of section 92<sup>11</sup>.

6.4. Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

6.4.1. upon request to the Information Officer;

6.4.2. from the website of the Regulator (<https://www.justice.gov.za/inforeg/>).

## 7. DESCRIPTION OF THE SUBJECTS ON WHICH SAQA HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY SAQA

Subjects on which SAQA holds records	Categories of records held on each subject
Strategic Documents, Plans, Proposals	Annual Reports, Strategic Plan, Annual Performance Plan.
Human Resources	<ul style="list-style-type: none"> <li>- HR policies and procedures;</li> <li>- Advertised posts;</li> <li>- Employees records;</li> <li>- Learning and development e.g.: skills development and training plans</li> <li>- Employment equity plan and statistics</li> </ul>
SAQA Board and Committees	<ul style="list-style-type: none"> <li>- Decisions</li> <li>- Published reports</li> </ul>

<sup>9</sup> Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>10</sup> Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

<sup>11</sup> Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

- (a) any matter which is required or permitted by this Act to be prescribed;
- (b) any matter relating to the fees contemplated in sections 22 and 54;
- (c) any notice required by this Act;
- (d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and
- (e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

Subjects on which SAQA holds records	Categories of records held on each subject
	<ul style="list-style-type: none"> <li>- Governance Manual</li> <li>- Minutes</li> </ul>
Finance and Administration	<ul style="list-style-type: none"> <li>- Policies and procedures</li> <li>- Financial records and reports</li> </ul>
General publications	<ul style="list-style-type: none"> <li>- Legislation</li> <li>- Published reports</li> <li>- SAQA Updates</li> <li>- SAQA Bulletins</li> <li>- Policies</li> <li>- Publications</li> <li>- Papers presented at workshops/conferences</li> </ul>
Registration and Recognition	<ul style="list-style-type: none"> <li>- Criteria and guidelines documents</li> <li>- Policy documents</li> <li>- Government Gazette notices</li> <li>- Registered qualifications and part-qualifications</li> </ul>
National Qualifications Framework Management Information System (NQF MIS) incorporating the National Learners' Records Database (NLRD)	<ul style="list-style-type: none"> <li>- Accredited Assessment Quality Partners and the names of their managers</li> <li>- Accredited Education and Training providers</li> <li>- All qualifications and unit standards</li> <li>- Registered qualifications and unit standards</li> <li>- Qualifications and unit standards that have passed their registration end date</li> <li>- Qualifications and part-qualifications between QC recommendation and NQF registration</li> </ul>
Verifications	<ul style="list-style-type: none"> <li>- Transcripts of learners</li> <li>- Bulk Verifications</li> </ul>

**8. CATEGORIES OF RECORDS OF SAQA WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS**



Category	Document Type	Available on Website	Available upon request
Tender document	<ul style="list-style-type: none"> <li>- Advertised tender</li> <li>- Name of successful bidder</li> </ul>	X	
Legislation /Regulations	<ul style="list-style-type: none"> <li>- Acts</li> <li>- Regulations</li> </ul>	X	
Strategic Documents (Plans and Report)	<ul style="list-style-type: none"> <li>- Organisational profile (Overview, Objectives, Functions, Architecture)</li> <li>- Annual Reports;</li> <li>- Strategic Plan;</li> <li>- Annual Performance Plan;</li> <li>- Strategic and Performance Plans;</li> </ul>	X	
Policies & Criteria	<ul style="list-style-type: none"> <li>- National Policies</li> <li>- Appeals Policies</li> <li>- Frameworks</li> </ul>	X	
Guidelines	<ul style="list-style-type: none"> <li>- Governance checklist</li> <li>- NQF related guidelines</li> <li>- Integrated assessment guidelines</li> </ul>	X	
Notices	<ul style="list-style-type: none"> <li>- Invitations to apply to serve on Board committees</li> <li>- Invitation for public comments</li> <li>- Fee notices</li> </ul>	X	
SAQA Bulletins and SAQA Updates	<ul style="list-style-type: none"> <li>- Newsletters</li> </ul>	X	
Events and Conference proceedings	<ul style="list-style-type: none"> <li>- Upcoming and past Webinars</li> <li>- Upcoming and past Memorial lectures</li> </ul>	X	

Category	Document Type	Available on Website	Available upon request
	- Upcoming and past Workshops and conferences		
Research papers	- Case studies - Papers - Reports	X	
Reference Manuals	- Guides - Manuals	X	
Qualifications	- All qualifications and unit standards - Registered qualifications and unit standards - Qualifications and unit standards that have passed their registration end date - Professional Bodies and Professional Designations	X	

## 10. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM SAQA AND HOW TO GAIN ACCESS TO THOSE SERVICES

### 10.1 Powers, duties and function

SAQA offers the following services to the public:

- 10.1.1 The evaluation of foreign educational qualifications in order to determine their South African equivalence;
- 10.1.2 Registration and Recognition (RR) is responsible to evaluate and applications for recognition of professional bodies and process designat applications for recognition of professional bodies and professional

designations;

10.1.3 Authentication Services of SAQA provides transcript of achievements from the National Learners' Records Database to both individuals as well as services to public as well as private sector organisations;

10.1.4 The NLRD contains information on:

10.1.4.1 Qualifications and part-qualifications registered on the NQF;

10.1.4.2 Accredited Assessment Quality Partners;

10.1.4.3 Accredited Education and Training providers;

10.1.4.4 Individual learners and their achievements;

10.1.4.5 Names of members of SAQA Board, and Executives; Accredited Assessment Quality Partners, Education and Training providers.

More information on these services can be obtained from SAQA website ([www.saqqa.org.za](http://www.saqqa.org.za)). Enquiries can be e-mailed to [saqainfo@saqqa.org.za](mailto:saqainfo@saqqa.org.za) or call (012) 431-5000.

## **11. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY SAQA**

Members of the public may participate in policy formulation by providing comments when invitation notices are issued on SAQA website. A contact email address where comments can be sent will be provided with the relevant notice. Members of the public are requested to check SAQA website regularly: <https://www.saqqa.org.za/documents/notices>

## **12. PROCESSING OF PERSONAL INFORMATION**

### **12.1 Purpose of Processing**

SAQA collects and processes Personal Information, per the mandate in Section 13 of the NQF Act, 2008 as amended, for inter alia the following purposes:

12.1.1 Population of the National Qualifications Framework Management Information System (NQF MIS) incorporating National Learners' Records Database (NLRD);

12.1.2 Verification of qualification achievements;

12.1.3 Evaluation of foreign qualifications;

12.1.4 Registration of qualifications and part-qualifications;

12.1.5 Recognition of professional bodies and registration of professional designations;

12.1.6 Conducting Research or for statistical purposes.

**12.2 Description of the categories of Data Subjects and of the information or categories of information relating thereto**

<b>Categories of Data Subjects</b>	<b>Personal Information that may be Processed</b>
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence , educational information, qualifications, employment history, race, sex, nationality, criminal behaviour, age.
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications);

Categories of Data Subjects	Personal Information that may be Processed
	financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives ( family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person

**12.3 The recipients or categories of recipients to whom the personal information may be supplied**

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services, government departments
Qualifications, for qualification verifications	Quality Councils Professional Bodies Research institutes Government departments Private sector employers Individuals
Credit and payment history, for credit information	Credit Bureaus

**12.4 Planned transborder flows of personal information**

12.4.1 SAQA may collaborate with international counterparts on matters of mutual interest concerning qualifications frameworks and in so doing

share personal information. Such collaborations are part of SAQA mandate per section 13 (1) (j) of the NQF Act.

- 12.4.2 SAQA also receives requests for foreign qualifications evaluations and will request information from relevant international data sources.

## **12.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information**

SAQA has the following security safeguards in place to ensure suitable and optimum security, confidentiality and integrity of personal information:

- 12.5.1 Physical security and restricted access to all documents containing personal information;
- 12.5.2. Computer and network security is in place in the form of data encryption and anti virus solutions;
- 12.5.3 Only retaining records for the periods specified in the Policy on the Retention of Records;
- 12.5.4 Monitoring access and usage of private information;
- 12.5.5 Contracting process and function is restricted to employees who have been trained on POPIA and measures are in place to keep information confidential and secure;
- 12.5.5 An investigating procedure is in place for data breaches and POPIA risks are tracked on the Risk Register to address security incidents.

## **13. AVAILABILITY OF THE MANUAL**

13.1 This Manual is made available in the following three official languages-

- 13.1.1 English;

13.1.2 IsiZulu

13.1.3 Setswana

13.2 A copy of this Manual or the updated version thereof, is also available as follows-

13.2.1 On <https://www.Saqa.org.za>

13.2.2 at the head office of the public body for public inspection during normal business hours;

13.2.3 to any person upon request and upon the payment of a reasonable prescribed fee; and

13.2.4 to the Information Regulator upon request.

13.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

#### **14. UPDATING OF THE MANUAL**

SAQA will, if necessary, update and publish this Manual annually.

**Issued by**



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**( Dr Julie Reddy)**

**(Chief Executive Officer)**