



ISFAP
Ikusasa Student Financial Aid Programme



POWERED BY
SAICA
THE SOUTH AFRICAN INSTITUTE
OF CHARTERED ACCOUNTANTS

INFORMATION PAIA MANUAL OF ISFAP (NPC) (Version 0.2)

Prepared in accordance with Section 51 of the Promotion of Access to Information Act, Number 2 of 2000

VERSION CONTROL

| Version | Date of Change | Amendment Description |
|---------|----------------|-----------------------|
| 0.1 | 2021/06/25 | Initial draft |
| 0.2 | 2021/06/29 | Minor amendments made |
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**PAIA GLOSSARY:**

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| Access fee: | A fee prescribed for the purpose of reproduction, search and preparation of records and, if applicable, postal fees. |
| Appellant: | An individual(s)/organisation who submits an Internal Appeal. |
| Date of submission: | The date on which the requester submits the PAIA Request. The Information Officer must respond to the request within 30 days of this date. |
| Information Officer (IO): | The individual in the public or private body who is responsible for dealing with a PAIA Request. |
| Deputy Information Officer (DIO): | The individual in the public or private body who is responsible for assisting the Information Officer with the PAIA Request. |
| Internal Appeal: | A document submitted by the requester to a public body calling for them to reconsider the decision made about the PAIA Request. |
| Grounds for Internal Appeal: | The Section(s) of PAIA referred to by the appellant in order to submit an Internal Appeal against the decision made by the Information Officer or Deputy Information Officer to refuse a PAIA Request. |
| Inventory: | A complete list of items in the custody of a particular public or private body. |
| Letter of authorization: | A letter from an individual who requires the requester to submit a PAIA Request on their behalf in terms of PAIA. The letter must state that the individual authorises the requester (and other representatives from the requester's organisation, (if necessary) to submit a request to access information in terms of PAIA on their behalf. |
| PAIA: | The Promotion of Access to Information Act 2 of 2000. |
| PAIA Request: | The name given to the document(s) submitted to a public or private body requesting access to information in terms of PAIA |
| PAIA Request reference number: | The reference number you allocate for an individual PAIA Request, e.g. 0124/DOJ/2008. It is advisable to use this reference number throughout all correspondence with the requestee, as well as asking them to do the same. |
| Personal requester: | A requester seeking access to a record containing personal information about themselves. |
| Private body: | Generally, any kind of business operation independent from government. |
| Public body: | Generally, any section of government, or any organisation that is set up by government, set up by law, or gets its money from government. |
| Record: | Any recorded information. |
| Request fee: | The fee that must be paid by the requester before a request can be processed. |
| Requestee: | The individual(s)/organisation who receives the PAIA Request. |
| SAHA: | The South African History Archive. |
| Third party: | Any person other than the requester concerned. |



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1. BACKGROUND TO THE PROMOTION OF ACCESS TO INFORMATION ACT

- 1.1. The Promotion of Access to Information Act, No. 2 of 2000 (the “Act”) was enacted on 3rd February 2000, giving effect to the constitutional right in terms of Section 32 of the Bill of Rights contained in the constitution of the Republic of South Africa 108 of 1986 (‘The “Constitution”) of access to any information held by the state and any information that is held by another person and that is required for the exercise or protection of any rights.
- 1.2. In terms of Section 51 of the Act, all Private Bodies are required to compile an Information Manual (“PAIA Manual”)
- 1.3. Where a request is made in terms of the Act, the body to whom the request is made is obliged to release the information, subject to applicable legislative and/or regulatory requirements, except where the act expressly provides that the information may or must not be released. The Act sets out the relevant procedure to be adopted when requesting information from a Public or Private body.

2. IKUSASA STUDENT FINANCIAL AID PROGRAMME FOUNDATION (“ISFAP”) NPC

| | |
|---------------------------------|----------------|
| NPO Registration Number: | 2016/533748/08 |
| PBO Reference Number: | 9978240167 |

- 2.1. **Our Vision :** To financially and socially support students in tertiary education that come from poor households up to and including the “missing middle”, in order to increase and maximise graduation rates and subsequent employment and economic participation in line with the needs of the country, within a sustainable public/private partnership.
- 2.2. **Our Mission :** The Ikusasa Student Financial Aid Programme Foundation (ISFAP) NPC is based on a public/private partnership in which government and the private sector participate to provide funds to qualifying students who are studying institutions of higher learning.

The model seeks to give effect to the South African Constitution - The Constitution of the Republic of South Africa clearly supports the notion of affordable higher education for all and progressive support for financially needy students to access higher education. The model specifically focuses on “financially needy” students which includes the poor and the so-called “missing middle”.

Financial support for students will be a combination of grants, bursaries and loans governed by various criteria but with a guiding principle of providing fully subsidised university and TVET education to the very poor, reducing the financial burden on very poor means tested households and the promotion of the production of graduates qualifying in occupations of high demand.

The granting and disbursement criteria will be centrally controlled to optimise the outcomes within the constraints. Psychosocial and life skills support will be provided by a combination of services providers, and managed in order to maximise key outcomes:

- 2.2.1. Graduation in courses that provide skills for occupations of high demand.
- 2.2.2. Employment post-graduation.



3. PURPOSE OF THE PAIA MANUAL

3.1. This PAIA Manual is intended to ensure that the “Ikusasa Student Financial Aid Programme Foundation (ISFAP) NPC” is in compliance with the Promotion of Access to Information Act , No. 2 of 2000, and to foster a culture of transparency and accountability within ISFAP Foundation NPC, by giving effect to the information that is required for the exercise or protection of any right and to actively promote a society in which the people of South Africa have effective access to information to enable them to exercise and protect their rights.

3.2. In order to promote effective governance of private bodies, it is necessary to ensure that everyone is empowered and educated to understand their rights in terms of the Act in order for them to exercise their rights in relation to public and private bodies.

3.3. Section 9 of the Act recognises that the right to access information cannot be unlimited and should be subject to justifiable limitations, including, but not limited to :

- Limitations aimed at the reasonable protection of privacy;
- Commercial confidentiality;
- Effective, efficient, and good governance;

and in a manner which balances that right with any other rights, including such rights contained in the “Bill of Rights” by the Compliance Institute of South Africa.

3.4. In Addition, this PAIA Manual complies with the requirements of section 10 of the Act and recognises that upon commencement of the Protection of Personal Information Act 4 of 2013, that the appointed Information Regulator will be responsible to regulate compliance with the Act and its Regulations by Public and Private Bodies.

4. CONTACT DETAILS OF THE CHIEF EXECUTIVE OFFICER/s (SECTION 51(1)(A))

| | |
|------------------------------------|---|
| Co-Chief Executive Officer: | Mr. Simon Lee Trupp |
| Work Address: | 17 Fricker Road Illovo, 2196, South Africa |
| Postal Address: | Private BAG x 32 Northlands, 2116, South Africa |
| Telephone Number: | 087 805 8500 |

| | |
|------------------------------------|---|
| Co-Chief Executive Officer: | Mrs. Chantyl Mulder |
| Work Address: | 17 Fricker Road Illovo, 2196, South Africa |
| Postal Address: | Private BAG x 32 Northlands, 2116, South Africa |
| Telephone Number: | 011 621 6625 |



5. THE INFORMATION OFFICER (SECTION 51(1)(B))

- 5.1. The Act prescribes the appointment of an Information Officer for Public Bodies where such information is responsible to, inter alia, assess requests for access to information. The head of a private body fulfills such a function in terms of section 51. ISFAP Foundation NPC has opted to appoint an Information Officer to assess requests for access to information as well as to oversee its required functions in terms of the Act.
- 5.2. The Information Officer appointed in terms of the Act also refers to the Information Officer as referred to in the Protection of Personal Information Act 4 of 2013. The Information Officer oversees the functions and responsibilities as required in terms of both this Act as well as the duties and responsibilities in terms of section 51 of the Protection of Personal Information Act 4 of 2013 after registering with the Information Regulator.
- 5.3. The Information Officer may appoint, where it is deemed necessary, Deputy Information Officers, as allowed in terms of Section 17 of the Act as well as Section 56 of the Protection of Personal Information Act 4 of 2013. This is in Order to render “ISFAP” as accessible as reasonably possible for requesters of its records and to ensure fulfillment of its obligations and responsibilities as prescribed in terms of Section 55 of the Protection of Personal Information Act 4 of 2013. All requests for information in terms of the Act must be addressed to the Information Officer.

5.4. CONTACT DETAILS OF THE INFORMATION OFFICER/s (SECTION 51(1)(B)):

| | |
|-----------------------------|--|
| Information Officer: | Mr Mukatuni Martin Mukwevho |
| Work Address: | 17 Fricker Road Illovo, 2196, South Africa |
| Telephone Number: | 087 805 8500 |
| Email Address: | protectpidata@isfap.co.za |

| | |
|------------------------------------|--|
| Deputy Information Officer: | Mr Nathan Hassett |
| Work Address: | 17 Fricker Road Illovo, 2196, South Africa |
| Telephone Number: | 087 805 8500 |
| Email Address: | protectpidata@isfap.co.za |

6. GUIDE OF SA HUMAN RIGHTS COMMISSION.

- 6.1. The South African Human Rights Commission has compiled the Guide as required in terms of section 10 of the Act. The Guide contains such information as may reasonably be required by a person who wishes to exercise any right contemplated in the Act and accordingly it:
 - Contains Information on understanding and how to use the Act.
 - Includes: the objectives of the Act, Particulars of every Private and Public Body, the manner and form for requests, contents of the regulations promulgated under the Act.



- Will be updated every two years.
- 6.2. The Guide is available in all the official languages of the Republic of South Africa.
- 6.3. Any enquiries regarding this Guide should be directed to “The South African Human Rights Commission “at:

| PAIA Unit (The Research and Documentation Department) | |
|--|--|
| Telephone Number : | (011) 877 - 3803 |
| Facsimile Number : | (011) 403 - 0625 |
| Website : | www.sahrc.org.za |
| Email Address | Section51.paia@sahrc.org.za |

7. **THE LATEST NOTICE IN TERMS OF SECTION 52(2) (IF ANY)**

At this stage, no notice(s) has/have been published on the categories of records that are automatically available without a person having to request access in terms of the Act.

8. **RECORD AVAILABLE ONLY ON REQUEST TO ACCESS IN TERMS OF THE ACT (SECTION 51(1)(D))**

8.1. **Records held by The Ikusasa Student Financial Aid Programme Foundation (ISFAP) NPC**

For the purpose of this clause 8.1, personnel refer to any person who works for, or provides services to, or on behalf of ISFAP, and receives or is entitled to receiving remuneration and any other person who assists in carrying out or conducting the business of ISFAP. This includes, without limitation, directors (executive and non-executive), all permanent, temporary, and part-time staff, as well as contract workers.

8.1.1. This clause serves as reference to the categories of information that ISFAP holds. The information is classified and grouped according to records related to the following subjects and categories:

8.1.1.1. **Personnel Records ;**

- 8.1.1.1.1. Personal records provided by personnel.
- 8.1.1.1.2. Records provided by a third party relating to personnel.
- 8.1.1.1.3. Conditions of employments and other personnel-related contractual and quasi-legal records.
- 8.1.1.1.4. Internal evaluation records and other internal records.
- 8.1.1.1.5. Correspondence relating to personnel.
- 8.1.1.1.6. Training schedule and material .

8.1.1.2. **Customer Related Records ;**

For the purpose of this clause 8.1, “customer” refers to any natural or juristic entity that receives services from ISFAP Foundation NPC.



- 8.1.1.2.1. Records provided by the customer to ISFAP Foundation NPC.
- 8.1.1.2.2. Records provided by a customer to a third party acting for or on behalf of ISFAP.
- 8.1.1.2.3. Records provided by a third party.
- 8.1.1.2.4. Records generated by or within ISFAP Foundation NPC relating to its customers, including transactional records.

8.1.1.3. Private Body Records ;

- 8.1.1.3.1. Financial records.
- 8.1.1.3.2. Operational records.
- 8.1.1.3.3. Databases.
- 8.1.1.3.4. Information Technology.
- 8.1.1.3.5. Marketing Records.

8.1.1.4. Internal Correspondence ;

- 8.1.1.4.1. Product records.
- 8.1.1.4.2. Statutory Records.
- 8.1.1.4.3. Internal Policies and procedures.
- 8.1.1.4.4. Records held by officials of the institution.

These records include, but are not limited to, the records which pertain to ISFAP's own affairs.

8.1.1.5. Other Party Records ;

- 8.1.1.5.1. Personnel, customer, or private body records which are held by another party, as opposed to the records held by ISFAP Itself.
- 8.1.1.5.2. Records held by ISFAP pertaining to other parties, including without limitation, financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about but not limited to contractors/suppliers.
- 8.1.1.5.3. ISFAP may possess records pertaining to other parties, including without limitation, contractors, suppliers, subsidiary/holding/sister companies, joint venture companies, and service providers. Alternatively, such other parties may possess records that can be said to belong to ISFAP Foundation NPC.

8.2. Note that the accessibility of the records may be subject to the grounds of refusal set out in this PAIA Manual. Amongst others, records deemed confidential on the part of the third party, will necessitate permission from the third party concerned, in addition to normal requirements, before ISFAP (NPC) will consider access.

9. RECORDS AVAILABLE WITHOUT A REQUEST TO ACCESS IN TERMS OF THE ACT

- 9.1. Records of public nature, typically those disclosed on the "ISFAP" website and in its various annual reports, may be accessed without the need to submit a formal application.



- 9.2. Other non-confidential records, such as statutory records maintained at CIPC, may also be accessed without the need to submit a formal application, however, please note that an appointment to view such records will still have to be made with the Information Officer.

10. RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION

Where applicable to its operations, ISFAP Foundation NPC also retains records and documents in terms of the relevant South African legislation and in recognition of relevant international legislation. Unless disclosure is prohibited in terms of legislation, regulations, contractual agreement or otherwise, records that are required to be made available in terms of these acts shall be made available for inspection by interested parties in terms of the requirements and conditions of the Act; other relevant South African legislation, and applicable internal policies and procedures, should such interested parties be entitled to such information. A request to access must be done in accordance with the prescriptions of the Act.

11. REQUEST PROCEDURE (Procedural requirements)

- 11.1. The requester must comply with all the procedural requirements contained in the Act relating to the request for access to a record.
- 11.2. The requester must complete the prescribed form enclosed herewith and submit same as well as payment of a request fee and a deposit (if applicable) to the Information Officer or the Deputy Information Officer at the postal or physical address or electronic mail address as noted in clause 5 above.
- 11.3. The prescribed form must be filled in with sufficient information to enable the Information Officer to identify the record or records requested and the identity of the requester.
- 11.4. The requester should indicate which form of access is required and specify a postal address (in the Republic of South Africa) and email of the requester.
- 11.5. The requester must state that he/she requires the information in order to exercise or protect a right, and clearly state what the nature of the right is so to be exercised or protected. The requester must clearly specify why the record is necessary to exercise or protect such a right (section 53(2)(d)).
- 11.6. ISFAP Foundation NPC will process the request within 30 (thirty) days, unless the requester has stated special reasons to the satisfaction of the Information Officer that circumstances dictate that the above time periods cannot be complied with.
- 11.7. The requester shall be advised whether access is granted or denied in writing. If, in addition, the requester requires the reasons for the decision in any other manner, the requester will be obliged to state which manner and the particulars required.
- 11.8. If a request is made on behalf of another person, then the requester must submit proof of the capacity in which the requester is making the request to the reasonable satisfaction of the Information Officer (section 53(2)(f)).



- 11.9. If an individual is unable to complete the prescribed form because of illiteracy or disability, such a person may make the request orally.
- 11.10. The requester must pay the prescribed fee (if applicable) before any further processing can take place.
- 11.11. All information as listed in clause 11 herein should be provided and failing which the process will be delayed until the required information is provided. The prescribed time periods will not commence until the requester has furnished all the necessary and required information. The Information Officer shall sever a record, if possible, and grant only access to that portion requested and which is not prohibited from being disclosed.

12. REFUSAL OF ACCESS TO RECORDS (Grounds to refuse access)

12.1. The main grounds for ISFAP Foundation NPC to refuse a request for information that relates to the:

- 12.1.1. Mandatory protection of the privacy of a third party who is a natural person or a deceased person (section 63) or a juristic person, as included in the Protection of Personal Information Act 4 of 2013, which would involve the unreasonable disclosure of personal information of that natural or juristic person;
- 12.1.2. Mandatory protection of personal information and for disclosure of any personal information to, in addition to any other legislative, regulatory, or contractual agreements, comply with the provisions of the Protection of Personal Information Act 4 of 2013;
- 12.1.3. Mandatory protection of the commercial information of a third party (section 64), if the record contains:
 - 12.1.3.1. trade secrets of the third party;
 - 12.1.3.2. financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of that third party;
 - 12.1.3.3. information disclosed in confidence by a third party to ISFAP Foundation NPC, if the disclosure could put that third party at a disadvantage in negotiations or commercial competition;
- 12.1.4. Mandatory protection of confidential information of third parties (section 65) if it is protected in terms of any agreement;
- 12.1.5. Mandatory protection of the safety of individuals and the protection of property (section 66);
- 12.1.6. Mandatory protection of records which would be regarded as privileged in legal proceedings (section 67).

12.2. The commercial activities (section 68) of a private body, such as ISFAP Foundation NPC, which may include:

- 12.2.1. Trade secrets of ISFAP Foundation NPC;
- 12.2.2. Financial, commercial, scientific, or technical information which disclosure could likely cause harm to the financial or commercial interests of ISFAP Foundation NPC;
- 12.2.3. Information which, if disclosed could put ISFAP Foundation NPC at a disadvantage in negotiations or commercial competition;



- 12.2.4. A computer program which is owned by ISFAP Foundation NPC, and which is protected by copyright;
- 12.2.5. The research information (section 69) of ISFAP Foundation NPC or a third party, if its disclosure would disclose the identity of ISFAP Foundation NPC, the researcher or the subject matter of the research and would place the research at a serious disadvantage.
- 12.3. Requests for information that are clearly frivolous or vexatious, or which involve an unreasonable diversion of resources shall be refused.
- 12.4. All requests for information will be assessed on their own merits and in accordance with the applicable legal principles and legislation.
- 12.5. If a requested record cannot be found or if the record does not exist, the Information Officer shall, by way of an affidavit or affirmation, notify the requester that it is not possible to give access to the requested record. Such a notice will be regarded as a decision to refuse a request for access to the record concerned for the purpose of the Act. If the record should later be found, the requester shall be given access to the record in the manner stipulated by the requester in the prescribed form, unless the Information Officer refuses access to such record.

13. REMEDIES AVAILABLE WHEN ISFAP (NPC) REFUSES A REQUEST

13.1. Internal Remedies:

- 13.1.1. ISFAP does not have internal appeal procedures. The decision made by the Information Officer is final. Requesters will have to exercise such external remedies at their disposal if the request for information is refused, and the requestor is not satisfied with the answer supplied by the Information Officer.

13.2. External Remedies:

- 13.2.1. Requestor that is dissatisfied with the Information Officer's refusal to disclose information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.
- 13.2.2. A third party dissatisfied with the Information Officer's decision to grant a request for information, may within 30 (thirty) days of notification of the decision, apply to a Court for relief.

For purposes of the Act, the Courts that have jurisdiction over these applications are the Constitutional Court, the High Court or another court of similar status and a Magistrate's Court designated by the Minister of Justice and Constitutional Development, and which is presided over by a designated Magistrate.

14. ACCESS TO RECORDS HELD BY ISFAP FOUNDATION NPC

14.1. Prerequisites for Access by Personal/Other Requester:

- 14.1.1. Records held by ISFAP Foundation NPC may be accessed by requests only once the prerequisite requirements for access have been met.



14.1.2. A requester is any person making a request for access to a record of ISFAP Foundation NPC. There are two types of requesters:

14.1.3. Personal Requester

14.1.3.1. A personal requester is a requester who is seeking access to a record containing personal information about the requester.

14.1.3.2. ISFAP Foundation NPC will voluntarily provide the requested information or give access to any record with regard to the requester's personal information. The prescribed fee for reproduction of the information requested will be charged.

14.1.4. Other Requester

14.1.4.1. This requester (other than a personal requester) is entitled to request access to information on third parties.

14.1.4.2. In considering such a request, ISFAP Foundation NPC will adhere to the provisions of the Act. Section 71 requires that the Information Officer take all reasonable steps to inform a third party to whom the requested record relates of the request, informing him/her that he/she may make a written or oral representation to the Information Officer why the request should be refused or, where required, give written consent for the disclosure of the information.

ISFAP is not obliged to voluntarily grant access to such records. The requester must fulfil the prerequisite requirements, in accordance with the requirements of the Act and as stipulated in Chapter 5; Part 3, including the payment of a request and access fee.

15. FEES

15.1. Fees Provided by the Act

15.1.1. The Act provides for two types of fees, namely:

15.1.1.1. Request fee, which is a form of administration fee to be paid by all requesters except personal requesters, before the request is considered and is not refundable; and

15.1.1.2. Access fee, which is paid by all requesters in the event that a request for access is granted. This fee is inclusive of costs involved by the private body in obtaining and preparing a record for delivery to the requester.

15.1.2. When the request is received by the Information Officer, such officer shall by notice require the requester, other than a personal requester, to pay the prescribed request fee, before further processing of the request (section 54(1)).

15.1.3. If the search for the record has been made and the preparation of the record for disclosure, including arrangement to make it available in the requested form, requires more than the hours prescribed in the regulations for this purpose, the Information Officer shall notify the requester to pay a prescribed portion of the access fee which would be payable if the request is granted.



- 15.1.4. The Information Officer shall withhold a record until the requester has paid the fees as indicated below.
- 15.1.5. A requester whose request for access to a record has been granted, must pay an access fee that is calculated to include, where applicable, the request fee, the process fee for reproduction and for search and preparation, and for any time reasonably required in excess of the prescribed hours to search for and prepare the record for disclosure including making arrangements to make it available in the request form.
- 15.1.6. If a deposit has been paid in respect of a request for access, which is refused, then the Information Officer concerned must repay the deposit to the requester.

16. REPRODUCTION FEES

- 16.1. Where ISFAP Foundation NPC has voluntarily provided the Minister with a list of categories of records that will automatically be made available to any person requesting access thereto, the only charge that may be levied for obtaining such records, will be a fee for reproduction of the record in question.

| Reproduction of Information Fees | Fees to be Charged |
|---|--------------------|
| Information in an A-4 size page photocopy (black & White) or part thereof | R1,10 |
| A printed copy (black & white) of an A4-size page or part thereof | R1,10 |
| A copy in computer-readable format, for example: | R7,50 |
| USB | R70,00 |
| A transcription of visual images, in an A4-size page or part thereof | R40,00 |
| A copy of visual images | R60,00 |
| A transcription of an audio record for an A4-size page or part thereof | R20,00 |
| A copy of an audio record | R30,00 |

16.2. Request Fees

- 16.2.1. Where a requester submits a request for access to information held by an institution on a person other than the requester himself/herself, a request fee in the amount of R50,00 is payable up-front before the institution will further process the request received.

16.3. Access Fees

- 16.3.1. An access fee is payable in all instances where a request for access to information is granted, except in those instances where payment of an access fee is specially excluded in terms of the Act or an exclusion is determined by the Minister in terms of section 54(8).
- 16.3.2. The applicable access fees which will be payable are:

| Access of Information Fees | Fees to be Charged |
|---|--------------------|
| Information in an A-4 size page photocopy (black & White) or part thereof | R1,10 |
| A printed copy (black & White) of an A4-size page or part thereof | R1,10 |
| A copy in computer-readable format, for example: | R7,50 |
| USB | R70,00 |
| A transcription of visual images, in an A4-size page or part thereof | R40,00 |



| | |
|--|--------|
| A copy of visual images | R60,00 |
| A search for a record that must be disclosed. *Per hour or part of an hour reasonably required for such search, | R30,00 |
| <i>Where a copy of a record needs to be posted or couriered ,the actual postal or courier fee is payable.</i> | |

16.4. Deposits

- 16.4.1. Where the institution receives a request for access to information held on a person other than the requester himself/herself and the Information Officer upon receipt of the request is of the opinion that the preparation of the required record of disclosure will take more than 6 (six) hours, a deposit is payable by the requester.
- 16.4.2. The amount of the deposit is equal to 1/3 (one third) of the amount of the applicable access fee.

16.5. Collection Fees

- 16.5.1. The initial "request fee" of R50,00 should be deposited into the bank account below and a copy of the deposit slip, application form and other correspondence/documents, forwarded to the Information Officer via email.
- 16.5.2. The officer will collect the Initial "request fee" of applications received directly by the Information Officer via email.
- 16.5.3. All fees (when applicable) must be deposited into the ISFAP Foundation NPC bank account which will be provided on request.
- 16.6. All fees are subject to change as allowed for in the Act and as a consequence such escalations may not always be immediately available at the time of the request being made. Requesters shall be informed of any changes in the fees prior to making a payment.

17. DECISION

17.1. Time allowed to Institution

- 17.1.1. ISFAP Foundation NPC will, within 30 (thirty) days of receipt of the request, decide whether to grant or decline the request and give notice with reasons (if required) to that effect.
- 17.1.2. The 30 (thirty) day period within which ISFAP Foundation NPC has to decide whether to grant or refuse the request, may be extended for a further period of not more than (30) thirty days if the request is for a large number of information, or the request requires a search for information held at another office of ISFAP Foundation NPC and the information cannot reasonably be obtained within the original 30 (thirty) day period.
- 17.1.3. ISFAP Foundation NPC will notify the requester in writing should an extension be sought.



18. AVAILABILITY AND UPDATING OF THE PAIA MANUAL

18.1. Regulation Number R. 187 of 15 February 2002

18.1.1. This PAIA Manual is made available in terms of Regulation Number R. 187 of 15 February 2002. ISFAP Foundation NPC will update this PAIA Manual at such intervals as may be deemed necessary.

18.1.2. This PAIA Manual of ISFAP Foundation NPC is available to view at its premises: 17 Fricker Road, Illovo, 2196, South Africa as well as on our website, www.isfap.co.za.

18.1.3. The PAIA Manual of ISFAP Foundation NPC will also be made available on all ISFAP related sites (Application Platform, Student Management System, etc.).

19. FORM C – REQUEST FOR ACCESS TO RECORD OF PRIVATE BODY

Please refer to “Appendix A”.

This PAIA Manual is approved and signed by the Head/s of the Private Body, Ikusasa Student Financial Aid Programme Foundation NPC, on the...(TBI)...day of...(TBI)...2021.

Mr. Simon Lee Trupp
CO-CEO

Mrs. Chantyl Mulder
CO-CEO