



NPO Registration Number 117-218NPO

## THE SABPP PAIA MANUAL

Registered Office Address:

Willowbrook House, 1st floor, Constantia Office Park, corner 14th Avenue and Hendrik Potgieter Road, Roodepoort, 1709

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## **1. Introduction**

In terms of the Promotion of Access to Information Act, 2000, as amended (PAIA), third parties have the right to approach public bodies to request information held by these, which is required in the exercise and/or protection of any rights. Upon such request, the public body is obliged to release such information unless the PAIA expressly states that the records containing such information may or must not be released. This manual provides procedural and other requirements which a request must comply with in accordance with the PAIA, and additionally, addresses the requirements of the Protection of Personal Information Act, 2013 (POPIA).

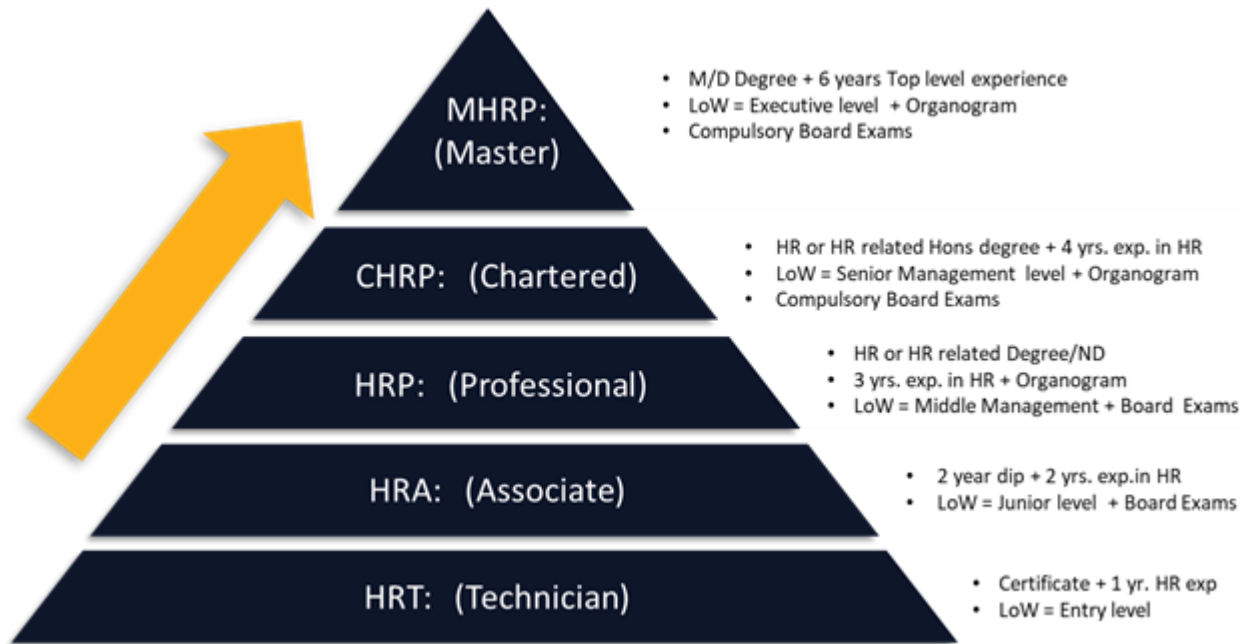
## **2. Establishment of the SA Board for People Practices**

The SA Board for People Practices (SABPP) is a professional and quality assurance body for HR management operating in accordance with the NQF Act. Its mandate is to set HR standards for HR professionals who are registered with it and to also encourage good workplace people practices. The mandate of the SABPP is therefore limited to those HR professionals who are our members and are in good standing.

The SABPP's mission is to give a credible voice to the HR profession based on clear standards of governance, quality assurance and professionalism in human resource management and people practices in the workplace: *Our key focus is on adding value and contributing to the sustainability of organisations*".

In terms of its vision, the SABPP aspires to be a world-respected professional body, leading the way with people practices standards, professional competence, and active citizenry.

In addition, the SABPP is recognised by the South African Qualifications Authority (SAQA) as a professional body which registers and confers professional designations to qualified and/or experienced HR professionals who meet our minimum requirements in line with the diagram below.



### Acronyms

MHRP	Master HR Practitioner
CHRP	Chartered HR Professional
HRA	HR Associate
HRP	HR Professional
HRT	HR Technician
LoW	Level of Work

The People Factor Strategy # 202030 positions the HR profession to centre people in shaping the future, leveraging the technology, and protecting the environment, supporting a fair transition to the future world of work. HR practitioners have the opportunity to take the lead in imagining and developing the workforce of the future for their organisations, reskilling the workforce of the present and making room for new entrants to the workforce.



### 3. Structure and Functions

From a governance point of view, the SABPP is responsible to an independent Board of Directors comprising of 15 professionals. In addition, there are approximately 16 National Professional Committees in various disciplines of the HR, profession as follows:

- Ethics
- HR Research
- Mentoring
- Quality Assurance
- IT Governance
- Continuous professional Development
- IT Governance
- Professional registration
- Risk and Audit
- Labour Market
- HR Governance
- Learning and Development

#### **4. Information Officer**

The Information Officer of the SA Board for People Practices is Governance Officer:

Mrs Lindiwe Nombaca

Physical address: 1st Floor Willowbrook House  
Constantia Office Park,  
Cnr 14<sup>th</sup> Ave & Hendrik  
Constantia Kloof  
1709

Postal address: P O Box 2450, Houghton,  
2041

Telephone number: +27 (0)11 045 5400

Email address: [executiveoffice@sabpp.co.za](mailto:executiveoffice@sabpp.co.za)

#### **5. Roles and Responsibilities of the Information Officer**

The PAIA places an obligation on every organisation to appoint and register an Information Officer who is required to be registered with the Information Regulator prior to commencement of duties. Generally, the Information Officer is entrusted with the responsibility of ensuring compliance with both the PAIA and the POPIA as follows:

- (a) Ensuring compliance with PAIA and POPIA.
- (b) Responsible for providing records requested in terms of the PAIA.
- (c) Works with the Information Regulator regarding investigations conducted in relation to the SABPP.
- (d) Development of the SABPP compliance framework, its implementation, monitoring and maintenance.
- (e) Assessment of impact to ensure that adequate measures and standards exist for compliance with the conditions for the lawful processing of personal information in accordance with the POPIA.
- (f) Development, monitoring, and maintenance of the POPIA and PAIA manual and to ensure its accessibility to interested parties.
- (g) Development of adequate internal measures to process requests for information or access thereof.
- (h) Conducting of internal awareness sessions on the provisions of the PAIA and POPIA.

## **6. South African Human Rights Commission Guide**

The PAIA makes provision that the South African Human Rights Commission (SAHRC) must compile simple and easily comprehensible guidelines on the use of the PAIA. The SAHRC has compiled a Guide in compliance with its mandate in terms of this PAIA provision, which guide is available from the Commission. The Guide contains such information as may reasonably be required by any person who wishes to exercise any right contemplated in the PAIA. Enquiries regarding to the Guide should be directed to:

The South African Human Rights Commission  
Private Bag 2700, Houghton, 2041 Telephone: +27  
(0)11 877 3600 (Switchboard) Website:  
[www.sahrc.org.za](http://www.sahrc.org.za).  
General information: [info@sahrc.org.za](mailto:info@sahrc.org.za)  
Complaints: [complaints@sahrc.org.za](mailto:complaints@sahrc.org.za).

## **7. Records Held by the SA Board for People Practices.**

The various types of records held by the SABPP are listed below.

### **7.1 Chief Executive Officer and Governance Office**

- (a) Professional Committee minutes, recordings, attendance registers and related correspondence.
- (b) Board Committee minutes, recordings, attendance registers and related correspondence.
- (c) Provincial Committee minutes, recordings, attendance registers and related correspondence.
- (d) Member disciplinary records and related correspondence.
- (e) Company memoranda of understanding; and agreements.

### **7.2 Research and Institutional Assurance**

#### **7.2.1 Universities**

- (a) Research documents and related records

#### **7.2.2 Learning & Quality Assurance**

- (a) Qualification and skills programmes' accreditation records and related correspondence
- (b) Learning and quality assurance data records
- (c) Provider application forms and related personal information such as contact details; legal

entity confirmation; financial statements; tax clearance; qualifications.

- (d) Continuous professional development (CPD) records
- (e) Certificates and related records on Learner Management System
- (f) Committee minutes, recordings, attendance registers and related correspondence: Learning and Quality Assurance; Continuing Professional Development; Higher Education; Examination; Human Resources Research Initiative
- (g) Final integrated summative assessments (FISA): examination scripts and question papers; examination attendance registers, enrolment attendance results for FISA; examination results

### **7.3 Product Solutions and Business**

- (a) Training attendance registers, recordings, records, and related correspondence.
- (b) Business proposals.
- (c) Product service enquiries and related customer communication and correspondence.
- (d) HR audits: and auditor database, reports, staff lists, communication, and records.
- (e) Diaries and note-books.
- (f) Service providers and related records.
- (g) Awards certificates and related records.

### **7.4 Operations**

#### **7.4.1 Marketing and Stakeholder Relations**

- (a) Service provider records.
- (b) Conference speakers and related records.

#### **7.4.2 Membership and Continuous Professional Development**

- (a) Membership records: new members; existing members; upgrading members; PPC members; student members; HR candidate members.
- (b) Records of Board examinations.
- (c) The National Qualifications Framework National Learners' Records Database.?????
- (d) Records on validation of qualifications for newly registering members.
- (e) Records of Commissioners of Oaths
- (f) Board examination assessments and related correspondence.

#### **7.4.3 Reception**

- (a) Staff Covid-19 compliance register ; and visitor register.
- (b) Vendor procurement documents
- (c) Biometric information.
- (d) Telephone records
- (e) Received and dispatched courier waybill information.

#### **7.4.4 Finance**

- (a) Debtors' records
- (b) Creditors' records
- (c) Staff payroll records
- (d) Service providers' records

#### **7.4.5 Information Technology**

- (a) Staff network access records
- (b) Service providers' records.

#### **7.4.6 HR & Students**

- (a) Staff personal records including contracts of employment.
- (b) Student personal records and related correspondence.

### **8. Access to Records and Procedure for Requesting Access to Information.**

#### **8.1 Freely Available SABPP Records**

The SABPP keeps information that can be accessed without having to make a formal request in terms of the PAIA. These are freely available SABPP records on the website: (<http://www.sabpp.co.za>) and these are obtainable without a request in terms of the PAIA. These records include:

- (a) Membership application and registration forms
- (b) Annual reports
- (c) Published marketing materials.
- (d) Publications.

#### **8.2 Procedure for Accessing Personal Records**

The attached Annexure A is a request form for a requester requiring access to any of the records referred to in paragraph 7 above. A requester must be granted access to the records requested, provided he/she has complied with the following procedural requirements:

- 8.2.1 The PAIA request must be made on the correct form attached as Annexure A.
- 8.2.2 The completed form must be addressed to the Information Officer of the SABPP
- 8.2.3 The PAIA request form must be hand-delivered, posted, or sent via email to the SABPP: [executiveoffice@sabpp.co.za](mailto:executiveoffice@sabpp.co.za).
- 8.2.4 The records requested must not subject to the refusal grounds provided for under PAIA.

## 9. Payable Fees

Requesters are required to pay fees for accessing the records of the SABPP and such fee covers the costs of searching for the record and copying it. The breakdown of fees for accessing records are published in the government gazette from time to time.

Payment of such fees can be done as follows:

### 9.1 By internet banking, into the following account:

Name of Account Holder: SA Board for People Practices  
Name of Bank: First National Bank  
FNB Branch: BANKCITY  
Branch Code: 250805  
Account Number: 62508898428  
Type of Account: PLATINUM BUSINESS ACCOUNT

Please email proof of payment to: [executiveoffice@sabpp.co.za](mailto:executiveoffice@sabpp.co.za).

### 9.2 By credit card at the SABPP offices

## 10 Grounds for Refusal

The Information Officer may refuse access to information in line with the various grounds under which an access to information request may or must be refused by an Information Officer as listed in PAIA and these are:

- 10.1 Protection of the privacy of a third party.
- 10.2 Protection of commercial information of a third party
- 10.3 Protection of confidential information

- 10.4 Protection of the safety of individual and property
- 10.5 Protection of information in legal proceedings
- 10.6 Protection of Research Information
- 10.7 Information which may be refused access to, such as South Africa's defence, security and international relations; economic, financial, and commercial interest of South Africa; and operations of public bodies.

## 11 Remedies Available If Request for Information Is Refused

If the Information Officer is unable to find the records requested, or it is believed that they do not exist, he/she must, after satisfaction that all reasonable steps have been taken to locate the record, submit an affidavit to the requester giving notice that such records do not exist or cannot be found. If the requester is unhappy with the decision made, he/she has the right to file an internal appeal with the CEO of the SABPP who will review the decision of the Information Officer and deciding whether he/she made the correct decision.

Should the CEO approve the latter's decision, this would imply that the internal appeal is denied and the original decision regarding the PAIA request is then confirmed. Where such decision is not approved, the appeal would then be granted, thus overturning the original decision.

If a requester is not satisfied by a decision made by the CEO, she/he may apply to court for relief within 180 days of receiving the decision for more information that has caused the grievance. After hearing both sides of the matter, the court has the power to grant an order which may include confirmation; change, or removal of the SABPP's decision regarding the PAIA request; require the SABPP to take a specific action or to refrain from a specific action; grant an interdict, a declaratory order, specific relief, or compensation; or instruct that specific costs be paid.

## 12 Approval of Manual

**Full names and surname**

**Xolani L Mawande**

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**CEO: SA Board for People Practices**

**Signature**



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**Date: 20 July 2021**