



PROMOTION OF ACCESS TO INFORMATION ACT
MANUAL IN TERMS OF SECTION 14 OF ACCESS TO
INFORMATION ACT, 2000 (ACT NO. 2 OF 2000) FOR
THE SERVICES EDUCATION AND TRAINING
AUTHORITY

ISO 9001:2000 QUALITY MANAGEMENT SYSTEM
Services SETA Document Numbering System

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MC-F 010

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1st Issue

NEXT REVIEW DATE
31 March 2010

Chairperson: Andy Mathibe; Vice Chairperson: James McLuckie; Chief Executive Officer: Ivor Blumenthal

Deputy Chief Executives: Finance Vernon Naidoo; Operations Treaty Moshoeshoe; Strategy Devan Naicker



The Services SETA (Sector Education & Training Authority)
P O Box 3322, Houghton, 2041
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Customer Service Hotline: 0861 10 11 48
Email: customercare@serviceseta.org.za
Website: www.serviceseta.org.za

PROMOTION OF ACCESS TO INFORMATION ACT MANUAL IN TERMS OF SECTION 14 OF ACCESS TO INFORMATION ACT, 2000 (ACT NO. 2 OF 2000) FOR THE SERVICES EDUCATION AND TRAINING AUTHORITY

1 INTRODUCTION

This Manual is published in terms of Section 14 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000) (“the Act”). The Act gives effect to the provisions of Section 32 of the Constitution, which provides for the right of access to information held by the State and to information held by another person that is required for the exercise and / or protection of any right.

The provision of any information in addition to that specifically required in terms of Section 14 of the Act does not create any contractual right or entitlement to receive such information, other than in terms of the Act.

2 SERVICE SETA OVERVIEW

SERVICE SETA is defined in the Act as a public body, which encompasses any department of state or administration in the national or provincial sphere of government or any other function or institution thereof which exercises a power or performs a duty in terms of the Constitution or exercises a public power or performs a public function in terms of any legislation.

SERVICE SETA supports the constitutional right of access to information and we are committed to provide any requester access to our records in accordance with the provisions of the Act.

The purpose for which SERVICE SETA has been established is to provide an institutional framework to devise and implement national, sectoral and workplace strategies that are aligned with the objectives of national economic and social development. These strategies will be developed within the context of:-

- Supporting the development and improvement of skills development interventions;
- Providing an assurance of quality in education and training;
- Enhancing access to learning opportunities;
- Encouraging active employer participation;
- Supporting the objectives of the Employment Equity Act; and

- Addressing the needs of the South African labour market including that of employers, workers; and small, medium and micro enterprises.

3 AVAILABILITY OF THIS MANUAL

A copy of this Manual is available on our website (www.serviceseta.org.za) or by sending a request for a copy to the Services SETA Information Officer by email. The Manual may also be obtained from our office, the Services SETA at the address set out below or from the Government Printers.

Services SETA
15 Sherbourne Road
Parktown
2193

4 UPDATING OF MANUAL

This Manual will be updated and published, if necessary, at intervals of not more than 1 (one) year as prescribed in the Act and also according to the Services SETA ISO 9001:2000 document management guideline.

5 FUNCTIONS AND STRUCTURE OF SERVICE SETA

- **Functions of SERVICE SETA**

SERVICE SETA is a Sector Education & Training Authority established in terms of section 9 (1) of the Skills Development Act No. 97 of 1998. The functions of SERVICE SETA are *inter alia* to:-

- develop a sector skills plan within the framework of the national skills development strategy;
- implement its sector skills plan by establishing learnerships, approving workplace skills plans, allocating grants as well as monitoring education training in the sector;
- promote learnerships by identifying workplaces for practical work experience, supporting the development of learning materials, improving the facilitation of learning and assisting in the conclusion of learnership agreements;
- register learnership agreements;
- obtain accreditation from the South African Qualifications Authority;
- collect and disburse the skills development levies in its sector;
- liaise with the National Skills Authority on the national skills development policy, the national skills development strategy as well as its sector skills plan;
- report to the Director-General of Labour on its income and expenditure as well as the implementation of its sector skills plan;
- liaise with the employment services of the Department of Labour and any education body established under any law regulating education in the Republic of South Africa to improve information about employment opportunities and information between education training providers and the labour market;
- appoint staff necessary for the performance of its functions; and

- perform any other duties imposed by the Skills Development Act and the Skills Development Levies Act or consistent with the purposes thereof.

SERVICE SETA has all such powers as are necessary to enable it to perform its duties as set out above and any other powers conferred upon it by virtue of the Skills Development Act.

Vision, mission and strategic programs

VISION

The Services SETA will instil in South Africa's working communities a tangible, trainable, certifiable and accountable measure of service excellence, which it will be proud to benchmark against comparable international standards of service.

MISSION

The stakeholders in the services sector are committed to ensuring that:

- National standards and qualifications in the sector and sub-sectors are created and registered onto the National Qualifications Framework, which will be used to curriculate, assess, certify and manage performance in the sector to develop targeted and generic service skills.
- Quality learning provision is maintained throughout the sector.
- Information is gathered and a database is created and maintained to target generic skills development and engage in ongoing skills audits inside the labour market, including the unemployed, and in labour pools from the learnerships programme activities.
- Implementation of the sector skills plan, taking the specific needs of the diverse sub-sectors into account in terms of practice and law.

SLOGAN

"Your leading partner in skills development"

Strategic Objectives

The Services SETA seeks to:

- Provide leadership for education and training provision;
- Ensure that high levels of quality education and training provision are maintained;
- Effectively implement the Levy Grant system;
- Promote education and training for small, medium and micro enterprises;
- Achieve an understanding of the sector through verifiable and accurate data; and
- Collaborate with other SETAs, training providers and appropriate local and international organisations.

Schematic diagram of the Services SETA



Office of the Chief Executive Officer - Executive Structure

CHIEF EXECUTIVE OFFICER
Ivor Blumenthal

DEPUTY CHIEF EXECUTIVE OFFICER: CFO
Vernon Naidoo

DEPUTY CHIEF EXECUTIVE OFFICER: OPERATIONS
Treaty Moshoeshoe

DEPUTY CHIEF EXECUTIVE OFFICER: STRATEGY
Devan Naicker

QCTO MANAGER
Lerato Mophiring

INDUSTRIAL RELATIONS AND TRAINING MANAGER
TJ van der Merwe

LEARNERSHIP MANAGER
Sydney Moonsamy

SENIOR CHAMBER MANAGER
Peta Broomberg

LEVIES AND GRANTS MANAGER
Sheldon Pilay

SENIOR ETQA MANAGER
Paul Dhlamini

COMPLIANCE MANAGER
Charmayne Kok

TRADES & DISABILITY MANAGER
Isobel Byleveld

ARTISAN & APPRENTICESHIP MANAGER
Petro Smit

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Executive and Line Management

CHIEF EXECUTIVE OFFICER

Ivor Blumenthal

DEPUTY CHIEF EXECUTIVE OFFICER: OPERATIONS	DEPUTY CHIEF EXECUTIVE OFFICER: CFO	DEPUTY CHIEF EXECUTIVE OFFICER: STRATEGY
Treaty Moshoeshoe	Vernon Naidoo	Devan Naicker

INDUSTRIAL RELATIONS AND TRAINING MANAGER	LEARNERSHI P MANAGER	SENIOR CHAMBER MANAGER	COMPLIANCE MANAGER	ETQA MANAGER	QCTO MANAGER	DISABILITY MANAGER	LEVIES AND GRANTS MANAGER	ARTISAN MANAGER	HUMAN RESOURCES AND PAYROLL MANAGER
TJ van der Merwe	Sydney Moonsamy	Peta Broomberg	Charmayne Kok	Paul Dhlamini	Lerato Mophiring	Isobel Byleveld	Sheldon Pilay	Petro Smit	Bonita Brider

CHAMBER MANAGER - COMMERCIAL & INDUSTRIAL	SUPPORT MANAGER	CHAMBER MANAGER - SME	CHAMBER MANAGER - LABOUR RECRUITMENT	CHAMBER MANAGER - REAL ESTATE	CHAMBER MANAGER - MARKETING	BRANDING AND COMMUNICATIONS MANAGER	CHAMBER MANAGER - PERSONAL CARE	IT & INFORAMTIO N	EVENTS MANAGER
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Nomvezeko Vendle	Daksha Kana	Ria Jordaan	Shainaaz Rambehary	Tshepiso Mofokeng	Dharmisha Govind	Senisha Moonsamy	Joelyga Lawrence	Yvette Grieb	Clara Vilankulu
COMPANY SECRETARY	OFFICE MANAGER	TRAVEL MANAGER	CUSTOMER SERVICE MANAGER	QUALITY ASSURANCE MANAGER	SUPPORT MANAGER	REGISTRAR	QPU MANAGER	PROVINCIAL MANAGER - NELSPRUIT	PROVINCIAL MANAGER - POLOKWANE
Prelini Bennideen	Zelda le Roux	Lorraine Patience	Precious Nyaweni	Chantal Monyane	Anne Whittle	Nozipho Zondo	Thabo Mdlalose	Roelof van Rooyen	Mpho Mothapo
PROVINCIAL MANAGER - GAUTENG	PROVINCIAL MANAGER - KIMBERLEY	PROVINCIAL MANAGER - BLOEMFONTEIN	PROVINCIAL MANAGER - EAST LONDON	PROVINCIAL MANAGER - PORT ELIZABETH	PROVINCIAL MANAGER - WESTERN CAPE	PROVINCIAL MANAGER - KWA-ZULU NATAL	RESEARCH MANAGER	SSP MANAGER	PROCUREMENT MANAGER
Vacant	Elmaine Maartens	Ntakuseni Nengwenani	Nombasa Nomvete	Yvette Grobler	Priscilla David	Nerusha Beecum	Sanet Ramsaroop	Nerissa Haripershad	Jabulani Kunene
			FINANCE MANAGER	LOGISTICS MANAGER	ACCOUNTANT				

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Peter Elias

Ebrahim
Dhaler

Zubair Seedat

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SERVICE SETA may only consist of members representing:-

- organised labour;
- organised employers, including small businesses;
- relevant government departments; and
- in the Minister’s discretion, any interested professional body and/or any bargaining council with jurisdiction in the sector.

6 CONTACT DETAILS

<u>Name of Public Body</u>	Services SETA (Sector Education and Training Authority (SSETA)
Designated Information Officer	Charmayne Kok
Designated Deputy Information Officer (if any)	n/a
Email address of Information Officer/ Deputy Information Officer	charmaynekok@serviceseta.org.za
Postal address	PO Box 3322, Houghton, 2041
Street address	15 Sherbourne Road, Parktown, 2193
<u>Phone number</u>	(011) 276 9600
Fax number	(011) 276 9648

7 HOW TO ACCESS THE GUIDE AS DESCRIBED IN SECTION 10 OF THE ACT

The Guide is available from the South African Human Rights Commission. Please direct any queries to:

The South African Human Rights Commission:

PAIA Unit

The Research and Documentation Department

Postal address: Private Bag 2700
Houghton
2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: www.sahrc.org.za

E-mail: paia@sahrc.org.za

8 HOW TO REQUEST ACCESS TO RECORDS HELD BY SERVICE SETA

- **Records that may be requested**

The records to be requested by a requester means any recorded information regardless of its form or medium which is in the possession or under the control of SERVICE SETA whether or not it was created by the Services SETA or not.

- **Request procedures**

A requester shall be given access to a record held by SERVICE SETA if the following requirements, as set out in the Act, are met, namely:

- that the requester complies with all the procedural requirements contemplated in the Act relating to a request, and
- that access to that requested record is not refused in terms of any ground for refusal contemplated in the Act.

The right of a requester to access information in terms of this Act is not affected by any reasons given by that requester, or any belief by the Information Officer as to what the reasons for the request may be.

Requests for access to records held by SERVICE SETA must be made on the prescribed request forms (on payment of the prescribed fees, if any) that are available from the SAHRC website (www.sahrc.org.za) or the Department of Justice and Constitutional Development (www.doj.gov.za under "regulations"). For convenience a copy is also included in this manual.

Requests for access to records must be made to the Information Officer at the address, fax number or electronic mail address provided for above.

The requester must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requester. The requester should also indicate which form of access is required and indicate if he or she wishes to be informed of SERVICE SETA's decision regarding such request in a manner and state the necessary particulars to be so informed. The requester must also state whether the record concerned is preferred in a particular language and also specify his or her postal address or fax number in the Republic of South Africa.

If a request is made on behalf of a person, the requester must then submit proof of the capacity in which the requester is making the request to the satisfaction of the Information Officer.

Should an individual be unable to make a request for access to a record of SERVICE SETA because of illiteracy or disability, he or she may make such a request orally. The Information Officer of SERVICE SETA must then reduce the oral request to writing in the prescribed form and supply the requester with a copy thereof.

9 SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC

- **Nature of services**

SERVICE SETA's services include:-

- implementing its sector skills plan by establishing learnerships, approving workplace skills plans, allocating grants as well as monitoring education training in the sector;

- promoting learnerships by identifying workplaces for practical work experience, supporting the development of learning materials, improving the facilitation of learning and assisting in the conclusion of learnership agreements;
- registering learnership agreements;
- collecting and disbursing the skills development levies in its sector.
- These services are not available to members of the public but rather to employers and workers falling within SERVICE SETA's designated economic sector.
- Quality assuring workplace education and training provision by accrediting and quality assuring education and training providers.

These services are not available to members of the public but rather to employers, workers and education and training providers falling within Services SETA 's designated economic sector and scope of coverage.

- **How to gain access to these services**

Provided that a member of the public falls within the definition of an employer, worker or education and training provider in SERVICE SETA's designated economic sector (as defined in the Skills Development Act), he/she may gain access to these services by submitting a request to the Information Officer of SERVICE SETA at the above address.

10 ARRANGEMENT FOR PUBLIC PARTICIPATION IN POLICY FORMULATION

The Skills Development Act and the Constitution of SERVICE SETA provide for participation of workers and employers and education and training providers in SERVICE SETA's designated economic sector only. Persons falling within this group may attend general meetings of SERVICE SETA, may elect the management board of SERVICE SETA and stand for election to such board in accordance with SERVICE SETA's constitution and the Skills Development Act.

11 REMEDIES AVAILABLE FOR NON-COMPLIANCE

SERVICE SETA does not have an internal appeal procedure relevant to the Act. Accordingly, a dispute regarding the Act may be resolved by approaching the relevant court directly.

12 OTHER INFORMATION AS MAY BE PRESCRIBED IN THE ACT

There is currently no information available from the Minister of Justice and Constitutional Development in terms of section 92 to be inserted here.

13 PRESCRIBED FEES

The Act sets out two types of fees, namely a request fee and an access fee, they are required to be paid prior to SERVICE SETA accessing the request for information.

A personal requester, ie. a requester who requests access to a record containing personal information is not required to pay the request fee. Any other requester, who is not a personal requester, will be required to pay such fee.

The requester (other than a personal requester) must be notified by the Information Officer to pay the prescribed request fee before processing the request.

Should the requester be aggrieved by the tender or payment of the request fee, the requester may bring an application to court.

The Information Officer must notify the requester of his/her decision in the manner specified by the requester.

In the event that the Information Officer granted the request, a further access fee must be paid for the search, preparation, reproduction and for any time that has exceeded the prescribed hours to prepare and search for the requested record.

The prescribed fees are set out below in terms of the regulations contemplated in the Act.

14 RECORDS HELD BY SERVICE SETA

We maintain records on the following categories and subject matters. However, please note that recording a category or subject matter in this Manual does not imply that a request for access to such records would be honoured. All requests for access will be evaluated on a case by case basis in accordance with the provisions of the Act.

14.1 Internal records

The following are records pertaining to SERVICE SETA's own affairs:

- Constitution of SERVICE SETA
- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Product records;
- Statutory records;
- Internal policies and procedures;
- Records held by officials of the public body.

14.2 Personnel records

Personnel refers to any person who works for or provides services to or on behalf of SERVICE SETA and receives or is entitled to receive any remuneration and any other person who assist in carrying out or conducting any work or services of SERVICE SETA. This includes, without limitation, directors, heads of departments, managers, all permanent, temporary and part-time staff as well as contract workers. Personnel records include the following:

- Any personal records provided to the public body by their personnel;
- Any records a third party has provided to the public body about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Internal evaluation records; and
- Other internal records and correspondence.

14.3 **Work-related records**

Work-related information includes the following:

- Any records a third party has provided to the public body; and
- Records generated by or within the public body pertaining to work or services, including transactional records.

14.4 **Other Parties**

Records are kept in respect of other parties, including without limitation, employers, workers, contractors, suppliers, departments, divisions and service providers. Alternatively, such other parties may possess records which can be said to belong to the public body. The following records fall under this category:

- Personnel, work or service related records which are held by another party as opposed to being held by SERVICE SETA and
- Records held by SERVICE SETA pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about their contractors/suppliers.

14.5 **Other Records**

Further records are held including:-

- Information relating to SERVICE SETA's own commercial activities; and
- Research information belonging to SERVICE SETA or carried out on behalf of a third party.

FEES IN RESPECT OF PUBLIC BODIES

Part ii of Notice 187 in the Government Gazette on the 15 February 2002

1. The fee for a copy of the manual as contemplated in regulation 5(c) is R0,60 for every photocopy of an A4-size page or part thereof.
2. The fees for reproduction referred to in regulation 7(1) are as follows:

	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
c) For a copy in a computer-readable form on -	
i) compact disc	40,00
d) (i) For a transcription of visual images, or an A4-size page or part thereof	22,00
(ii) For a copy of visual images	60,00
e) (i) For a transcription of an audio record, or an A4-size page or part thereof	12,00
(ii) For a copy of an audio record	17,00

3. The request fee payable by every requester, other than a personal requester, referred to in regulation 7(2) is R35,00.
4. The access fees payable by a requester referred to in regulation 7(3) are as follows:

	R
(1)(a) For every photocopy of an A4-size page or	

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| | 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 |
| (c) | For a copy in a computer-readable form on - | |
| | (i) compact disc | 40,00 |
| (d) | (i) For a transcription of visual images, for an A4-size page or part thereof | 22,00 |
| | (ii) For a copy of visual images | 60,00 |
| (e) | (i) For a transcription of an audio record, for an A4-size page or part thereof | 12,00 |
| | (ii) For a copy of an audio record | 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. | |
| (2) | For purposes of section 22(2) of the Act, 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) | The actual postage is payable when a copy of a record must be posted to a requester. | |

**PRESCRIBED FORMS FOR ACCESS TO INFORMATION
REQUEST FOR ACCESS TO RECORD OF PUBLIC BODY**

(Section 18(1) of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000))

FOR DEPARTMENTAL USE

Reference number:

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

Request fee (if any): R

Deposit (if any): R

Access fee: R

SIGNATURE OF INFORMATION OFFICER/DEPUTY INFORMATION OFFICER

A. Particulars of public body

Name of Public Body	Services Sector Education and Training Authority (SSETA)
Designated Information Officer	Charmayne Kok
Designated Deputy Information Officer (if any)	n/a
Email address of Information Officer/ Deputy Information Officer	charmaynek@serviceseta.org.za
Postal address	PO Box 3322, Houghton, 2041
Street address	15 Sherbourne Road, Parktown, 2193

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Phone number	(011) 276 9600
Fax number	(011) 276 9648

B. Particulars of person requesting access to the record

- (a) *The particulars of the person who requests access to the record must be recorded below.*
- (b) *Furnish an address and/or fax number in the Republic to which information must be sent.*
- (c) *Proof of the capacity in which the request is made, if applicable, must be attached.*

Full names and surname: Identity number: Postal address:

Fax number: Telephone number: E-mail address:

Capacity in which request is made, when made on behalf of another person:

C. Particulars of person on whose behalf 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:

Identity number:

D. Particulars of record

(a) Provide full particulars of the record to which access is requested, including the reference number if that is known to you, 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:

E. Fees

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(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** has been paid.

(b) You will be notified of the amount required to be paid as the request fee.

(c) 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.

(d) If you qualify for exemption of the payment of any fee, please state the reason therefore.

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 hereunder, state your disability and indicate in which form the record is required.

Disability:	Form in which record is required:
<p><i>NOTES:</i></p> <p>(a) Your indication as to the required form of access depends on the form in which the record is available.</p> <p>(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.</p> <p>(c) The fee payable for access to the record, if any, will be determined partly by the form in which access is requested.</p>	

Mark the appropriate box with an "X".

1. If the record is in written or printed form -			
	copy of record*		inspection of record
<p>2. If record consists of visual images -</p> <p>(this includes photographs, slides, video recordings, computer-generated images, sketches, etc.)</p>			

	view the images		copy of the images*		transcription of the images*
3. If 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* (magnetic or optical disc)
*If you requested a copy or transcription of a record (above), do you wish the copy or transcription to be posted to you? A postal fee is payable.				YES	NO
<i>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.</i>					

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In which language would you prefer the record?

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 thereof in another manner, please 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”