



PAIA Manual 2024

Table of Contents

PAIA Manual	3
PURPOSE.....	3
INTRODUCTION	3
CHANGES TO THIS MANUAL	3
LANGUAGE OF MANUAL	3
ACCESS TO THE MANUAL.....	3
INFORMATION RETAINED BY THE COMPANY	4
GROUND FOR REFUSAL TO PROVIDE INFORMATION	4
WHO MAY APPLY TO REQUEST ACCESS TO THE MANUAL.....	4
HOW THE COMPANY GRANTS OR REFUSES ACCESS TO INFORMATION.....	4
RECORDS HELD BY THE COMPANY	5
COST TABLE	6
APPLICABLE STATUTE	6
COMPANY STATEMENT RELATED TO STATUTE.....	7
ORGANISATIONAL STRUCTURE	7
COMPANY INFORMATION	7
LEARNING PROGRAMMES ON OFFER.....	8
DOCUMENT REVISION	9
<i>Next Review:</i>	9
REQUEST FOR INFORMATION FORM.....	10

PAIA Manual

Purpose

This document serves to provide guidelines related to information provided to third parties where the provision of such information relates to what is allowable under Section 51 of the Promotion of Access to Information Act No. 2 of 2000. The values that drive implementation of this manual include: transparency, fairness and integrity.

The values that drive implementation of this manual include: transparency, fairness and integrity.

Introduction

In keeping with the laws of the land, BRC Solutions (PTY) Ltd is a privately owned and registered company.

The company is subject to statute, including Acts, Regulations and Codes of Good Practice applicable to the Educational Sector and to common law in respect of the scope of its business.

The company recognizes the right of third parties requesting information under the Promotion of Access to Information Act (PAIA Act). This does not allow a third party to expect that any information will in all circumstances be provided, in that the Act does not allow for automatic entitlement to provide any and all information.

All requests for information must follow a formal process and all requests will be considered. Requests must be submitted using the form in this manual and sending an email to either the Information Officer; Bjorn Roodt, email: bjorn@brcs.co.za, **OR** the Deputy Information Officers, namely Deone Roodt, email: deone@brcs.co.za

In this manual the company is referred to by its trading name: **BRC**

Changes to this manual

The company will make changes to this manual as indicated in the 'document revision' section of this document.

Language of manual

This manual is only available in English.

Access to the manual

The PAIA manual can only be accessed once a formal request has been sent to the recipient and the Request for Information Form is completed in full, provided that the company has agreed to the request and that a deposit (where applicable) has been paid.

Information retained by the company

The company retains information that is used in the normal day-to-day business of a private company in the field of training and development.

The company stores and maintains records in keeping with its Records Management Policy and in relation to all Acts that allow it to conduct its business.

Usage, retention, archiving and deleting of information is done according to regulations that govern the company's daily operations in relation to training and development.

Grounds for refusal to provide information

The organisation retains its right to refuse requests for information yet each request will be given due attention.

- Any information related to a person who is deceased will not be released unless the requester can prove his / her legal right to obtain such information.
- Information about a third party will not be released if doing so will cause harm to the third party.
- The intellectual property (IP), trademark or patent related information of a party will not be disclosed to any requester.
- Information related to learner assessment results will not be provided to any third party except to the requester's Skills Development Facilitator (SDF) or Human Resource Development Professional (HRD Professional) with the requisite level of authority to request such information.
- Any person other than the SDF or HRD Professional must have permission from the learner (or the learner's guardian if the learner has not reached legal maturity) to access learner results, where such permission is in the form of an affidavit and the information request form related to this manual.
- This applies to family, friends, co-workers and Line Management at a learner's place of employment.

Who may apply to request access to the manual

Any member of the public or any stakeholder with a vested interest in the business of the company.

How the company grants or refuses access to information

- Requests for information are processed if the requester has used the form that is provided for this function.
- All requests are afforded due attention.
- Requests are not arbitrarily granted and requesters should not assume entitlement to information.
- All requests are acknowledged within 12-hours with an indication in the acknowledgement of when the requester can expect to receive the information.
- Verbal requests are not accepted and only written acknowledgement is provided to the requester.
- There is a cost associated with the processing of requests for information as detailed in the Cost Table.
- Soft copies of information are provided via eMail in protected PDF documents.

Records held by the company

Learner records:		
Full name	ID number	Passport / work permit if not South African
Telephone numbers	Physical address	Home language
Courses attended – programme details	Assessment results	Bank records if paid for online courses
Date of birth	Employment details	Appeals, complaints & records related to learner conduct
Attendance records	eMail communication with learners	Payment details
Disability status	Course entry requirements	Course feedback

Information retained if third party is not a learner:		
Company name	Registration number	Contact details
Transaction details	Physical address	Home language
Minutes of meetings	Orders & payments	All records related to business conducted between the two parties

Information retained by the company related to its business, including but not limited to:		
Financial records including financial statements & management accounts	Third party information that is required by law	eMail and hard copy communication
Legal records related to the business of the company	Physical address and contact details of clients	Minutes of meetings between the company & a third party
Records related to the company's accreditation status	Orders & payments	All records related to business conducted between parties
Records related to building access	Staff attendance	Health & Safety information
Staff contact and competence	Staff security clearance	Policies & procedures
Maintenance schedules	IT infrastructure information, including information related to maintenance, security & back-up	Staff development

Information retained by the company related to its business, including but not limited to:		
Communication with Quality Councils and SETAs	Correspondence with licensed Practitioners	Practitioner competence & registration records
Staff salary records	Staff development records	Reports related to the business of the company
Any staff information related to HR records permitted by law and not mentioned elsewhere in this table, including disciplinary records	Management of stock	Portfolio storage
Minutes of Quality Management meetings	Library list of course material	Contracts with third parties & consultants

Cost Table

Item	Size *	Price **
Request fee for PAIA manual	N / A	R100,00
Photocopying of a printed page - single side or part thereof	A4	R2,10
Printed copy of an electronic page - double sided or part thereof	A4	R1,75
Copy of audio record (transcription)	A4	R50,00
Searching for and preparation of records (hour or part thereof)	N / A	R60,00
Deposit fees	N / A	***

* Information provided only in A4, no other page size.

** Pricing does not apply to personal requesters.

*** Not applicable unless six hours have been exceeded in the preparation of documentation. A deposit of one third of the access fees is payable if it is anticipated that six hours will be exceeded in the preparation of information.

Notes:

This manual will not be released to a requester until the full amount is paid.

An invoice will be sent to the requester once a decision has been made to grant access to records.

Applicable statute

- The Protection of Personal Information Act 4 of 2013
- The Promotion of Access to Information Act No. 2 of 2000
- Regulation Gazette No. 7278 Vol. 440 Pretoria 15 February 2002 No. 23119

Company statement related to statute

The Management Team at BRC is aware that the POPI Act came into effect on 1 July 2021. This manual serves as a tool that is considered to be essential in the company's adherence to the Act.

Organisational structure

Directors:

Bjorn Roodt

Deone Roodt

*General Staff: **

Charlotte Santos

Nonhlanha Mzama

Margret Mvula

* Business Consultants working under Service Level Agreement (SLA).

Niki Rayner

Nkosana Sibanda

Elmarie Aberdein

Gabriel Paul Ngwenya

Lynne Gardner

Mighty Mapiye

Shingirai Buxton Chinaka

Company Information

Physical address	Suite 26, Network Space, 1 Sturdee Ave, Rosebank, Johannesburg, 2196	Company email	info@brcs.co.za
Facsimile	N/A	Telephone	087 551 3252
Managing Director/CEO	Deone Roodt	Email	deone@brcs.co.za
Company Registration	2017/228733/07		

Products/Services on offer:

SAQA Qualification ID	SAQA Qualification Title	Credits
49929	FETC: Short Term Insurance NQF L4	150
57608	National Certificate: Wealth Management NQF L5	120
57917	FETC: Wealth Management NQF L4	150
91784	Occupational Certificate: insurance agent - insurance underwriter (NQF Level 5)	156
99668	Occupational Certificate: Claims Administrator – Claims Assessor (NQF Level 4)	131

Document Revision

This document is uncontrolled if printed.

Compiled by		Approved by	Signature	Date
Bjorn Roodt		Deone Roodt		01 October 2024
Rev. No	Page	Revision details	Date	Revision done by

Next Review: 01 October 2025

Reviews are scheduled annually OR
 When non-conformances require such review OR
 When the Management Team requests a review out of schedule.

Request for Information Form

Company name & registration number	
Full name of person requesting information (name as it appears in ID book – please do not write nicknames)	
ID Number of person requesting the information	
Position in company	
Contact details Landline, mobile phone, email, fax	
Physical address of requester	
Information required	
Reason for request	
How information is to be supplied	eMail Collection * Courier **
Notice of decision regarding access request	

* For collection – if the manual is to be collected then it must be collected by the requester OR if not collected by the requester then an ID book / ID card (not driver's license) must be produced by the collector. A copy of the collector's identification will be retained by **BRC Solutions (PTY) Ltd**

** Courier costs for requester's account

Form to be sent / delivered to:

The representative of **COMPANY Name**

Physical address			
Facsimile		Telephone	
Representative		eMail	

End of Document