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M A N U A L

IN ACCORDANCE WITH

**THE PROMOTION OF ACCESS TO
INFORMATION ACT (NO. 2 OF 2000)**

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UNISA



university
of south africa

ACCESS TO INFORMATION MANUAL

This manual has been prepared in accordance with section 14 of the Promotion of Access to Information Act, Act 2 of 2000 ("PAIA").

1. FUNCTIONS AND STRUCTURE OF UNISA¹

1.1 Functions

On 1 January 2004 the new Unisa was officially established through the merger of the former University of South Africa and Technikon SA and the incorporation of Vista University Distance Education Campus, Vudec. Unisa is a comprehensive, open distance higher education institution.

The University operates in terms of the Higher Education Act, Act 101 of 1997, ("the HEA") and its Institutional Statute and Rules.

Unisa is committed to response to the diverse needs of the society by:

- providing quality general academic and career-focused learning opportunities underpinned by the principles of lifelong learning and flexibility,
- undertaking research and knowledge development,
- participating in community development,
- being accessible to all students, specifically those on the Africa continent, and
- responding to the needs of the global market.

Unisa, as a comprehensive distance higher education institution, espouses the values in the Constitution of the Republic of South Africa with special reference to human dignity, the achievement of equality and social justice.

1.2 Structure

The HEA provides for the following structures:

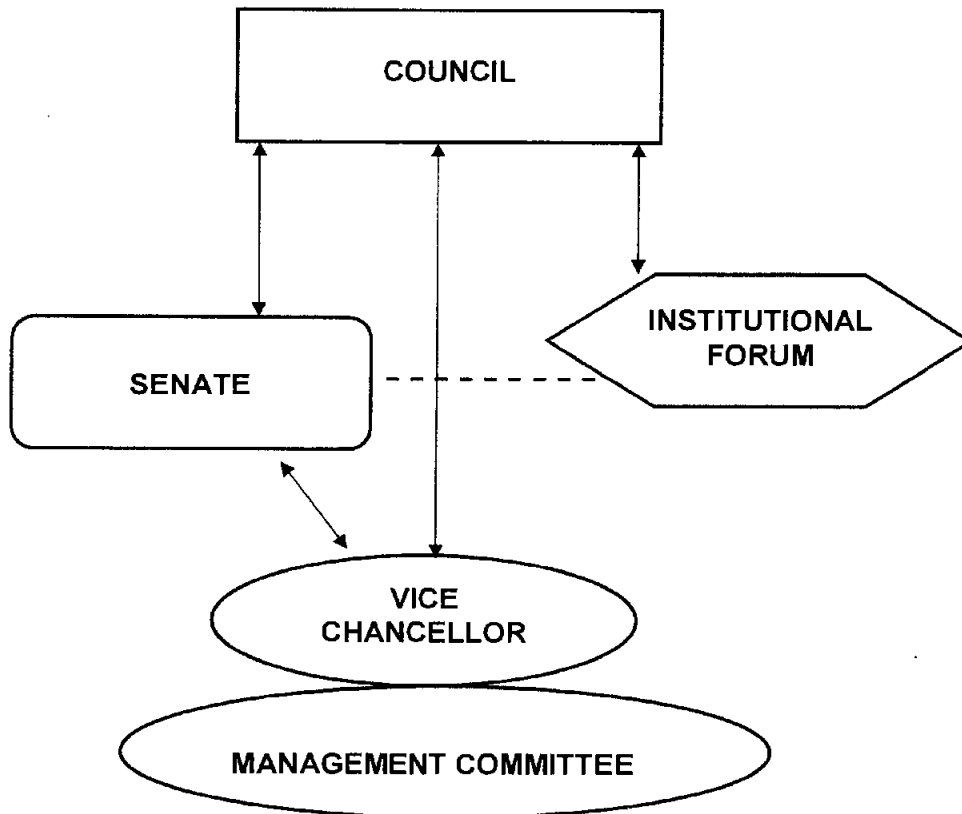
- Council,
- Senate, and
- Institutional Forum.

¹ Section 14(1)(a) of the Promotion of Access to Information Act, Act 2 of 2000 ("PAIA")

The HEA determines that:

- Council governs the public higher education institution,
- Senate is accountable to Council for the academic and research functions, and
- the Institutional Forum advises Council on certain matters.

A schematic diagram of the structure is as follows:



Unisa has several campuses, but the main office of the University is located at Muckleneuk Ridge in the Metropolitan City of Tshwane. The University has regional facilities in all nine regions.

To enrich the learning experience in the distance education environment, Unisa expanded its resources and infrastructure.

The Chancellor of the University is Judge President Bernard Ngoepe, the Principal and Vice Chancellor is Prof NB Pityana and the Pro Vice Chancellor is Prof NR Mathabe.

Council is the highest authority of the University and has 30 members, of whom at least 60 per cent are not employees or students of the University. The Council is currently chaired by Dr NM Phosa.

Senate is responsible and accountable to Council for the academic, research, tuition and community service activities of the University. As the highest authority on academic matters, Senate approves all academic programmes and matters related to tuition,

research, assessment and community work. Senate further performs any other function delegated or assigned to it by Council. Senate consists of 188 members. The majority of its members are academic employees. The Chairperson of Senate is the Principal and Vice Chancellor, Prof NB Pityana.

The Institutional Forum advises Council on matters, as listed in the HEA, and performs such functions as determined by Council. The Institutional Forum consists of representatives of all the main stakeholders of the University.

The Management Committee assists the Principal and Vice Chancellor in his day-to-day management of the University. This committee consists of the Principal and Vice Chancellor, the Pro Vice Chancellor, the Vice Principals and the Registrar.

Other stakeholders of the University are the academic, administrative and professional employees, students and alumni, donors and four unions (APSA, Nehawu, Nutesa and SAPTU). The Students' Representative Council is properly constituted and is governed by its constitution, which is approved by Council.

2. CONTACT DETAILS OF INFORMATION OFFICER AND DEPUTY INFORMATION OFFICERS

2.1 Information officer

The Principal and Vice-Chancellor
P O Box 392
UNISA (0003)

Room 13-17
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA

Tel no : (012) 429 – 2561
Fax no : (012) 429 – 2565
e-mail : polloja@unisa.ac.za

2.2 Deputy Information officers

2.2.1 Assistant Principal
P O Box 392
UNISA (0003)

Room 13-12
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA

Tel no : (012) 429 – 2551 or (012) 429 – 6908
Fax no : (012) 429 – 6947
e-mail : vwykdh@unisa.ac.za or marodmm@unisa.ac.za

2.2.2 Executive Director
University Legal Advisor
P O Box 392
UNISA (0003)

Room 11-13
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA

Tel no : (012) 429 – 8903
Fax no : (012) 429 – 8902
e-mail : cvanwyk@unisa.ac.za or mroberts@unisa.ac.za

3. GUIDE OF HOW TO USE THE PROMOTION OF ACCESS TO INFORMATION ACT

Section 10 of the PAIA provides that the Human Rights Commission should publish a guide containing the following information:

- The objects of the Act;
- The contact details of the information and deputy information officers;
- The manner and form of a request for access to a record held by a public body;
- The assistance available from an information officer of a public body and the Human Rights Commission in terms of this Act;
- All remedies available in respect of an act, a failure to act or a duty imposed by this Act and the manner of lodging an internal appeal and a court application;
- The requirement of a public body to compile a manual on how to obtain access to a manual;
- The requirement of a public body to provide for the voluntary disclosure of categories of records;
- A list of prescribed fees to be paid in respect of requests for access;
- Any regulations made by the Minister in terms of this Act.

Queries can be directed to:

South African Human Rights Commission
Promotion of Access to Information Act Unit
Research and Documentation Department
Private Bag 2700
Houghton
JOHANNESBURG (2041)

29 Princess of Wales Terrace
Cnr York and St Andrews Street
Parktown
JOHANNESBURG

Tel no : (011) 484 – 8300
Fax no : (011) 484 – 7146/7
Website : www.sahrc.org.za
E-mail : PAIA@sahrc.org.za

4. OUR RECORDS

The following is a broad description of records available. This list is not exhaustive and may be amended from time to time.

A list of subjects on which the University holds records and categories of records held under each subject:

4.1 Academic schools/departments/bureaux/institutes/centres

Departmental records: guideline manuals, annual reports, financial records, budgets, agendas and minutes and correspondence.

Research material: research reports, research results, dissertations, theses, articles, databanks, research outputs, research proposals, reviews questionnaires, departmental guidelines, agendas and minutes of meetings.

Employee records: applications for research and development leave, long leave, curricula vitae, employee data, advertisements, appointments/selection procedures, grievances and complaints, work allocation, development/training records, contract appointments and claims, attendance of conferences, performance appraisals, manuals for in-house training, applications for attending courses.

Student records: special permission/exemptions, mark summaries, correspondence, complaints, interviews/appointments of student supervision.

Tuition material: Study guides, tutorials, manuals, submission schedules, prescribed and recommended book lists, examination papers (of previous years), tests, assignments, mark summaries, lectures, workbooks, transparencies.

Academic administration and marketing: correspondence, brochures, flyers, posters and CDs.

Certificate ceremonies: copies of certificates, best student of the year awards.

Course and curriculum development: prescribed forms.

4.2 Administrative departments

4.2.1 Principal

4.2.1.1 Department: Corporate Communication and Marketing

Unisa Foundation: reports, agendas, minutes of meetings, proposals, letters, address lists, partnership contracts, funding contracts, architects' plans, Kids Management System, monthly donor reports, financial administration documents.

Corporate Communication and Marketing: marketing and communication plans, archive of University e-mails (Intcom, Comserv, Unions), corporate manual of official University policies, contact lists for mass media (broadcast and print) media releases, contact information for VIPs, alumni, donors, higher

education institutions, collaboration partners, pensioners, retirees, embassies.

4.2.1.2 Department: Legal Services

Office of the Legal Advisor - legal documents (e.g. contracts, opinions and records relating to litigation), selected reports, other records relating to the work of the University Legal Advisor.

Legal agreements and documents.

Trademarks.

CCMA and court cases, review proceedings: reports.

Disciplinary and grievance hearings: reports, tape recordings.

Intellectual property management documents.

Policies.

4.2.1.3 Department: Internal Auditing

Certificates of external stakeholders.

Manuals and memoranda regarding internal control training and policy interpretation.

Working papers and reports regarding the following: financial/compliance audit, operational audit, computer audit, investigations, system development, tax advice, monitoring of elections.

4.2.1.4 Directorate: Enterprise Risk Management

Reports, working papers and supporting documents regarding risk identification and risk assessment.

Manuals, policies and presentations regarding risk management training and awareness.

Claims, statistics and loss reports.

Minutes, agendas and working papers on risk reporting.

Other records relating to the work of the Risk Manager.

4.2.2 Strategy, Planning and Partnerships

4.2.2.1 Department: Information and Institutional Research

Financial data: reports on subsidy outputs, risk model.

Employee data: academic personnel formula, data models.

Student data: statistics, composition of student body.

Institutional research: cohort studies, reports on research output.

Management information: decision-making models, HEMIS reporting.

Response on accreditation matters, registration matters and PQM clearance issues

Customer correspondence, negotiations, internal and external consultations and reports in respect of international relations and partnerships.

4.2.2.2 Department: Strategy, Planning and Quality

Participation in the Higher Education Quality Committee: manuals, reports, correspondence.

Quality assurance reports.

4.2.3 Operations

4.2.3.1 Department: Human Resources

Reports regarding selection, appointments, promotions, terminations, placements and secondment of employees.

Records in respect of health, attendance and productivity, retirement benefit, promotion, qualifications and termination of service.

Updated employee records.

Beneficiary forms.

Employment contracts.

Service awards and certificates.

Reports regarding grievances, misconduct, capacity (poor performance and ill health).

Reports regarding recognition and procedural agreements and substantive agreements.

Reports on Human Resources policies, procedures and agreements.

Notes and formal reports (with written consent of employee) regarding psychological counselling services to employees and conflict management services to employees and departments.

Reports regarding workshops and organisational structures.

Documents regarding job descriptions, job evaluations and performance management (University-wide)

Application forms for study benefits and training attendance.

Correspondence with SETA.

Workplace skills plan, annual training report, skills audits

4.2.3.2 Department: Information and Computer Technology (ICT)

Clock system: attendance register.

Departmental requests for electronic equipment.

Financial administration: budget application forms, annual financial report, five-year contract planning.

HelpDesk: requests.

Microman system: asset control of computer equipment, computer equipment movement, faults reported.

Network provision and support: documented planned network infrastructure.

Procurement: requisitions, orders and payments, official tender documents.

System development: programme requests and codes.

Workflow and imaging: student documents, student e-mails, myUnisa.

Status reports regarding late study material and production processes.

General examination correspondence.

4.2.3.3 Department: Study Material, Publication, Production and Delivery

Submission documents.

Records of all study material submitted and to be submitted in a particular year.

Records of mistakes.

General correspondence and liaisons with academic departments.

Study material progress reports.

Register of general printing.

Letters and memos regarding employee matters.

Students and study material records regarding the processing of study material and calendars for the Stores to distribute to students and clients.

Mail statistics: bulk mail, counting, weighing and sorting, national and international courier services, registration and franking of mail.

Terminology lists in the various learning areas.

Staff files, leave records, clock statements, productivity statements, equipment, hardware and software.

Academic and administrative printing: job tickets, requisitions, orders, receipts, invoices, delivery notes, stock sheets.

Study material manuscripts (guides, tutorial letters).

4.2.4 Student Affairs and Learner Support

4.2.4.1 Department: Student Affairs

Registration forms of students with disabilities

Requests for study material in alternative formats, e.g. Braille, transcribing assignments and examination responses produced in alternative formats.

Application forms, brochures, posters, interim reports in respect of Financial Aid Administration

4.2.4.2 Department: Learner Support

Employment of tutors: procedures, manual, contracts.

Tutorial classes: attendance registers, timetable, tutors' evaluation, tutor lists, tutor payment.

Tutorial support and classes evaluations: attendance lists, evaluation forms.

Counselling record cards (biographical information).

Records of counselling sessions.

Personnel records and performance notes.

Records regarding internal training progress and peer help training progress.

Career development, CV=s, letters and recommendations.

Various counselling resources other than face to face counseling.

Relevant forms regarding curriculum development, learning design, development of learning environments and experiences.

College liaison documents.

4.2.5 Finance and University Estates

4.2.5.1 Department: Finance

Accounting records

Agreements and contracts

Balancing and reconciliation: cheques, deposit slips, debits, credits, statements, journals, bank transfers.

Budget: financial statements, system reports, Activity Based Costing.

Bursary administration records.

Creditors: payments to suppliers, VAT payments, claim forms, honoraria payments.

Insurance and investments: fund management statements and reports, balance sheets, end-of-year statements, daily and monthly statements, transfer letters to banks.

Collaboration agreements.

Matriculation Board and College accounts: register, journal.

Quotations and tenders: tender documents, minutes of meetings.

Risk management assets, insurance and buildings: policy documents, invoices.

Stock management: Oracle reports, FIN 1000 forms, stock sheets.

Student financial records.

4.2.5.2 Department: University Estates

Planning and allocation of office and other space, building plans.

Lease agreements

Title Deeds

Photos of various campuses and campus site plans

Requests for venue reservation.

Documents regarding transport services e.g. shuttle service contract and CTMM contract.

Correspondence in respect of pest control, furniture removals, refuse removal and paper supply.

4.2.6 Registrar

4.2.6.1 Directorate: Student Assessment Administration

Records regarding the registration and cancellation of assignments

Examination answer books.

Examination question papers.

Examination mark summary.

Re-mark records.

Aegrotat applications.

Absentee records and attendance registers.

Examination timetable.

Invigilator claim forms, contracts and examiners lists.

Contracts regarding examination venues

Covering docketts.

Assignment results.

Portfolios and affidavits (Art Exams).

Disciplinary records.

Mark reading sheets.

4.2.6.2 Directorate: Student Admissions and Registrations

Student disciplinary matters: documents, letters, affidavits.

Identification of graduates and verification of qualifications: record cards, University register.

Prescribed books: booklists, manuscripts.

Registration: registration forms, admission documents, ID documents, marriage certificates.

Student records: academic records, re-admission correspondence, procedures, error reports, test reports, statistics, lists.

Verification of admission: application forms, secondary and tertiary certificates.

Response on accreditation matters, registration matters and PQM clearance issues.

4.2.6.3 Directorate: Contact Centre, Graduations and Records Management

Qualification records, graduation programmes.

4.2.6.4 Directorate: Music

Syllabi, mark summary records, academic records, registration forms, tour plans, claim forms, payment of services regarding practical music and theory of music examinations.

Invigilation services - Letters of appointment, nomination forms, declaration forms, claim forms and address lists.

Agendas and minutes of meetings regarding community projects, contracts, claim forms.

Concerts and festivals - minutes of meetings, contracts, claim forms, records of competitors and winners, programmes.

Music competitions - agendas and minutes of meetings, contracts with jury, accompanists, sponsors, letters of recommendation, entry forms, records of competitors and winners, programmes.

Correspondence and contracts with publishers regarding reprinting of educational material.

Manuscripts of articles.

Letters of enquiry and complaints.

4.2.6.5 Directorate: Committee Services

Address lists of Council, Senate and Institutional Forum members.

Minutes and resolutions of Council and committees of Council, Senate and committees of Senate, the Institutional Forum, Management Committee and Extended Management Committee.

4.2.6.6 Directorate: Programme Accreditation and Registration

Letters: correspondence with prospective licensees, DETC accreditation correspondence, DETC accreditation approvals,

consultations regarding new learning programmes, approval requests from PQM clearance of new learning programmes, registration requests at SAQA, accreditation applications at the HEQC/CHE, internal correspondence.

Requests for collaboration and copies of collaboration agreements.

Inspection reports.

Agendas and minutes of meetings.

4.2.7 Academic and Research

4.2.7.1 Department: Library Services

Archive: correspondence with donors, indemnification forms.

Authority records: records for personal names, corporate names, series, uniform titles, subject headings.

Bibliographic records: descriptions for books, pamphlets, printed sheets, manuscripts, cartographic material, music, sound recordings, video recordings, graphic materials, electronic resources, microforms, continuing resources (serials), 3-dimensional resources and realia.

Development of information resources: IR license agreements, records regarding copyright requests and payments.

Information resources description: policies, manuals, guidelines and reports.

Information resources provision: client information service records, correspondence and requests from clients.

Item records: information about specific books, videos, etc., barcode location, replacement price, number of times issued, renewals, loan history, original purchase price invoice numbers.

Patron records: contact details, number of items issued, money owed, courses.

Procurement standards: service level agreements.

Research: service evaluations, need surveys, feasibility studies, market research reports.

Supplier contracts: binding tenders, license agreements.

User education: fieldwork reports, ELC contract, personal registration details for training.

5. CATEGORIES OF RECORDS AUTOMATICALLY AVAILABLE WITHOUT A REQUEST IN TERMS OF THE PAIA

- Accreditations
- Application and registration forms
- Contact directory
- E-publications: myUnisa, Colleges online, Invigilators online, e-news, e-diary
- Own academic and financial records requested by current and former students
- Published booklets
- Published brochures
- Published marketing material, including College marketing brochures
- Published newsletters
- Published posters
- Published pamphlets
- Published reports
- University Calendar
- Unisa Corporate Website (<http://www.unisa.ac.za>)

6. PROCEDURE FOR REQUESTING ACCESS TO RECORDS

(See Annexure "A" for request form)

If a requester requests access to a record, referred to in paragraph 4 above, the requester must complete the request form (Annexure "A") included in this manual.

6.1 The requester must:

- complete the form as included in the Government Gazette (Govt. Notice R187 of 15 February 2002 Form A) See Annexure "A" included in this manual, and
- indicate whether the request is for a copy of the record or perusal of the record at the offices of the University. If the record is not in a written or printed form, it can be viewed after making the necessary arrangements.²

6.2 A requester may request access in a particular form in which the information should be provided, provided that by providing such information in that particular form:

- does not unreasonably interfere with the effective administration of the University,
- will not be detrimental to the preservation of the record, or
- will not infringe the copyright not owned by the State or the University.³

6.3 The requester must indicate whether the requested record is preferred in a particular language.

6.4 The requester must indicate the postal address or fax number in the Republic.

² Section 29(2) of the PAIA.

³ Section 29(3) of the PAIA.

- 6.5 If, in addition to a written reply to the request for the record, the requester wants to be informed of the decision in any other manner, e.g. telephonically, the requester must indicate it in the request.⁴
- 6.6 If the requester submits the request for information on behalf of someone else, the requester must submit proof of the capacity in which the request is made.⁵
- 6.7 If a requester is an illiterate or a disabled person and can not submit a written request for information, the request may be made orally.⁶
- 6.8 If access is given in another form as requested by the requester, the fee charged should be according to the form originally requested by the requester.⁷

7. FEES

- 7.1 There are two types of fees to be paid in terms of the PAIA, namely:
- the request fee, and
 - the access fee.
- (See Annexure "C" for the prescribed fees)
- 7.2 A requester who seeks access to a record containing own personal information (a "personal requester") is not required to pay the request fee.
- 7.3 Every other requester, who is not a personal requester, must pay the required fee.
- 7.4 The information officer must inform the requester (excluding the personal requester) by notice, requiring the requester to pay the prescribed fee (if any) before further processing the request.⁸
- 7.5 If the search for and the preparation for disclosure of the record on request of a requester (other than a personal requester) require more time than normally needs for it, the information officer will inform the requester to pay, as a deposit, the prescribed portion (one third) of the access fee which will be payable if the request is granted.⁹
- 7.6 The request fee payable to public bodies is R35.00. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.¹⁰
- 7.7 After the information officer has made a decision on the request, the requester must be informed of such a decision in the way in which the requester requested to be informed.

⁴ Section 18(2)(e) of the PAIA.

⁵ Section 18(2)(f) of the PAIA.

⁶ Section 18(3) of the PAIA.

⁷ Section 29(4) of the PAIA.

⁸ Section 22(1) of the PAIA.

⁹ Section 22(2) of the PAIA.

¹⁰ Section 22(3)(b) of the PAIA.

- 7.8 If the request is granted, a further access fee must be paid for the search, preparation, reproduction and for any time that has been exceeded the prescribed hours to search and prepare the record for disclosure.¹¹
- 7.9 The information officer must withhold a record until the requester has paid the applicable fees.¹²

8. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC¹³

The University provides, amongst others, the following services to members of the public:

- Formal education opportunities and services.
 - Offering of undergraduate to postgraduate qualifications.
 - Enrollment of students.
 - Assessment of students.
 - Research and development activities are aimed at serving the Africa continent and are intertwined with knowledge creation and development.
 - Recognition of a person's acquired knowledge and skills through experience for admission.
 - Conferring of degrees and awarding of diplomas.
- Catering Services.
- Biokinetic Services.
- Online and pagemaster services.
- Post Office services.
- Production facilities for printing research publications.
- Conference facilities for hosting any event, including audiovisual and other logistic services.
- Online student website, which includes non-course specific and course services.
- Student counseling and career development.
- Market research and consultation.
- Dispatch of tutorial matter.
- Assignments and examination support services.
- Application and providing of ICT infrastructure.
- Support services to international students.
- The Legal Aid Clinic provides legal aid and legal representation in any court of law and provides opportunities for the training of law students.
- The Department of Music is an examining body which offers a system of graded music examinations (practical and theoretical).
- The UNISA Music Foundation organizes and presents international and national music competitions, organizes public performances of music, is engaged in the upliftment programmes such as the loan of instruments, the payment of music examination fees, contributes financially towards music competition expenses, performances of new South African compositions and music publications.
- The Department of Production Printers provides students with educational and general printing material.
- The Department of Protection Services provides for protection of members of the public on the Unisa premises, controls and regulates incoming and outgoing traffic on the Unisa campuses.
- The Call Centre provides a one-stop service to our clients.

¹¹ Section 22(6) of the PAIA.

¹² Section 22(5) of the PAIA.

¹³ Section 14(1)(f) of the PAIA.

- The Unit of Sound, Video and Photography produces programmes and products for education, training, business and industry which can be used in a range of applications such as broadcast productions, direct marketing, sales collateral pieces and training tools.
- Learner support services are provided in respect of tutorial support services, discussion/contact classes and support students who require work-integrated learning placement opportunities.
- The Library provides a variety of services such as assistance for clients with special needs, borrowing / requesting library material, photocopying, renewing of library material, etc.

More information can be obtained by visiting the website at <http://www.unisa.ac.za> and perusing the University's General Calendar, or by calling Tel No. (012) 429 – 2449, or at the Students Admissions and Registrations Counter, 3rd level, Cas van Vuuren Building, Muckleneuk Ridge, Pretoria or at the Florida Campus, Cnr Christiaan de Wet and Pioneer Avenue, Florida or the Regional Offices.

As a general guideline, above-mentioned services are rendered in the following Colleges:

- Academic, research and community services are offered by academic, professional and administrative employees in the following five Colleges:
 - College of Agriculture and Environmental Sciences
 - School of Agriculture
 - School of Life and Environmental Sciences
 - College of Economic and Management Sciences
 - School of Management Sciences
 - School of Accounting Sciences
 - School of Economic Sciences
 - School of Business Leadership (SBL)
 - College of Human Sciences
 - School of Arts, Education, Languages and Communications
 - School of Humanities, Social Sciences and Theology
 - School for Graduate Studies in the College of Human Sciences
 - College of Law
 - School of Law
 - School of Criminal Justice
 - College of Science, Engineering and Technology
 - School of Computing
 - School of Science
 - School of Engineering

A description of the services rendered by the academic departments in each of the Schools of the Colleges is provided in the University's Calendar.

- The following Bureaux, Centres, Institutes and Units render academic and support services to students, employees and members of the public:
 - All African Language Institute
 - Bureau for Market Research
 - CB Powell Bible Centre
 - Centre for African Renaissance Studies

- Centre for Accounting Studies
- Centre for Applied Psychology
- Centre for Business Law
- Centre for Business Management
- Centre for Community Training and Development
- Centre for Corporate Citizenship
- Centre for Development Studies
- Centre for Indigenous Law
- Centre for Industrial Psychology
- Centre for Latin American Studies
- Centre for Public Administration
- Centre for Software Engineering
- Institute for Adult Basic Education and Training
- Institute for Applied Communication
- Institute for Continuing Education
- Institute for Criminological Sciences
- Institute of Foreign and Comparative Law
- Institute for Gender Studies
- Institute for Health Studies
- John Povey Centre for English Studies
- Pan African Languages
- Research Institute for Theology and Religion
- Unisa Legal Aid Clinic
- Unit for Basics of Business
- Unit for Basic Legal Education
- Unit for Children Literature
- Unit for Legal Historical Research
- Unit for Medicine and Law
- Unit for Social Behaviour
- Unit for Video, Sound and Photography
- Verloren van Themaat Centre for Public Law Studies
- Little Theatre
- Art Gallery
- Anthropology and Archaeology Museum

➤ Support and administrative services are rendered by professional and administrative staff in the following administrative departments:

- Department: Corporate Communication and Marketing
 - Directorate: Marketing
 - Directorate: Communication
 - Directorate: Public Relations and Protocol
 - Directorate: Corporate Social Investment
 - Division: Corporate Information and Internet Management
 - Unisa Foundation
 - Division: Foundation
 - Division: Alumni Affairs
- Department: Legal Services
 - Directorate: Contracts and Intellectual Property
 - Directorate: Labour Law
 - Directorate: Administrative and Institutional Law
- Directorate: Enterprise Risk Management
- Department: Internal Auditing

- Directorate: Operational Audits
- Directorate: Financial Audits
- Directorate: Information System Audit
- Directorate: Special Investigations
- Department: Finance
 - Directorate: Payroll
 - Division: Payroll Operations
 - Division: Payroll Accounting
 - Directorate: Financial Planning
 - Directorate: Conference Centre and Catering
 - Division: Technical Services
 - Division: Conference Centre: Financial Service
 - Division: Conference Centre Operations
 - Division: Sales and Marketing
 - Division: Operations: Catering Services
 - Division: Financial Services: Catering
 - Directorate: Budgets and Management Accounting
 - Directorate: Financial Accounting
 - Division: Financial Accounting
 - Division: Funds Administration
 - Division: Creditors and Asset (Insurance)
 - Division: Revenue
 - Division: Asset Management
 - Directorate: Procurement
 - Division: Purchasing
 - Division: Procurement Information Office
 - Division: Stores
 - Directorate: Special Projects
- Department: University Estates
 - Directorate: Property Management
 - Division: Space Allocation
 - Division: Property Evaluations and Contracts
 - Division: Client Services and Parking
 - Directorate: Technical Services
 - Division: Electro / Mechanical
 - Division: Building Services
 - Directorate: Grounds and Physical Facilities
 - Division: Garden and Grounds
 - Division: Hygiene
 - Directorate: Project Management
 - Directorate: Resources and Estates Administration
 - Division: Finance
 - Division: Administration
- Department: Human Resources
 - Directorate: Education, Training and Development
 - Division: Training and Skills Development
 - Division: Administrative Support
 - Directorate: Labour Relations
 - Directorate: Provisioning, Administration and Information Systems
 - Division: Contracts Administration
 - Division: Recruitment and Appointments

- Division: Information and Systems
- Division: Administrative Support
- Directorate: Health and Wellness
 - Division: HIV and AIDS
 - Division: Employee Assistance
 - Division: Sports and Recreation
 - Division: Occupational Health and Safety
- Directorate: Organisation Development
 - Division: Performance Management and Monitoring
 - Division: Management Advisory Services
 - Division: Administrative Support
- Directorate: Remuneration
- Directorate: Employment Equity
 - Division: Employment Equity and Transformation
 - Division: Administrative Support
- Department: Library Services
 - Directorate: Customer Services
 - Division: Personal Librarian Services
 - Division: Branch Services
 - Division: Archival Services
 - Directorate: Content Management Services
 - Division: Information Resource Development
 - Division: Information Resource Description
 - Division: Reporting / Business Data Modelling
 - Directorate: Information Resource (IR) Distribution Services
 - Division: IR Request Services
 - Division: IR Housing
 - Division: IR Maintenance
 - Directorate: Development Services
 - Division: Services and Process Design
 - Division: Web Coordination
 - Division: Research Coordination
 - Division: Customer Training Coordination
 - Division: Staff Training and Development Coordination
 - Division: Library Marketing Services
 - Division: Library Consulting Services
 - Division: Library Procurement Services
 - IR Procurement
 - Procurement / Contracts Governance
 - General Procurement
 - Division: Library Financial Services
 - Financial Management
 - Financial Accounting
 - Library Cashier
 - Division: Library Technology Services
 - Application and Data Services
 - Library Technology and Facilities Support
 - Library Technology Finance and Administration
 - Division: Library Office Infrastructure Services
 - Call Centre Agent
 - Mail Administration
 - Facilities Coordination
 - Housing Maintenance Coordination

- Office Administration
- Personal Assistance to Heads of Departments
- Department: Study Material, Publication, Production and Delivery
 - Directorate: Despatch
 - Division: Study Material Centre
 - Division: Mail Centre
 - Section: Data and Administration
 - Section: Enquiries
 - Section: Stores (main)
 - Section: Regional Centres
 - Section: Postal Preparation
 - Section: Mail Services
 - Section: Postal Administration
 - Division: Regional Centre: Florida
 - Section: Stores
 - Section: Client Services
 - Section: Postal Administration
 - Directorate: Planning and Coordination of Study Material
 - Division: Muckleneuk Campus
 - Division: Florida Campus
 - Directorate: Print Production
 - Division: Production Works
 - Section: Planning
 - Section: Pre Press
 - Section: Digital Print
 - Section: Printing
 - Section: Bindery
 - Division: Administration
 - Directorate: Language Services (Editorial)
 - Division: Language Services
 - Division: Project Co-ordination and Administrative Support
 - Directorate: Unisa Press
 - Division: Book and Journal Editors
 - Division: Marketing
 - Division: Production
 - Division Design: Study Material, Books and Journals
 - Division: Finance and Business
 - Directorate: Logistics
 - Division: Stores Services
 - Division: Transport Services
 - Division: Venues, Audio Visual and Support Services
 - Directorate: Protection Services
 - Division: Florida Campus
 - Division: Emergency Planning
 - Division: Pretoria Campus
 - Directorate Florida Campus
 - Division: Campus Support
 - Division: Garden and Grounds (Florida)
 - Division: Administrative Support
- Department: Strategy, Planning and Quality
 - Directorate: Planning
 - Directorate: Quality Promotion and Management

- Division: Departmental and Programme Quality Assurance
- Division: Institutional Quality Assurance
- Department: Information and Institutional Research
 - Directorate: Management Information and Reporting
 - Directorate: Monitoring, Institutional Research and Analysis
 - Directorate: International Partnerships and Collaboration
 - Division: African Relations
 - Division: International Relations
 - Division: Administrative Services
- Directorate: Student Admissions and Registrations
 - Division: Registration Services
 - Section: Economic and Management Sciences
 - Section: Science, Law, CAES, and NDP
 - Section: Human Sciences, Education and ABET
 - Division: Licensees and Regional Facilities
 - Section: Licensees and International Registration
 - Section: Regional Services
 - Division: Registration Support
 - Section: Access and Matriculation Exemption
 - Section: M and D Registration Process, Administrative Support and Topics to Senate
 - Section: Calendars and Exemptions
 - Section: Administration Development
 - Division: Recognition of Prior Learning
 - Division: Logistics and Administration
 - Section: Prescribed Books
 - Section: Registration Halls (Pretoria and Florida)
- Directorate: Student Assessment Administration
 - Division: Assignments Administration
 - Division: Examination Administration
 - Division: Assessment Invigilation Support
 - Division: Administration and Logistics Support
- Directorate: Contact Centre, Graduations and Records Management
 - Division: Contact Centre
 - Division: Graduations
 - Division: Records Management
 - Division: Logistics and Administration
- Directorate: Music
 - Division: Professional Support
 - Division: Unisa Music Foundation
 - Division: Administrative Support
- Directorate: Committee Services
- Department: Learner Support
 - Directorate: Tutorial Services, Discussion Classes and Work Integrated Learning
 - Division: Tutorial Services
 - Division: Logistical Support
 - Division: Work Integrated Learning
 - Directorate: Institute for Curriculum and Learning Development
 - Division: Learning Developer
 - Division: Project Management
 - Division: Research

- Division: Administrative Support
 - Directorate: Bureau for Student Counselling and Career Development
 - Division: Counselling and Career Development
 - Division: Academic Development
 - Division: Counselling, Career and Academic Development: Regional Units
 - Directorate: Regional Services
 - Division: Physical Facilities Pietermaritzburg
 - Project Management Office
- Department of Information and Communication Technology (ICT)
- Directorate ICT Operations
 - Division: Networks and Communication
 - Section: Telecoms, PABX, Call Centre and Video Conferencing
 - Section: Switchboard
 - Section: Servers, Officeware and Web Servers
 - Section: Networks and Security
 - Division: Computer Facilities Management
 - Section: Operating System Support
 - Section: Shift Operations
 - Division: ICT Project Portfolio Management
 - Section: ICT Project Support Office
 - Section: ICT Planning and Change Management
 - Division: ICT Conformance Management
 - Division: ICT Administration
 - Section: ICT Finance
 - Section: Production Task Scheduling
 - Section: Asset Management and Stock Control
 - Section: Micro Computer Laboratories
 - Directorate: User Support
 - Division: Desktop Maintenance
 - Division: Help Desk and Remote Support
 - Directorate: Administrative Support Systems
 - Division: Human Resources and Financial Systems
 - Division: Student Academic Administration Systems
 - Division: Study Material Process
 - Division: Systems Integration and Application Security
 - Directorate: Digital Learner Support
 - Division: Telematic Delivery
 - Division: Video and Teleconferencing
 - Division: Audio Visual, Sound and Photography
 - Section: Scenario Planning
 - Section: Video
 - Section: Sound
 - Section: Photography
 - Directorate: Portal and Academic Solutions
 - Division: Portal and Academic System Design
 - Division: Portal and Academic System Development
 - Directorate: Knowledge Management
 - Division: Structured Data Management and Information Management
 - Division: Unstructured Data and Document Management
 - Directorate: Technology Architecture Management
 - Division: Academic Computing

- Department: Student Affairs
 - Directorate: Financial Aid Bureau
 - Directorate: Student Affairs and Services
 - Directorate: Advocacy and Resource Centre
- Other
 - Directorate: Research Development and Administration
 - Directorate: Quality Assurance and Accreditation
 - Directorate: Short Learning Programmes and Learnerships

9. HOW TO GAIN ACCESS TO THESE SERVICES¹⁴

To gain access to these services at the University of South Africa, a request must be forwarded to the relevant department/bureau/centre/institute/unit, as listed above, at the following contact numbers / address:

Address : P O Box 392
UNISA (0003)

Tel No. : (012) 429 – 3111

Fax No. : (012) 429 – 3221

Unisa website : <http://www.unisa.ac.za>

10. ARRANGEMENT TO ALLOW PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWER¹⁵

The HEA, the Institutional Statute and the University Rules make no provision for participation by the general public in the formulation of the University policies or exercise of power.

11. REMEDY AVAILABLE IF THE PROVISIONS OF THE PAIA ARE NOT COMPLIED WITH¹⁶

The University of South Africa may, from time to time, refuse to furnish requested information to a requester. An appeal may be lodged with the Principal and Vice Chancellor of the University (See Annexure "B" Form B).

12. OTHER INFORMATION AS PRESCRIBED IN TERMS OF THE PAIA¹⁷

There is currently no information available from the Minister in terms of section 92 of the mentioned Act.

13. UPDATING OF MANUAL¹⁸

This manual will be updated annually.

¹⁴ Section 14(1)(f) of the PAIA.

¹⁵ Section 14(1)(g) of the PAIA.

¹⁶ Section 14(1)(h) of the PAIA.

¹⁷ Section 14(1)(i) of the PAIA.

¹⁸ Section 14(2) of the PAIA.

14. AVAILABILITY OF MANUAL¹⁹

- 14.1 This manual is available in English and has been submitted to places of legal deposit as defined in section 6 of the Legal Deposits Act, 1997, and to the South African Human Rights Commission. It is further available at the University (Deputy Information Officers' Offices), at Regional Offices and Learning Centres and on the University's website (<http://www.unisa.ac.za>)
- 14.2 The manual will be published in English in the Government Gazette and will be made available in Sepedi, Zulu, Setswana and Afrikaans.



¹⁹ Section 14(3) of the PAIA.

ANNEXURE "A"

UNISA

university
of south africa

FORM A

REQUEST FOR ACCESS TO A RECORD OF THE
UNIVERSITY OF SOUTH AFRICA(Section 18(1) of the Promotion of Access to Information Act, Act No. 2 of 2000)
(Regulation 6)

FOR OFFICE USE ONLY

Reference number: _____

Request received by _____ (state rank, name
and surname if information officer/deputy information officer) on _____
(date) at _____ (place).

Request fee (if any): R _____ Receipt no. _____

Deposit (if any): R _____ Receipt no. _____

Access fee: R _____ Receipt no. _____

Signature: Information Officer/Deputy Information Officer

A. PARTICULARS OF DEPUTY INFORMATION OFFICERS

- Assistant Principal
P O Box 392
UNISA
0003
Room 13-12
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA
- Tel no : (012) 429 – 2551 or (012) 429 – 6908
Fax no : (012) 429 – 6947
e-mail : vvykdh@unisa.ac.za or marodmm@unisa.ac.za

- Executive Director
 University Legal Advisor
 P O Box 392
 UNISA
 0003
 - Room 11-13
 OR Tambo Building
 Preller Street
 Muckleneuk Ridge
 PRETORIA
- Tel no : (012) 429 – 8903
 Fax no : (012) 429 – 8902
 e-mail : cvanwyk@unisa.ac.za or mroberts@unisa.ac.za

PLEASE NOTE:

Requests for information in terms of the Promotion of Access to Information Act, 2000 will only be processed if the attached request form has been completed in full, signed by the relevant requester and if the applicable fees have been paid. The applicable fees are indicated in Annexure "C".

B. PARTICULARS OF PERSON REQUESTING ACCESS TO A RECORD

Full names and surname of requester: _____

Identity number: _____

Postal address: _____

Postal code: _____

Fax number: () _____

Telephone number: () _____ Cell number: _____

E-mail address: _____

C. PARTICULARS OF PERSON ON WHOSE BEHALF THE REQUEST IS MADE

This section must be completed ONLY if a request for information is made on behalf of another person.

Full names and surname of requester: _____

Identity number: _____

Postal address: _____

Postal code: _____

Fax number: () _____

Telephone number: () _____ Cell number: _____

E-mail address: _____

Capacity in which request is made, when made on behalf of another person (i.e. parent, guardian, attorney): _____

D. PARTICULARS OF RECORD AND REASON FOR REQUEST

- (a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, and/or the Department/person where it is held, to enable the record to be located.
- (b) If the provided space is inadequate, please continue on a separate folio and attach it to this form. **The requester must sign all the additional folios.**

1. Description of record or relevant part of the record: _____

2. Reference number, if available: _____

3. Any further particulars of record: _____

4. Reason for requesting above information: _____

E. FEES

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee of R35.00** has been paid.
- (b) 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. For an indication of the fees payable, consult Annexure "C".
- (c) If you qualify for exemption of the payment of any fee, state the reason for exemption.

Reason for exemption from payment of fees: _____

F. FORM OF ACCESS TO RECORD

If you are prevented by a disability to read, view or listen to the record in the form of access provided for in 1 to 4 below, state your disability and indicate in which form the record is required.

Disability: _____

Alternative form in which record is required: _____

- PLEASE NOTE:**
- (a) Compliance with your request for access in the specified form may depend on the form in which the record is available.
 - (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
 - (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.

Mark the form in which access is requested with an "X" in the appropriate box

1. If the record is in a written or printed form:
 - Copy of record Inspection of record

2. If record consists of visual images (this includes photographs, slides, video recordings, computer generated images, sketches, etc.)
 - View the images Copy of the images* Transcription of the images*

3. If the record consists of recorded words or information which can be reproduced in sound:

- Listen to the soundtrack (audio cassette) Transcription of soundtrack* (written or printed document)

4. If record is held on computer or in an electronic or machine-readable form:

- Printed copy of record Printed copy of information derived from the record Copy in computer readable form* (stiffy or disc)

<p>* If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you?</p> <p>Please note: Postage is payable</p>	<p>YES</p>	<p>NO</p>
<p>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.</p>		
<p>In which language would you prefer the record? _____</p>		

G. NOTICE OF DECISION REGARDING REQUEST FOR ACCESS

You will be notified in writing whether your request has been approved / denied. If you wish to be informed in another manner, specify the manner and provide the necessary particulars to enable compliance with your request.

How would you prefer to be informed of the decision regarding your request for access to the record? _____

Signed at _____ this _____ day of _____ 20__

Signature of requester / person on whose behalf request is made

ANNEXURE "B"

**FORM B****NOTICE OF INTERNAL APPEAL**

(Section 75 of the Promotion of Access to Information Act, 2000)

(Regulation 8)

<p>STATE YOUR REFERENCE NUMBER: _____</p>
--

A. PARTICULARS OF DEPUTY INFORMATION OFFICERS

- | | |
|--|--|
| <p>• Assistant Principal
P O Box 392
UNISA
0003</p> | <p>Room 13-12
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA</p> |
| <p>Tel no : (012) 429 – 2551 or (012) 429 – 6908
Fax no : (012) 429 – 6947
e-mail : vwykdh@unisa.ac.za or marodmm@unisa.ac.za</p> | |

- | | |
|--|--|
| <p>• Executive Director
University Legal Advisor
P O Box 392
UNISA
0003</p> | <p>Room 11-13
OR Tambo Building
Preller Street
Muckleneuk Ridge
PRETORIA</p> |
| <p>Tel no : (012) 429 – 8903
Fax no : (012) 429 – 8902
e-mail : cvanwyk@unisa.ac.za or mroberts@unisa.ac.za</p> | |

B. PARTICULARS OF REQUESTER / THIRD PARTY WHO LODGES THE INTERNAL APPEAL

- (a) The particulars of the person who lodges the internal appeal must be given below.
- (b) Proof of the capacity in which appeal is lodged, if applicable, must be attached.
- (c) If the appellant is a third person and not the person who originally requested the information, the particulars of the requester must be given at C below.

Full names and surname: _____

Identity number: _____

Postal address: _____

Postal code: _____

Fax number: (____) _____

Telephone number: (____) _____ Cell number: _____

E-mail address: _____

Capacity in which an internal appeal on behalf of another person is lodged: _____

C. PARTICULARS OF REQUESTER

This section must be completed ONLY if a third party (other than the requester) lodges the internal appeal.

Full names and surname: _____

Identity number: _____

D. THE DECISION AGAINST WHICH THE INTERNAL APPEAL IS LODGED

Mark the decision against which the internal appeal is lodged with an "X" in the appropriate box:	
	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

E. GROUNDS OF APPEAL

If the provided space is inadequate, continue on a separate folio and attach it to this form. **You must sign all the additional folios.**

State the grounds on which the internal appeal is based: _____

State any other information that may be relevant in considering the appeal: _____

F. NOTICE OF DECISION ON APPEAL

You will be notified in writing of the decision on your internal appeal. If you wish to be informed in another manner, specify the manner and provide the necessary particulars to enable compliance with your request.

State the manner: _____

Particulars of manner: _____

Signed at _____ this _____ day of _____ 20__

Signature of appellant

FOR OFFICE USE ONLY

OFFICIAL RECORD OF INTERNAL APPEAL

Appeal received on _____ (date) by _____
_____ (state rank, name
and surname of information officer/deputy information officer.)

Appeal accompanied by the reasons for the information officer's/ deputy 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/deputy information officer on _____
(date) to the relevant authority.

OUTCOME OF APPEAL

Decision of information officer/deputy information officer confirmed/new decision substituted.
New decision: _____

_____ Date _____ Relevant Authority

Received by the information officer/deputy information officer from the relevant authority on (date)

ANNEXURE "C"

UNISA

university
of south africa

FORM C

FEES²⁰ IN RESPECT OF PUBLIC BODIES

(Section 22 of the Promotion of Access to Information Act, 2000)

1. The fee for a **copy** of the Manual on the functions of and index of records held by the University of South Africa, is R0.60 for every photocopy of an A4-size page or part thereof. (Regulation 5(c))

Note: The Manual will be available at the Offices of the Deputy Information Officers and on the website of the University of South Africa.

2. The **request fee** payable by every requester other than a personal requester is R35.00. The requester may lodge an internal appeal, where appropriate, or an application to the court against the tender or payment of the request fee.²¹
3. If the request is granted by the information officer a further **access fee** is payable by a requester for the search, preparation and reproduction of a record as follows.²²

3.1

		R
(a)	For every photocopy of an A4-size page or part thereof	0.60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40

²⁰ All fees are inclusive of VAT.

²¹ Regulation 7(2)

²² Regulation 7(3)

		R
(c)	For a copy in a computer-readable form on – (i) stiffy disc (ii) compact disc	5.00 40.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	22.00 60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof (ii) For a copy of an audio record	12.00 17.00
(f)	To search for and prepare the record for disclosure, R15.00 for each hour or part of an hour, excluding the first hour, reasonably required for such search and preparation.	

3.2 A **deposit** is payable if, in the opinion of the information officer, the search and preparation of a record would require more than the hours prescribed for this purpose. The following applies:

- (a) Six hours as the hours to be exceeded before a deposit is payable; and
- (b) One third of the access fee is payable as a deposit by the requester.

3.3 The **actual postage** is payable when a copy of a record must be posted to a requester.

4 The **fees for reproduction** payable for access to the categories of records of the University that are automatically available without a person having to request access in terms of the Act, are as follows:

		R
(a)	For every photocopy of an A4-size page or part thereof (not applicable where a lower fee is prescribed by the University)	0.60
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	0.40

(c)	For a copy in a computer-readable form on – (i) stiffy disc (ii) compact disc	5.00 40.00
(d)	(i) For a transcription of a visual images, for an A4-size page or part thereof (ii) For a copy of visual images	22.00 60.00
(e)	(i) For a transcription of an audio record, for an A4-size page or part thereof. (ii) For a copy of an audio record.	12.00 17.00

