

**CHANGEABILITY TRAINING (PTY) LTD**  
**REGISTRATION NUMBER: 2006/024272/07**

**ACCESS TO INFORMATION MANUAL**  
**PRIVATE COMPANY**

**PREPARED IN TERMS OF SECTION 51 OF THE PROMOTION OF ACCESS TO  
INFORMATION ACT 2 OF 2000**

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## INTRODUCTION

This Manual is published in terms of Section 51 of the Promotion of Access to Information Act, 2000 (Act No. 2 of 2000). 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 reference to any information in addition to that specifically required in terms of Section 51 of the Act does not create any right or entitlement (contractual or otherwise) to receive such information, other than in terms of the Act.

## PURPOSE

The purpose of this Manual is to assist people wishing to access information in terms of the PAIA from ChangeAbility Training (Pty) Ltd (2006/024272/07)

## REQUEST FOR ACCESS TO INFORMATION

In the event that a person or entity requires access to information as contemplated in the Act, the requestor must contact Yolande Overton.

In terms of section 25 (2) which states that:

- (2) If the request for access is granted, the notice in terms of subsection (1) (b) must state –
  - (a) the access fee (if any) to be paid upon access;
  - (b) the form in which access will be given; and
  - (c) that the requestor may lodge an internal appeal or an application with a court, as the case may be, against the access fee to be paid or the form of access 15 granted, and the procedure (including the period) for lodging the internal appeal of application, as the case may be.
- (3) If the request for access is refused, the notice in terms of subsection (1) (b) must –
  - (a) state adequate reasons for the refusal, including the provisions of this Act relied upon;
  - (b) exclude, from such reasons, any reference to the content of the record; and
  - (c) state that the requestor may lodge an internal appeal or an application with a court, as the case may be, against the refusal of the request, and the procedure (including the period) for lodging the internal appeal or application, as the case may be.

## DEFINITIONS

Unless the context clearly indicates otherwise, the following terms shall have the meanings assigned to them hereunder, namely –

- **“Act”** means the Promotion of Access to Information Act, Act 2 of 2000, as amended from time to time;
- **“ChangeAbility”** means ChangeAbility Training Pty Ltd, a South African professional consultancy and all South African entities owned by, or associated with, such consultancy. This Manual applies to all such entities, both jointly and severally;
- **“Information Officer”** means the person acting on behalf of ChangeAbility and discharging the duties and responsibilities assigned to the “head” of ChangeAbility by the Act. The Information Officer is duly authorised to act as such and such authorisation has been confirmed by the “head” of ChangeAbility in writing;
- **“Manual”** means this manual published in compliance with Section 51 of the Act;

- **“Personnel”** means any person who works for or provides services to or on behalf of ChangeAbility and receives or is entitled to receive any remuneration and any other person who assists in carrying out or conducting the business of ChangeAbility. This includes, without limitation, directors (both executive and non-executive), all permanent, temporary and part-time staff as well as associates and contract workers;
- **“Record”** means any recorded information, regardless of form or medium, which is in the possession or under the control of ChangeAbility, irrespective of whether it was created by ChangeAbility;
- **“Request”** means a request for access to a record of ChangeAbility;
- **“Requestor”** means any person, including a public body or an official thereof, making a request for access to a record of ChangeAbility and includes any person acting on behalf of that person.

Unless a contrary intention clearly appears, terms defined in the Act shall have the same meaning in this Manual.

## CHANGEABILITY TRAINING OVERVIEW

ChangeAbility Training Pty (Ltd) is in the business of providing change management related training courses to the public and entities.

## ORGANISATION DETAILS

<b>Name of Private Body</b>	ChangeAbility Training (Pty) Ltd
<b>Designated Information Officer</b>	Yolande Overton
<b>Email address of Information Officer</b>	yolande.overton@changeability.co.za
<b>Postal address</b>	PO Box 596 Parklands 2121
<b>Street address</b>	Suite 2 2 Hood Avenue Rosebank 2194
<b>Phone Number</b>	011 447 7077
<b>Fax Number</b>	086 670 8937

## AVAILABILITY OF THIS MANUAL

This Manual is available for inspection by the general public upon request during office hours and there is no charge for viewing the manual at our offices (where it is available). Copies of the manual may be made available subject to the prescribed fees. The manual can also be viewed on our website ([www.changeability.co.za](http://www.changeability.co.za)) or by sending a request for a copy to the Information Officer by email.

Copies may also be requested from the South African Human Rights Commission (“SAHRC”) at the address set out below.

This Manual will be updated from time to time, as and when required.

## REQUESTING PROCEDURE

Requests for access to records held by ChangeAbility Training must be made on the request forms that are available from the SAHRC website ([www.sahrc.org.za](http://www.sahrc.org.za)) or the Department of Justice and Constitutional Development ([www.doj.gov.za](http://www.doj.gov.za)) (under "regulations"). For the convenience of requestors, copies of such forms are included in the version of this Manual available at our head office and on our website. Please note that requestors are also required to make payment of the prescribed fees. This issue is dealt with more fully below.

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

The requestor must provide sufficient detail on the request form to enable the Information Officer to identify the record and the requestor. If you are aware of the entity within ChangeAbility that holds the record/s you are requesting, please indicate this fact clearly. Where you are unsure of the entity name, please indicate this and give the Information Officer as much detail as possible to facilitate a search for the record/s concerned. Please note that your failure to specify an entity name will not invalidate your request, but it may cause unavoidable delays.

The requestor should also indicate which form of access is required and indicate if he or she wishes to be informed in any other manner and state the necessary particulars to be so informed.

The requestor must identify the right that he or she 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.

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

**The standard form that must be used for the making of requests is attached as Annexure 1.**

If a requestor does not use this form, the request can be rejected for lack of procedural compliance, refused (if sufficient information is not provided or otherwise) or delayed.

The list detailing the prescribed fees in respect of requests and the fees in respect of access to records (if the request is granted) is attached as Schedule 3 as may be amended by fees prescribed by regulation.

Kindly note that all requests to ChangeAbility Training will be evaluated and considered in accordance with the Act. Publication of this Manual and describing the categories and subject matter of information held by ChangeAbility does not give rise to any rights (whether in contract or otherwise) to access such information or records except in terms of the Act.

## DETAILS OF THE SOUTH AFRICAN HUMAN RIGHTS COMMISSION

Any queries with regard to this manual should be directed to:

The South African Human Rights Commission: PAIA Unit

The Research and Documentation Department:

Private Bag 2700

Houghton

2041

Telephone: +27 11 484-8300

Fax: +27 11 484-0582

Website: [www.sahrc.org.za](http://www.sahrc.org.za)

E-mail: [paia@sahrc.org.za](mailto:paia@sahrc.org.za)

## **VOLUNTARY DISCLOSURE**

ChangeAbility Training is not obliged to publish a notice in terms of Section 52(2) of the Act and to date has not elected to do so. Nevertheless ChangeAbility does make certain information freely available to the public in various brochures, press releases, publications and on its Internet web site at <http://www.changeability.co.za> as well as on several of the other websites operated by ChangeAbility.

Certain information is also made available to employees of ChangeAbility, which is not generally made available to the public. To avoid confusion, these items are not listed here but may be obtained by ChangeAbility employees from an internal source.

## **RECORDS AVAILABLE IN TERMS OF ANY OTHER LEGISLATION**

Information is available in terms of the following legislation to the persons or entities specified in such legislation (this list is by no means exhaustive, and is intended to serve as a guide only):

- Companies Act 61 of 1973
- Income Tax Act 58 of 1962
- Value Added Tax Act 89 of 1991
- Insolvency Act No. 24 of 1936 Occupational Health & Safety Act 85 of 1993
- Labour Relations Act 66 of 1995
- Basic Conditions of Employment Act 75 of 1997
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Employment Equity Act 55 of 1998
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 30 of 1966
- Unemployment Contributions Act 4 of 2002

## **RECORDS HELD BY CHANGEABILITY TRAINING**

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.

Please note further that many of the records held by us are those of third parties, such as client and employees and we take the protection of third party confidential information very seriously.

In particular, where we act as professional advisors to clients, many of the records held are confidential; others subject to legal privilege and still others are the property of the client and not ChangeAbility Training. Requests for access to these records will be considered very carefully.

**Please ensure that requests for such records are carefully motivated to avoid rejection.**

### ○ **Internal records**

The following are records pertaining to ChangeAbility Training's own affairs:

- Memoranda and Articles of Association

- Financial records
- Operational records
- Intellectual property
- Marketing records;
- Internal correspondence;
- Service records;
- Statutory records;
- Internal policies and procedures;
- Minutes of meetings;
- Charters, codes of conduct and policies (both internal and external) to which ChangeAbility and its personnel subscribe; and
- Records held by officials of ChangeAbility.

○ **Personnel records**

Personnel records include the following:

- Any personal records provided to us by our personnel;
- Any record a third party has provided to us about any of their personnel;
- Conditions of employment and other personnel-related contractual and quasi-legal records;
- Employment policies and procedures;
- Internal evaluation records; and
- Other internal records and correspondence.

○ **Client-related records**

Client -related information includes the following:

- Contracts with the client and between the client and other persons;
- Any records a client has provided to ChangeAbility or a third party acting for or on behalf of ChangeAbility (including financial, legal, tax, operational, employee and similar records);
- Working papers and notes;
- Any research conducted by ChangeAbility in respect of its clients or research derived by ChangeAbility from its clients and their activities;
- Records, reports, designs and the like generated by ChangeAbility for its clients;
- Any records a third party has provided to ChangeAbility either directly or indirectly, which concerns a client; and
- Records generated by or within ChangeAbility pertaining to the client, including transactional records.

○ **Other Parties**

Records are kept in respect of other parties, including without limitation joint ventures and consortia to which ChangeAbility is a party, contractors and sub-contractors, suppliers, service providers, and general market conditions. In addition, such other parties may possess records which can be said to belong to ChangeAbility. The following records fall under this category:

- Personnel, client, or ChangeAbility records which are held by another party as opposed to being held by ChangeAbility; and
- Records held by ChangeAbility pertaining to other parties, including financial records, correspondence, contractual records, records provided by the other party, and records third parties have provided about the contractors or suppliers.

○ **Other Records**

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- Further records are held including:-
- Information relating to ChangeAbility Training's own commercial activities;
- Procurement and administration for ChangeAbility; and
- Research information belonging to ChangeAbility or carried out on behalf of a third party.

Signed at \_\_\_Rosebank\_\_\_\_\_ this \_\_14\_\_ day of \_December\_\_\_\_\_ 2011\_\_

A handwritten signature in black ink, appearing to read "A. Smith", written in a cursive style.

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SIGNATURE OF INFORMATION OFFICER

**ANNEXURE 1**

**REQUEST FOR ACCESS TO RECORDS IN TERMS OF SECTION 53(1) OF THE PROMOTION OF ACCESS TO INFORMATION ACT, NO 2 OF 2000**

**A. Particulars of Private Body**

ChangeAbility Training (Pty) Ltd  
Registration Number: 2006/024272/07

**B. Information Officer**

Yolande Overton  
EMAIL: yolande.overton@changeability.co.za

**C. Particulars of person requesting access to the record**

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

**Full Name and Surname:** \_\_\_\_\_  
**Identity Number:** \_\_\_\_\_  
**Postal Address:** \_\_\_\_\_  
**Telephone Number:** \_\_\_\_\_  
**Fax Number:** \_\_\_\_\_  
**E-mail address:** \_\_\_\_\_  
**Capacity in which request is made, when made on behalf of another person:**  
\_\_\_\_\_

**D. Particulars of person on whose behalf request is made:**

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

**Full names and Surname:** \_\_\_\_\_  
**Identity Number:** \_\_\_\_\_

**E. 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 requestor must sign all the additional folios***

**Description of the record or relevant part of the record:**

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**Reference number, if available:** \_\_\_\_\_

**Any further particulars of the record:**

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**F. Fees:**

- (a) A request for access to a record, other than a record containing personal information about yourself, will be processed only after a **request fee** has been paid.
- (b) You will be notified of the amount of the request fee.
- (c) The **fee payable for access** to a record depends on the form in which the 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 of payment of the fee (if any):

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**G. Form of Access to the 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.*

<b>Disability:</b>	<b>Form in which record is required:</b>
<hr/>	<hr/>
<hr/>	<hr/>
<hr/>	<hr/>

Mark the appropriate box with an "X"

**NOTES:**

- (a) Your indication as to the required form of access depends on the form in which the record is available.
- (b) Access in the form requested may be refused in certain circumstances. In such a case you will be informed if access will be granted in another form.
- (c) The fee payable for access to the record, if any, will be determined partly by the form in which access is

requested.

<b>1. If the record is in written or printed form:</b>				
	Copy of record *		Inspection of record	
<b>2. If the record consists of visual images:</b> (This includes photographs, slides, video recordings, computer-generated images, sketches, etc.)				
	View the images		Copy of the images *	Transcription of the images*
<b>3. If the record consists of recorded words or information which can be reproduced in sound:</b>				
	Listen to the soundtrack		Transcription of soundtrack *	
(audio cassette)		(written or printed document)		

<b>4. If the record is held on computer or in an electronic or machine-readable form:</b>					
	Printed copy of record		Printed copy of information derived from the record *	Copy in computer readable form * (3,5" magnetic or optical compact 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

**H. Particulars of right to be exercised or protected:**

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

Indicate which right is to be exercised or protected:

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Explain why the requested record is required for the exercising or protection of the aforementioned right:

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**I. 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 REQUESTOR/PERSON ON WHOSE BEHALF REQUEST IS MADE

## **ANNEXURE 2**

### **REPRODUCTION FEES**

Where an institution 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.

THE APPLICABLE FEES FOR REPRODUCTION AS REFERRED TO ABOVE ARE:

**(R 1.10)**

For every photocopy of an A4-size page or part thereof

**(R 0.75)**

For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form.

For a copy in a computer-readable form on:

3, 5" magnetic disc **(R7, 50)**

Optical compact disc **(R70, 00)**

A transcription of visual images, for an A4-size page or part thereof **(R40, 00)**

For a copy of visual images **(R60, 00)**

A transcription of an audio record, for an A4-size page or part thereof **(R20, 00)**

For a copy of an audio record **(R30, 00)**

#### **Request fees:**

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

#### **Access fees:**

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).

The applicable access fees which will be payable are:

**(R 1, 10)**

For every photocopy of an A4-size page or part thereof,

**(R 0, 75)**

For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine readable form.

For a copy in a computer-readable form on

3, 5" magnetic disc (**R7, 50**)

Optical compact disc (**R70, 00**)

A transcription of visual images, for an A4-size page or part thereof (**R40, 00**)

For a copy of visual images (**R60, 00**)

A transcription of an audio record, for an A4-size page or part thereof (**R20, 00**)

For a copy of an audio record (**R30, 00**)

To search for a record that must be disclosed (**R30, 00**)

(- per hour or part of an hour reasonably required for such search.)

Where a copy of a record needs to be posted the actual postal fee is payable.

### **Deposits:**

Where the institution receives a Request for access to information held on a person other than the Requestor 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 Requestor.

The amount of the deposit is equal to  $\frac{1}{3}$  (one third) of the amount of the applicable access.