



PAIA MANUAL

Prepared in terms of section 14 of the Promotion of Access to Information Act 2 of 2000 ('PAIA')

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

TABLE OF CONTENTS

1. LIST OF ACRONYMS AND ABBREVIATIONS	3
2. DEFINITIONS.....	3
3. PURPOSE OF PAIA MANUAL	4
4. ESTABLISHMENT OF THE CHE.....	5
5. STRUCTURE OF THE CHE AND FUNCTIONS	6
6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE CHE	8
7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE CHE	12
8. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE	13
9. DESCRIPTION OF THE SUBJECTS ON WHICH THE CHE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE CHE	16
10. CATEGORIES OF RECORDS OF THE CHE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS.....	17
11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE CHE AND HOW TO GAIN ACCESS TO THOSE SERVICES	17
12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE CHE.....	17
13. AVAILABILITY OF THE MANUAL	18
14. PROCESSING OF PERSONAL INFORMATION	20
15. UPDATING OF THE MANUAL	20
16. APPROVAL AND AUTHORISATION	21
FORM A: PRESCRIBED FORM FOR REQUEST FOR ACCESS TO RECORD	22
FORM B: PRESCRIBED FORM FOR REQUEST FOR NOTICE OF INTERNAL APPEAL.....	26
SCHEDULE 1: FEES PAYABLE FOR REQUESTING RECORDS OF CHE.....	29

1. LIST OF ACRONYMS AND ABBREVIATIONS

“CEO”	Chief Executive Officer
“CHE”	Council on Higher Education
“DIO”	Deputy Information Officer
“IO”	Information Officer
“Minister”	Minister of Justice and Correctional Services;
“PAIA”	Promotion of Access to Information Act No. 2 of 2000 (as Amended)
“PFMA”	Public Finance Management Act No.1 of 1999 (as Amended)
“POPIA”	Protection of Personal Information Act No.4 of 2013
“Regulator”	Information Regulator

2. DEFINITIONS

“Data Subjects” means the person to whom personal information relates, be it a natural or juristic person.

“Personal Information” means information relating to an identifiable, living, natural person, and where it is applicable, an identifiable, existing juristic person.

“Information officer” of, or in relation to, a -

- a. public body means an information officer or deputy information officer as contemplated in terms of section 1 or 17; or
- b. private body means the head of a private body as contemplated in section 1, of the Promotion of Access to Information Act

3. PURPOSE OF THE PAIA MANUAL

This PAIA Manual is intended for the purpose of -

- 3.1 allowing the public to check the nature of the records which may already be available at the CHE, without the need for submitting a formal PAIA request;
- 3.2 making known the processes of how to make a request for access to a record of the CHE;
- 3.3 having access to all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 3.4 making known all the remedies available from the CHE regarding requests for access to the records, before approaching the Regulator or the Courts;
- 3.5 describing the services available to members of the public from the CHE and how to gain access to those services;
- 3.6 describing the guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 3.7 making known if the institution will process personal information, the purpose of processing of personal information and the description of the categories of data subjects and of the information or categories of information relating thereto;
- 3.8 making known if the CHE has planned or plans to transfer or process personal information outside the Republic of South Africa and the recipients or categories of recipients to whom the personal information may be supplied; and
- 3.9 making known whether the CHE has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

4. ESTABLISHMENT OF THE CHE

4.1 The CHE –

- 4.1.1 is established as a juristic person in terms of section 4 of the Higher Education Act 101 of 1997, as amended, (the Higher Education Act) to advise the Minister of Higher Education, Science and Innovation on all aspects of higher education;
- 4.1.2 is a public body for purposes of the Information Act and must comply with its obligations as a public body under that Act; and
- 4.1.3 is a Schedule 3A listed public entity for purposes of the Public Finance Management Act 1 of 1999 (the PFMA).

4.2 Mandate of the CHE

As a creation of statute, the CHE serves its role in the complex arena of state organisational structures, legislative frameworks, and policy imperatives, all of which are subject to the Constitution as the supreme law of the land.

The CHE derives its mandates and authority from key legislation which founded it. The Higher Education Act (Act No. 101 of 1997, as amended), which founded the CHE and set out its main functions, is also informed by the Constitution of the Republic of South Africa, and thus all activities of the CHE are ultimately governed by the Constitution. In particular, the CHE is informed by the founding provisions of the Constitution, which assert, amongst others, the values of ‘human dignity, the achievement of equality and the advancement of human rights and freedoms [and] non-racialism and non-sexism’. The CHE is also guided by the Bill of Rights, and particularly section 29 on education.

The CHE is an independent statutory body established in May 1998 as provided for by Section 4 of the Higher Education Act (Act No. 101 of 1997, as amended), and it also functions as the Quality Council for Higher Education in terms of the National Qualifications Framework Act (Act No 67 of 2008, as amended). It is a Schedule 3A national public entity in terms of the Public Finance Management Act (Act No. 1 of 1999).

Recommended by MANCO: 27 September 2021

Recommended by ICTCoC: 7 October 2021

Recommended by EXCO: 21 October 2021

Approved by Council: 18 November 2021

Revised by Council: 27 May 2026

5. STRUCTURE OF THE CHE AND FUNCTIONS

5.1 Structure of the CHE

5.1.1 The Council

a. The CHE consists of a maximum of 25 members made up as follows:

- i. the Minister of Higher Education, Science and Innovation appoints -
 - the chairperson;
 - up to 13 ordinary members; and
 - 8 non-voting members of the CHE nominated by the Directors-General, the Provincial Heads of Education, the Director-General of the Department of Science and Technology, the Director-General of the Department of Labour, the National Research Foundation established in terms of the National Research Foundation Act 23 of 1998; and the chief executive officers of SAQA and the other quality councils in their official capacities.
- ii. up to 3 further members co-opted by the CHE.

b. The chairperson and ordinary members are appointed from nominations by –

- the public;
- national organisations representing students, academic employees, university principals, university of technology principals, principals of higher education colleges, principals of private higher education institutions, the further education sector, educators, organised business, and organised labour;
- research and science councils; and
- non-governmental organisations.

5.1.2 The Executive Committee of Council (EXCO)

The CHE has established an executive committee consisting of the chairperson of the CHE and 4 other members appointed by the CHE.

5.1.3 The Higher Education Quality Committee (HEQC)

The CHE has established the Higher Education Quality Committee to perform its quality promotion and quality assurance functions in terms of the Higher Education Act.

5.1.4 Other committees

The CHE may establish other committees in addition to the HEQC and EXCO, to assist in the performance of its functions. Any committee other than EXCO may include persons who are not members of the CHE.

5.1.5 Chief Executive Officer and other employees

5.1.5.1 The CHE must appoint the Chief Executive Officer –

- to perform the functions determined by the CHE;
- to supervise the employees of the CHE; and
- to account for the assets and liabilities of the CHE

5.1.5.2 The CHE may appoint such other employees as it deems necessary to assist the Chief Executive Officer.

5.2 Functions of the CHE

5.2.1 The CHE may advise the Minister of Higher Education, Science and Innovation on any aspect of higher education on its own initiative, and must –

5.2.1.1 advise the Minister on any aspect of higher education at the request of the Minister of Higher Education, Science and Innovation;

-
- 5.2.1.2 arrange and co-ordinate conferences;
 - 5.2.1.3 through its permanent committee, the HEQC –
 - promote quality assurance in higher education;
 - audit the quality assurance mechanisms of higher education institutions; and
 - accredit programmes of higher education.
 - 5.2.1.4 publish information regarding developments in higher education, including reports on the state of higher education, on a regular basis;
 - 5.2.1.5 promote the access of students to higher education institutions; and
 - 5.2.1.6 perform any other function:
 - conferred on or assigned to it in terms of the Higher Education Act;
 - delegated or assigned to it by the Minister of Higher Education, Science and Innovation by notice in the *Government Gazette*.

5.2.2 The advice contemplated in 4.2.1 above, includes advice on –

- 5.2.2.1 quality promotion and quality assurance;
- 5.2.2.2 research;
- 5.2.2.3 the structure of the higher education system;
- 5.2.2.4 the planning of the higher education system;
- 5.2.2.5 a mechanism for the allocation of public funds;
- 5.2.2.6 student financial aid;
- 5.2.2.7 student support services;
- 5.2.2.8 governance of higher education institutions and the higher education system; and
- 5.2.2.9 language policy.

6. KEY CONTACT DETAILS FOR ACCESS TO INFORMATION OF THE CHE

6.1. Information Officer

The Chief Executive Officer (CEO) is the Information Officer of the CHE.

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

The CEO of the CHE may be contacted at:

Name and surname	Dr Whitfield Green
Postal Address	PO Box 94, Persequor Technopark, 0020
Physical Address	Council on Higher Education, 1 Quintin Brand Street, Persequor Technopark, 0184
Phone	012 349 3861
E-mail	ceo@che.ac.za

6.2. Deputy Information Officer(s)

The CEO has appointed incumbents that hold the following positions as Deputy Information Officers:

Position	Chief Operating Officer	Executive Director: Quality Assurance Coordination, Standards and Capacity Development	Executive Director: Research, Monitoring, Policy and Advice	Chief Financial Officer
Postal Address	PO Box 94, Persequor Technopark, 0020			
Physical Address	Council on Higher Education, 1 Quintin Brand Street, Persequor Technopark, 0184			
Phone	083 319 9091	083 319 4015	083 333 0390	083 333 0363
E-mail	ceo@che.ac.za			

6.3 Access to information general contacts

All requests for information in terms of the PAIA should be sent to the CEO of the CHE at the following e-mail:

ceo@che.ac.za

6.4 National / Head Office

Council on Higher Education
1 Quintin Brand Street
Persequor Technopark
0184

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

Alternatively

PO Box 94

Persequor Technopark

0020

6.5 How to request access to the records held by the CHE

The request form must-

6.5.1 provide sufficient particulars to enable the CHE to identify both:

- the requester; and
- the record or records requested;

6.5.2 indicate the form of access requested;

6.5.3 specify the postal address and e-mail address of the requester in the Republic of South Africa;

6.5.4 identify the right the requester is seeking to exercise or protect, and provide an explanation of why the requested record is required for the exercise or protection of that right;

6.5.5 if, in addition to a written reply, the requester wishes to be informed of the decision on the request in any other manner, to state that manner and the necessary particulars to be so informed; and

6.5.6 if the request is made on behalf of another person, to submit proof of the capacity in which the requester is making the request, to the reasonable satisfaction of the CHE.

6.5.7 Any request that does not comply with the requirements in this manual will be sent back to the requester with advice on the correct steps that should be taken to comply with the requirements in this manual.

6.6 Access fee

6.6.1 A requester is required to pay the applicable request and access fees contemplated in sections 52 and 54 of the Promotion of Access to Information Act and as

Recommended by MANCO: 27 September 2021

Recommended by ICTCoC: 7 October 2021

Recommended by EXCO: 21 October 2021

Approved by Council: 18 November 2021

Revised by Council: 27 May 2026

prescribed in items 2, 3, and 4 of Part III of Annexure A to the Regulations regarding the Promotion of Access to Information (GNR 187, GG 23119 of 15 February 2002). For ease of reference, the prescribed request and access fees are set out in **Schedule 1** to this manual.

- 6.6.2 In addition, a requester may also be required to pay a deposit.
- 6.6.3 The CHE may withhold access to any record requested until the requester concerned has paid the applicable fee.
- 6.6.4 The Information Officer will decide whether to grant or decline the request within 30 days of receiving the request. The Information Officer will also notify the requester of its decision and provide reasons for accepting or refusing the request.
- 6.6.5 If the requester requests large quantities of information or if the CHE cannot reasonably obtain the requested information within the original 30-day period, the CHE might have to extend the period by another 30 days. The Information Officer will notify the requester in writing if the CHE requires an extension.
- 6.6.6 If the Information Officer cannot give the requester a decision on a request for access to records within the period stipulated above, the CHE will inform the requester.

6.7 Reservation of rights

- 6.7.1 The CHE may refuse an application for access to a record -
 - 6.7.1.1 if the request does not comply with the procedural requirements of the PAIA;
 - 6.7.1.2 on any ground contemplated in Chapter 4 of the PAIA; or
 - 6.7.1.3 or any other lawful reason.
- 6.7.2 If the record does not exist, the CHE will inform the requester.
- 6.7.3 If there are records that the CHE cannot find despite a reasonable and diligent search, the CHE will notify the requester with an affidavit explaining the measures the CHE has taken to locate the record.
- 6.7.4 If, after the CHE has issued such an affidavit, the CHE finds the records, the CHE will make the records available to the requester unless access is denied on one or more of the grounds for refusal of access as set out in the PAIA.

6.7.5 If the CHE accedes to providing a record, rights are reserved to provide a record in an extracted and/or redacted form to comply with confidentiality and other issues.

For full details of grounds for refusal of access to records, requesters should refer to Chapter 4 of the PAIA.

7. DESCRIPTION OF ALL REMEDIES AVAILABLE IN RESPECT OF AN ACT OR A FAILURE TO ACT BY THE CHE

Remedy in this context is understood to mean “recourse” in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by the PAIA, including the manner of lodging –

- a. an internal appeal; and
- b. an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision of the head of a private body.

7.1 Internal appeal

7.1.1 An internal appeal is when a requester or affected third party who is aggrieved by a decision of the CHE’s Information Officer to refuse or grant access to a record of the CHE, lodges an appeal to the EXCO against the decision.

7.1.2 An internal appeal must reach the Information Officer within 15 days of receiving notice of the decision.

7.1.3 An appeal must –

- 7.1.3.1 be in writing;
- 7.1.3.2 be addressed to EXCO; and
- 7.1.3.3 set out the grounds for the appeal.

7.2 Process for complaining to the Information Regulator or any regulatory body or approaching the Court with jurisdiction for appropriate relief

Any requester or affected third party who is aggrieved by a decision of EXCO on appeal, may complain about the decision of the CHE to the Information Regulator or apply to court after following the appeal process. The contact details of the Information Regulator are as follows: Information Regulator (South Africa)

Website: www.inforegulator.org.za

Email: enquiries@inforegulator.org.za

Tel: +27 10 023 5200

8. GUIDE ON HOW TO USE PAIA AND HOW TO OBTAIN ACCESS TO THE GUIDE

8.1 The Regulator has, in terms of section 10(1) of PAIA, updated and made available the revised Guide on how to use PAIA ("Guide"), in an easily comprehensible form and manner, as may reasonably be required by a person who wishes to exercise any right contemplated in PAIA and POPIA.

8.2 The Guide is available in each of the official languages.

8.3 The aforesaid Guide contains the description of –

8.3.1 the objects of PAIA and POPIA;

8.3.2 the postal and street address, phone and fax number and, if available, electronic mail address of-

8.3.2.1 the Information Officer of every public body, and

8.3.2.2 every Deputy Information Officer of every public and private body designated in terms of section 17(1) of PAIA¹ and section 56 of POPIA²;

¹ Section 17(1) of PAIA- *For the purposes of PAIA, each public body must, subject to legislation governing the employment of personnel of the public body concerned, designate such number of persons as deputy information officers as are necessary to render the public body as accessible as reasonably possible for requesters of its records.*

- 8.3.3 the manner and form of a request for-
 - 8.3.3.1 access to a record of a public body contemplated in section 11³; and
 - 8.3.3.2 access to a record of a private body contemplated in section 50⁴;
- 8.3.4 the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- 8.3.5 the assistance available from the Regulator in terms of PAIA and POPIA;
- 8.3.6 all remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA and POPIA, including the manner of lodging-
 - 8.3.6.1 an internal appeal;
 - 8.3.6.2 a complaint to the Regulator; and
 - 8.3.6.3 an application with a court against a decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or a decision of the head of a private body;
- 8.3.7 the provisions of sections 14⁵ and 51⁶ requiring a public body and private body, respectively, to compile a manual, and how to obtain access to a manual;

² Section 56(a) of POPIA- Each public and private body must make provision, in the manner prescribed in section 17 of the Promotion of Access to Information Act, with the necessary changes, for the designation of such a number of persons, if any, as deputy information officers as is necessary to perform the duties and responsibilities as set out in section 55(1) of POPIA.

³ Section 11(1) of PAIA- A requester must be given access to a record of a public body if that requester complies with all the procedural requirements in PAIA relating to a request for access to that record; and access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁴ Section 50(1) of PAIA- A requester must be given access to any record of a private body if-

- a) that record is required for the exercise or protection of any rights;
- b) that person complies with the procedural requirements in PAIA relating to a request for access to that record; and
- c) access to that record is not refused in terms of any ground for refusal contemplated in Chapter 4 of this Part.

⁵ Section 14(1) of PAIA- The information officer of a public body must, in at least three official languages, make available a manual containing information listed in paragraph 4 above.

8.3.8 the provisions of sections 15⁷ and 52⁸ providing for the voluntary disclosure of categories of records by a public body and private body, respectively;

8.3.9 the notices issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and

8.3.10 the regulations made in terms of section 92¹¹.

8.4 Members of the public can inspect or make copies of the Guide from the offices of the public or private bodies, including the office of the Regulator, during normal working hours. The Guide can also be obtained-

8.4.1 upon request to the Information Officer;

8.4.2 from the website of the Regulator (<https://www.justice.gov.za/infoereg/>).

⁶ Section 51(1) of PAIA- The head of a private body must make available a manual containing the description of the information listed in paragraph 4 above.

⁷ Section 15(1) of PAIA- The information officer of a public body, must make available in the prescribed manner a description of the categories of records of the public body that are automatically available without a person having to request access

⁸ Section 52(1) of PAIA- The head of a private body may, on a voluntary basis, make available in the prescribed manner a description of the categories of records of the private body that are automatically available without a person having to request access

⁹ Section 22(1) of PAIA- The information officer of a public body to whom a request for access is made, must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹⁰ Section 54(1) of PAIA- The head of a private body to whom a request for access is made must by notice require the requester to pay the prescribed request fee (if any), before further processing the request.

¹¹ Section 92(1) of PAIA provides that –“The Minister may, by notice in the Gazette, make regulations regarding-

(a) any matter which is required or permitted by this Act to be prescribed;

(b) any matter relating to the fees contemplated in sections 22 and 54;

(c) any notice required by this Act;

(d) uniform criteria to be applied by the information officer of a public body when deciding which categories of records are to be made available in terms of section 15; and

(e) any administrative or procedural matter necessary to give effect to the provisions of this Act.”

9. DESCRIPTION OF THE SUBJECTS ON WHICH THE CHE HOLDS RECORDS AND CATEGORIES OF RECORDS HELD BY THE CHE

9.1 Subjects and categories of records held by the CHE

The CHE holds records in general subjects and categories, including the following:

Institutional records	Financial records	Human resource records	Statutory records <i>As a statutory body and an employer, the CHE holds records required by a range of laws, including records required or provided for by the following laws:</i>
a. Internal CHE correspondence	a. General accounting records	a. Staff employment contracts	a. Income Tax Act 58 of 1962
b. Minutes of the CHE and its committees	b. Annual budgets	b. Internal policies and procedures	b. Value Added Tax Act 89 of 1991
c. External CHE correspondence	c. Annual financial reports	c. Provident fund records	c. Higher Education Act 101 of 1997
d. Internal policies and procedures	d. Annual financial statements	d. Medical aid records	d. National Qualifications Act South African Qualifications Authority Act 58 of 1995
e. External policies and procedures	e. Asset registers	e. Personnel records	e. Labour Relations act 66 of 1995
f. Commercial contracts with third parties	f. Income tax records		f. Basic Conditions of Employment act 75 of 1997
g. Memoranda of understanding with other statutory bodies	g. Internal financial policies and procedures		g. Employment Equity Act 55 of 1998
h. Records relating to quality assurance in higher education			h. Unemployment Insurance Act 63 of 2001
i. Records relating to auditing of quality assurance mechanisms of higher education institutions			i. Compensation for Occupational Injuries and Diseases Act 130 of 1993
j. Records relating to accreditation of higher education programmes			j. Public Finance Management Act 1 of 1999
k. Research reports, publications and newsletters			

Recommended by MANCO: 27 September 2021

Recommended by ICTCoC: 7 October 2021

Recommended by EXCO: 21 October 2021

Approved by Council: 18 November 2021

Revised by Council: 27 May 2026

10. CATEGORIES OF RECORDS OF THE CHE WHICH ARE AVAILABLE WITHOUT A PERSON HAVING TO REQUEST ACCESS

All records which are publicly available without the need to request access can be found on the public website of the CHE. Examples are as follows:

- a. Organisational profile (Overview, Objectives, Functions, Architecture)
- b. Annual Reports
- c. Strategic Plan
- d. Annual Performance Plan
- e. Strategic and Performance Plans
- f. Advertised tender
- g. Name of successful bidder
- h. Frameworks, Manuals and Research Reports

11. SERVICES AVAILABLE TO MEMBERS OF THE PUBLIC FROM THE CHE AND HOW TO GAIN ACCESS TO THOSE SERVICES

The CHE is the independent, statutory, quality assurance and advisory body for South African higher education, which transforms lives in pursuit of an equitable, prosperous, and innovative society. In fulfilment of its role, the CHE –

- a. Leads and manages external quality assurance
- b. Regulates qualifications through the HEQSF
- c. Is an intellectual hub for higher education research, monitoring, policy, and critical discourse
- d. Advises the Minister of Higher Education, Science and Innovation on all higher education matters

12. PUBLIC INVOLVEMENT IN THE FORMULATION OF POLICY OR THE EXERCISE OF POWERS OR PERFORMANCE OF DUTIES BY THE CHE

Internal CHE Policy is determined by the CHE Council. The public, national organisations, research and science councils, and non-governmental organisations participate in the affairs of the CHE through their participation on Council.

External policies for the sector are developed by the CHE in consultation with higher education stakeholders, approved by the HEQC and/or Council and may be gazetted by the Minister of Higher Education, Science and Innovation.

13. PROCESSING OF PERSONAL INFORMATION

13.1 Purpose of Processing

The CHE processes personal information for historical, statistical, comparative, quality assurance or research purposes with a public interest; for the effective functioning of the organisation, and for the execution of its legislative mandates.

13.2 Description of the categories of data subjects and of the information or categories of information relating thereto

Categories of Data Subjects	Personal Information that may be Processed
Natural Persons	Names and surname; contact details (contact number(s), fax number, email address); Residential, postal or business address; Unique Identifier/Identity Number and confidential correspondence
Juristic Persons	Names of contact persons; Name of legal entity; physical and postal address; contact details (contact number(s), fax number, email address); registration number; financial, commercial, scientific or technical information and trade secrets
Employees	Gender, pregnancy; marital status; Race age, language, educational information (qualifications); financial information; employment history; ID number; physical and postal address; contact details(contact number(s), fax number, email address); criminal behaviour; well-being and their relatives (family members) race, medical, gender, sex, nationality, ethnic or social origin, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language, biometric information of the person.

13.3 The recipients or categories of recipients to whom the personal information may be supplied

Category of personal information	Recipients or Categories of Recipients
Identity number and names, for criminal checks	South African Police Services

Recommended by MANCO: 27 September 2021
 Recommended by ICTCoC: 7 October 2021
 Recommended by EXCO: 21 October 2021
 Approved by Council: 18 November 2021
 Revised by Council: 27 May 2026

Category of personal information	Recipients or Categories of Recipients
Race, gender, sex, pregnancy, marital status, national, ethnic or social origin, colour, sexual orientation, age, physical or mental health, well-being, disability, religion, conscience, belief, culture, language and birth of the individual, qualifications, for qualification verifications	South African Qualifications Authority
Credit and payment history, for credit information	Credit Bureaus
Institutional information on performance and quality assurance	Department of Higher Education and Training
Contact information of Higher Education Institutions used for communication, accreditation letters and registration letters: • Head, Vice Chancellor • Academic Head • Registrar or Administrative Head • Institutional Administrator	• South African Qualifications Authority • Department of Higher Education and Training • Council on Higher Education
Contact details and curriculum vitae of Higher Education Institution staff in Institutional Profiles and applications for accreditation	Peer Reviewers, recommendation writers, Accreditation Committee members

13.4 Planned transborder flows of personal information

The CHE has planned transborder flows of personal information as its information is including personal information is stored in a cloud repository which is situated outside the Republic. International organisations request information on the accreditation and registration status of qualifications and the registration status of South African higher education institutions from the CHE.

13.5 General Description of Information Security Measures to be implemented by the responsible party to ensure the confidentiality, integrity and availability of the information

Access Control system, Data Encryption, Anti-virus and Anti-malware Solutions are the security safeguards implemented by the CHE to ensure suitable and optimum security,

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

confidentiality, integrity and availability of the personal information under the care of the organisation.

14. AVAILABILITY OF THE MANUAL

14.1 This Manual is made available in the following three official languages-

- 14.1.1 English;
- 14.1.2 Setswana; and
- 14.1.3 isiZulu

14.2 A copy of this Manual or the updated version thereof, is also available as follows –

- 14.2.1 on the CHE website, if any, of the public body;
- 14.2.2 at the head office of the CHE for public inspection during normal business hours;
- 14.2.3 to any person upon request and upon the payment of a reasonable prescribed fee;
- and
- 14.2.4 to the Information Regulator upon request.

14.3 A fee for a copy of the Manual, as contemplated in annexure B of the Regulations, shall be payable per each A4-size photocopy made.

15. UPDATING OF THE MANUAL

The CHE will, if necessary, update and publish this Manual annually.

Issued by

Signed copy kept by the Organisational Secretary to protect the signature

Dr Whitfield Green

Chief Executive Officer

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

16. APPROVAL AND AUTHORISATION

Signed copy kept by the Organisational Secretary to protect the signature

Dr Whitfield Green
Chief Executive Officer
Date: 15 May 2026

Signed copy kept by the Organisational Secretary to protect the signature

Mr Ashley Latchu
Chairperson of the ICT Committee of Council
Date: 15 May 2026

Signed copy kept by the Organisational Secretary to protect the signature

Revd. Vuyo Memani-Sedile
Chairperson of EXCO and Council
Date: 27 May 2026

Recommended by MANCO: 27 September 2021
Recommended by ICTCoC: 7 October 2021
Recommended by EXCO: 21 October 2021
Approved by Council: 18 November 2021
Revised by Council: 27 May 2026

PREScribed FORM FOR REQUEST FOR ACCESS TO RECORD

[Regulation 7]

FOR CHE 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

NOTE:

1. Proof of identity must be attached by the requester.
2. If requests made on behalf of another person, proof of such authorisation, must be attached to this form.

TO: The Information Officer

(Address)

E-mail address: _____

Fax number: _____

Mark with an "X"

☐

Request is made in my own name

☐

Request is made on behalf of another person.

PERSONAL INFORMATION

Recommended by MANCO: 27 September 2021

Recommended by ICTCoC: 7 October 2021

Recommended by EXCO: 21 October 2021

Approved by Council: 18 November 2021

Revised by Council: 27 May 2026

Full Names			
Identity Number			
Capacity in which request is made (when made on behalf of another person)			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B):		Facsimile: ☐
	Cellular:		
Full names of person on whose behalf request is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile ☐
	Cellular		
PARTICULARS OF RECORD REQUESTED <i>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. (If the provided space is inadequate, please continue on a separate page and attach it to this form. All additional pages must be signed.)</i>			
Description of record or relevant part of the record:			

Reference number, if available		
Any further particulars of record		
TYPE OF RECORD (Mark the applicable box with an "X")		
Record is in written or printed form		
Record comprises virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)		
Record consists of recorded words or information which can be reproduced in sound		
Record is held on a computer or in an electronic, or machine-readable form		

FORM OF ACCESS (Mark the applicable box with an "X")	
Printed copy of record (<i>including copies of any virtual images, transcriptions and information held on computer or in an electronic or machine-readable form</i>)	
Written or printed transcription of virtual images (<i>this includes photographs, slides, video recordings, computer-generated images, sketches, etc</i>)	
Transcription of soundtrack (<i>written or printed document</i>)	
Copy of record on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record on compact disc drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

MANNER OF ACCESS <i>(Mark the applicable box with an "X")</i>	
Personal inspection of record at registered address of public/private body <i>(including listening to recorded words, information which can be reproduced in sound, or information held on computer or in an electronic or machine-readable form)</i>	
Postal services to postal address	
Postal services to street address	
Courier service to street address	
Facsimile of information in written or printed format <i>(including transcriptions)</i>	
E-mail of information <i>(including soundtracks if possible)</i>	
Cloud share/file transfer	
Preferred language <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>	

PARTICULARS OF RIGHT TO BE EXERCISED OR PROTECTED <i>If the provided space is inadequate, please continue on a separate page and attach it to this Form. The requester must sign all the additional pages.</i>	
Indicate which right is to be exercised or protected	
Explain why the record requested is required for the exercise or protection of the aforementioned right:	

FEES	
a)	<i>A request fee must be paid before the request will be considered.</i>
b)	<i>You will be notified of the amount of the access fee to be paid.</i>
c)	<i>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.</i>
d)	<i>If you qualify for exemption of the payment of any fee, please state the reason for exemption</i>
Reason	

Recommended by MANCO: 27 September 2021
 Recommended by ICTCoC: 7 October 2021
 Recommended by EXCO: 21 October 2021
 Approved by Council: 18 November 2021
 Revised by Council: 27 May 2026

You will be notified in writing whether your request has been approved or denied and if approved the costs relating to your request, if any. Please indicate your preferred manner of correspondence:

Postal address	Facsimile	Electronic communication (Please specify)

Signed at _____ this _____ day of _____ 20 _____

3. Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

Reference number:	
Request received by: (State Rank, Name and Surname of Information Officer)	
Date received:	
Access fees:	
Deposit (if any):	

4. Signature of Information Officer

PRESCRIBED FORM FOR REQUEST FOR NOTICE OF INTERNAL APPEAL

[Regulation 8]

A. Particulars of public body:**TO:** The Information Officer

(Address)

E-mail address:

--

Fax number:

--

Mark with an "X"

☐

Appeal is made in my own name

☐

Appeal is made on behalf of another person.

PERSONAL INFORMATION				
Full Names				
Identity Number				
Capacity in which appeal is made (<i>when made on behalf of another person</i>)				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile: <table border="1"><tr><td></td></tr></table>	
Cellular:				

Full names of person on whose behalf appeal is made (if applicable):			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		

B. 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.

C. Grounds for appeal:

If the provided space is inadequate, please 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 _____

Recommended by MANCO: 27 September 2021
 Recommended by ICTCoC: 7 October 2021
 Recommended by EXCO: 21 October 2021
 Approved by Council: 18 November 2021
 Revised by Council: 27 May 2026

D. 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, please 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

SCHEDULE 1**FEES PAYABLE FOR REQUESTING RECORDS OF CHE**

The “**request fee**” payable by every requester, other than a personal requester referred to in section 22(1) of the PAIA, is **R35**

The “**access fees**” referred to in section 22(7) of the PAIA (unless the requester is exempted under section 22(8)) and “**fees for reproduction**” referred to in section 15(3) of the PAIA, are as follows:

- | | |
|---|--------------|
| 1. for every photocopy of an A4-size page or part thereof: | R0.60 |
| 2. for every printed copy of an A4-size page or part thereof: | R0.40 |
| 3. a copy in a computer-readable form on compact disc: | R40 |
| 4. transcription of visual images, for an A4-size or part thereof: | R22 |
| 5. a copy of visual images: | R60 |
| 6. a transcription of an audio record, for an A4-size page or part thereof: | R12 |
| 7. a copy of an audio record: | R17 |
| 8. to search for the record for disclosure (for each hour or part thereof, but excluding the first hour): | R15 |

The actual postal fee is payable when a copy of a record must be posted to a requester.

PERSON OR PERSONS EXEMPTED FROM PAYING ACCESS FEES

9. A single person whose annual income does not exceed **R14,712.00**
10. Married persons or a person and his/her life partner whose annual income does not exceed **R27,192.00**