✉ PO Box 170 Strand 7139
Tel: 0861333323
info@coachingconsolidated.co.za
www.coachingconsolidated.co.za

PAIA Manual

1. Introduction

Coaching Consolidated (Pty) Ltd is a Private College accredited with INSETA and the QCTO and is obligated to comply with PAIA (PROMOTION OF ACCESS TO INFORMATION ACT)

2. Company Contact Details

Director:	Stephanie Green
Information Officer:	Stephanie Green
Postal Address:	PO Box 170, Strand, 7139
Street Address:	1 Anker Street, Gordons Bay, Cape Town 7140
Telephone Number:	0861333323
Email Address:	info@coachingconsolidated.co.za
Website:	www.coachingconsolidated.co.za

3. The Promotion of Access to Information Act (PAIA)

The Promotion of Access to Information Act, 2000 (Act No. 2 of 2000), as amended ("PAIA"), gives effect to the constitutional right of access to information held by public and private bodies where such information is required for the exercise or protection of any rights.

In terms of PAIA, private bodies are required to compile and make available a PAIA Manual. The purpose of this Manual is to provide sufficient information to enable a person to understand the nature of the records held by Coaching Consolidated (Pty) Ltd and the procedure to be followed when requesting access to those records.

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This Manual has been prepared in accordance with Section 51 of PAIA and the requirements prescribed by the Information Regulator.

3.1 Guide on How to Use PAIA

In terms of Section 10 of PAIA, the Information Regulator has compiled a guide to assist persons who wish to exercise their rights under the Act. The guide explains the objectives of PAIA, the procedures for requesting access to records, the remedies available where a request is refused, and other information that may assist requesters.

The guide is available free of charge in all official South African languages and may be obtained directly from the Information Regulator.

Information Regulator (South Africa)

Woodmead North Office Park,

54 Maxwell Dr,

Sandton,

2191

General Enquiries: 010 023 5200
Email: enquiries@inforegulator.org.za
Website: https://inforegulator.org.za

4. Types of Records held by Coaching Consolidated (Pty) Ltd

In terms of the Promotion of Access to Information Act, Coaching Consolidated (Pty) Ltd maintains records that are necessary for the conduct of its business. Access to records will be considered in accordance with the provisions of PAIA.

Records available to a person requesting information include, but are not limited to the following:

Type	**Subject**
Company records	Company registration certificate VAT registration certificate Licences and Registrations
Financial records	Annual Financial Statements Accounting Records Audit Reports

	Invoices
Learner records	Enrolment forms Learner agreements Attendance registers Assessment results Portfolio of Evidence Statement of Results Certificates issued Learner support records
Human Recourses Records	Employment contracts Payroll records Disciplinary records
Supplier Records/Independent contractor records	Procurement records Service Level Agreements Invoices Assessor/moderator reports Facilitator qualifications
Accreditation and Compliance Records	Accreditation certificates Quality assurance reports External moderation reports Monitoring reports Compliance reports
POPIA Records	Privacy notices Consent forms Information Officer records

5. Records Available in Terms of other Legislation

A requester may also request information which is available in terms of, but not limited to, the following legislation:

o Financial Intelligence Centre Act, 2001

o Income Tax Act, 1962

o Tax Administration Act, 2011

o Value-Added Tax Act, 1991

o Constitution of the Republic of South Africa, 1996

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o Promotion of Access to Information Act, 2000

o Protection of Personal Information Act, 2013

o Basic Conditions of Employment Act, 1997

o Compensation for Occupational Injuries and Diseases Act, 1993

o Labour Relations Act, 1995

o Occupational Health and Safety Act, 1993

o Skills Development Act, 1998

o Skills Development Levies Act, 1999

o Unemployment Insurance Act, 2001

o Unemployment Insurance Contributions Act, 2002

o Companies Act, 2008

6. Procedure for Obtaining Access to Information

Any person who wishes to request access to information held by Coaching Consolidated (Pty) Ltd to protect or exercise a right, may contact the Information Officer at the following contact details:

PO Box 170

Strand

7139

Telephone Number: 0861333323

Email Address: info@coachingconsolidated.co.za

A request for access to information must be submitted using the prescribed **Form 2 – Request for Access to Record**, as published under the Regulations to the Promotion of Access to Information Act.

The prescribed request form can be obtained from:

- The Information Regulator's website; or
- Coaching Consolidated (Pty) Ltd

The completed request form, together with any supporting documentation, must be submitted to the Information Officer.

Provide sufficient details to enable Coaching Consolidated (Pty) Ltd to identify:

- The record(s) requested.
- The identity of the requester and, where applicable, proof of authority if the request is made on behalf of another person.
- The form of access required.
- The postal address or email address of the requester in the Republic.
- The manner in which the requester wishes to be informed of the outcome of the request.
- 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.

Incomplete requests may result in delays or the request being returned for additional information.

Where applicable, the Information Officer will notify the requester of any prescribed request fee, access fee or deposit payable in terms of PAIA before processing the request further.

Access to the requested record may be withheld until the applicable fees have been paid.

7. Prescribed Fees

The Act sets out two types of fees, namely a request fee and an access fee.

- Request Fee – payable by a requester who is not requesting access to his or her own personal information.
- Access Fee – payable where access to a record is granted and the record must be searched for, prepared, reproduced or otherwise made available.

A requester seeking access to a record containing his or her own personal information ("a personal requester") is not required to pay a request fee.

The current request fees and access fees are prescribed by the Minister in terms of the Promotion of Access to Information Act and are available from the Information Regulator's website.

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7.1 Request Fee:

- Where applicable, the Information Officer will notify the requester of the prescribed request fee before the request is processed. The applicable fees are those prescribed in the Regulations issued under the Promotion of Access to Information Act and may be amended from time to time.
- Where the preparation of the requested record is expected to exceed the prescribed number of hours, the Information Officer may require the requester to pay a deposit before continuing to process the request. The deposit will not exceed one-third of the estimated access fee payable.
- A requestor may lodge an application with a court against the tender/payment of the request fee and/or deposit.
- Records may be withheld until the fees have been paid.

7.2 Access Fee:

- Requesters are also required to pay fees for accessing the records of a private body, which include fees associated with the search for, preparation of, and reproduction of documents.
- The Information Officer will advise the requester of any applicable access fee before access to the record is granted.
- Records may be withheld until all applicable fees have been paid.

8. Grounds for Refusal of Access to Records

Each request for access to information will be considered on its own merits and in accordance with the provisions of the Promotion of Access to Information Act. A complete list of the grounds for refusal are indicated within Chapter 4 of the Act.

9. Remedies Available if Request for Information is Refused

If a requester is dissatisfied with the decision of the Information Officer regarding a request for access to records, the requester may exercise any remedies available in terms of the Promotion of Access to Information Act.

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10. Manual Availability

This manual is made available free of charge and may be accessed in the following ways:

- On the Coaching Consolidated (Pty) Ltd website at www.coachingconsolidated.co.za
- By submitting a written request to the Information Officer; and
- From the Information Regulator, where applicable.

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