



Manual in terms of section 14 of the Promotion to Access of Information Act 2 of 2000

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This manual has been prepared in terms of the Promotion of Access to Information Act 2 of 2000 ('PAIA') and addresses the requirements of the Protection of Personal Information Act 4 of 2013 ('POPIA').

The Manual is to serve as a guide on how learners, employees, service providers and clients can access their information that is being kept on the records of Guest Resource Services (Pty) Ltd. The Manual gives effect to the right of access to information as contained in the Constitution of the Republic of South Africa and the Promotion of Access to Information Act 2 of 2000.

It is available to all members concerned.

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1. Our structure and functions

Guest Resource Services (Pty) Ltd is an occupational directed college that strives towards the development of Africa's human potential through Skills Development and training.

Our head office is based in Pretoria with it focusing on quality, design and development as well as systems and support which is offered to our regional offices.

Our regional offices are situated throughout the country as follows:

- Eastern Cape
- Western Cape
- Gauteng (Vaal)

2. Information Officer and Deputy Information Officer

1.1. Information Officer

The Chief Executive Officer (CEO) has been identified as our Information Officer. The Chief Executive Officer can be contacted through the information provided below:

Name and surname	Dr Wilhelmina Johanna Guest-Mouton
Postal address	PO Box 54208, Ninapark, 0156
Physical address	166 Weltevreden Street, Northcliff, Johannesburg, 2115
Contact details (cell phone)	082 785 9484

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Contact details (telephone)	012 542 1358
Email	wilma@guestresources.co.za

1.2. Deputy Information Officer(s)

The Chief Executive Officer has appointed the following Deputy Information Officer:

Name and surname	Charles William Guest
Position	Operations Director
Postal address	PO Box 68, Rothdene, 1964
Physical address	56 Captain Hindon Avenue, Kookrus, Meyerton, 1961
Contact details (cellphone)	082 464 7063
Contact details (telephone)	016 363 2232
Email	operations@guestresources.co.za

Requests in terms of the Promotion of Access to Information Act should be sent to the Deputy Information Officer at the following email address:

operations@guestresources.co.za

3. Availability of this manual

This manual is available in English and is at our offices during business hours.

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The manual sets out to provide anyone who wants to access information in terms of PAIA with the necessary contact details and procedures to ask for that information from Guest Resource Services. It provides a clear overview of the structure, functions, services, and index of information of the organisation to help identify where the required information could be.

It also sets out how we ensure the privacy of personal information that we hold and process.

4. Policy formulation and decision-making

This manual will be reviewed regularly to keep it aligned with any adjustments made to the POPIA and PAIA. Guest Resource Services decision-making process involves consultation within the Quality Management System (QMS) Committee. This committee comprises of various individuals and staff who all participate in formulating policies, procedures, process and making decisions as regulated by the relevant sector requirements.

Interested parties may submit comments and suggestions in writing to the Deputy Information Officer at the following address: operations@guestresources.co.za

5. The information and categories of information we hold

a) Automatically available or voluntarily disclosed records:

All information or records published on the Guest Resource Services website are automatically available voluntarily, without having to submit PAIA requests. These include newsletters and media statements.

Information pertaining to Guest Resource Services of the above may be found on the website or on application to the deputy information officer.

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b) Categories of records held by Guest Resource Services that may be requested in terms of PAIA but may be subject to privacy constraints:

1. Records of individual learners. Any learner or past learner may obtain their learner record on request without having to make a request in terms of PAIA;
2. Records of individual personnel. Any staff member or past staff member may obtain their employment record on request without having to make a request in terms of PAIA;
3. Financial records.

6. Protection of personal information

Guest Resource Services has privacy notices that cover the main categories of data subjects and the disclosures required in this section. These data subjects are listed below:

- learners
- potential learners
- employees
- potential employees
- clients and service providers

Personal information is any information relating to an identifiable living individual or an identifiable, existing juristic person. We collect and use personal information to provide our products and services, and to manage our company.

6.1 Categories of data subjects, categories of information, and the purposes for which information is collected and used.

Here is a description of the categories of data subjects whose information we collect, hold and process and the categories of information we collect and use.

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Categories of data subjects	Categories of information collected and used	Purpose for which information is collected and used
Learners	• demographic information • contact information • background information • learner opinions	• SETA requirements (information is disclosed on the learnership agreements) • Completion of learner POE. • Recording and tracking learner information.
Potential learners	• demographic information • contact information • background information • learner opinions	• Information is collected during the screening process to verify the learner.
Employees	• demographic information • contact information • background information • work-related performance information	• Information is collected and stored relating to employees to track and monitor their work-related performance.
Potential employees	• demographic information • contact information • background information • previous work-related performance information	• Information is obtained from potential employees to conduct background and reference checks.
Clients and service providers	• contact information • banking/financial information	• Information is disclosed to Guest Resource Services for payments to be made or received.

6.2 Who receives personal information?

We share personal information with:

- Governing bodies – Sector Education and Training Authorities (SETA's);

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- Our clients, who are acting as the lead employers of learners;
- Our service providers who need to work with and handle the information;
- Facilitators who conduct the training;
- Assessors;
- Moderators.

6.3 Information security measures

Guest Resource Services has implemented appropriate, reasonable, technical, and organisational measures to secure the integrity and confidentiality of personal information.

7. What you can do if you are dissatisfied with a decision

You may appeal or complain about any of the following:

- Our refusal to grant you access to a record;
- Our decision to extend the 30 days for responding to your request;
- The way in which access is granted.

You may lodge an internal appeal or complaint against a decision as follows:

- A member of the public may lodge a complaint in writing with the Deputy Information Office at the following address: operations@guestresources.co.za;
- Guest Resource Services internal grievance procedure may be utilised by staff members.

If the complaint is that we have failed to provide access as the PAIA legislation requires, (i.e. a failure to act in terms of the Promotion of Access to Information Act, Act 2 of 2000) and we fail to resolve this through one of the above channels, you may take such steps as provided for in sections 74 to 82 of the PAIA Act. This provides for you to:

- Complain about our decision to the Information Regulator;

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- Apply to court after following the appeal process;

You may appeal or complain about any of the following:

- Our refusal to grant you access to a record;
- Our decision to extend the 30 days for responding to your request;
- The way in which access is granted.

7.1 Complaints to the Information Regulator

You may submit a complaint to the Information Regulator if you are dissatisfied with the decision of our Information Officer:

- To refuse your request for access;
- To extend the 30 days for responding to your request;
- The way in which access is granted.

You must submit your complaint within 180 days of our decision.

You must use form 5 to submit your complaint to complaints.IR@justice.gov.za. The mentioned form can be found on the Information Regulators website.

7.2 Applications to court

You may apply for appropriate relief from a court if you are dissatisfied with the Information Regulator's decision or by the decision of our Information Officer:

- To refuse your request for access;
- To extend the 30 days for responding to your request;
- The way in which access is granted.

You can only apply to a court after you have exhausted the complaints procedure to the Information Regulator.

You must apply to a court within 180 days.

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8. Other information

For any other information not contained in this manual, kindly contact the Information Officer, or the Deputy Information Officer.

Contact details of which are given in paragraph 2 above.

Alternatively visit Guest Resource Services website at

<https://www.guestresources.ac.za>

9. Annexures

1. Annexure A (FRM089): Request for access to a record of a private body
2. Annexure B (FRM090): Fees payable in terms of the Promotion of Access to Information Act 2 of 2000 in respect of a private body

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