

A GUIDE TO ACCESSING OUR INFORMATION

THE INTERNATIONAL HOTEL SCHOOL PROPRIETARY LIMITED

Registration Number 1992/006526/07

("the Company")

1. **Preamble**

The Promotion of Access to Information Act No. 2 of 2000 ("PAIA") came into operation on 23 November 2001. Section 51 of PAIA requires that the Company, in its capacity as a private body, compile a manual giving information to the public regarding the procedure to be followed in requesting information from the Company for the purpose of exercising or protecting rights.

2. **Introduction To The Company**

The Company conducts the business of providing higher education courses.

3. **The Company's Contact Details**

Full Name: **The International Hotel School Proprietary Limited**
Registration Number: **1992/006526/07**
Registered Address: **8th Floor, Strauss Daly House, 41 Richefond Circle, Ridgeside Office Estate, Umhlanga, 4320**
Postal Address: **Postnet Suite 138, Private Bag X02, Glenashley, 4022**
Telephone: **+27 31 536 6650**
Email Address: **info@hotelschool.co.za**
Website: **<https://www.hotelschool.co.za/>**

4. **Information Regulator and How To Use PAIA**

The Information Regulator's contact particulars are:

Information Regulator (South Africa)

Woodmead North Office Park, 54 Maxwell Drive, Woodmead, Johannesburg, 2191

Telephone: 010 023 5200 | Toll-free: 0800 017 160

Email (general): enquiries@infoeregulator.org.za

Website: <https://infoeregulator.org.za>

Requesters are referred to the Guide in terms of section 10 of PAIA compiled by the Information Regulator. The Guide explains how to exercise rights under PAIA and is available in all official languages at no cost. The Guide can be accessed on the Information Regulator's website.

5. **Records Available In Terms Of PAIA**

The Company holds the following categories of information:

5.1 Administration/Secretarial

- Certificate of Incorporation
- Memorandum of Incorporation
- Certificate of Change of Name
- Minutes of meetings of the board of directors
- Minutes of annual general meetings
- Management policies
- Management directives
- Share Register
- Register of Directors
- Directors' Attendance Register
- Statutory records
- Intellectual Property a) Trademarks, trade names and protected names; b) Copyrights
- Syllabi, training manuals and related educational materials

5.2 Financial

- Annual Financial Statements
- Annual Reports
- Books of Account recording information required by the Companies Act No. 71 of 2008
- Supporting schedules to books of account and ancillary books of account
- Asset register

- Taxation: a) Copies of all Income Tax Returns and related correspondence; b) VAT returns and related correspondence
- Insurance: a) Details of Insurance Policies; b) Claims records

5.3 Human Resources

- Personal records (eg. name, surname, ID, age, employee code, contact details, banking details, etc.)
- Employment contracts
- Employment policies and procedures
- Internal evaluation and disciplinary records
- Occupational Health and Safety documentation
- Training schedules and material
- Personnel files (such as CVs, KPIs, payslips, IRP5s, etc.)

5.4 Legal

- Complaints, pleading, briefs and other documentation pertaining to any actual, pending or threatened litigation, arbitration or investigation
- Contracts
- Operational licenses, permits and authorisations;

5.5 Other records (Company related records)

- Learner records
- Marketing records
- Insurance records
- Operational records
- Databases
- Information Technology
- Internal correspondence
- Supplier records

6. **Procedure For Requesting Access To A Record In Paragraph 5**

- 6.1 Should a requester wish to request access to a record of any of the above categories of information, the requester must use the form prescribed in terms of PAIA to request access to the record.

- 6.2 A request must be made to the Information Officer via the Company's Contact Details set forth in paragraph 3 of this manual, and the requestor must complete the prescribed form, enclosed herewith as Annexure A and submit same.
- 6.3 The requester must provide sufficient detail on the request form to enable the Company to identify the record and the requester. The requester should also indicate which form of access is required. The requester should also indicate if any other manner is to be used to inform the requester and state the necessary particulars to be so informed.
- 6.4 The requester must identify the right that is sought to be exercised or to be protected and provide an explanation of why the requested record is required for the exercise or protection of that right.
- 6.5 If a request is made on behalf of another person, the requester must submit proof of the capacity in which the requester is making the request to the satisfaction of the Company.

7. **Fees For Requesting Access To A Record In Paragraph 5**

- 7.1 A requester who seeks access to a record containing personal information about that requester is not required to pay the request fee. Every other requester must pay the prescribed request fee before the Company processes the request. The schedule of fees payable is enclosed herewith in Annexure B.
- 7.2 After the Information Officer of the Company has made a decision in respect of the request, the requester will be notified in the prescribed form, enclosed herewith in Annexure C.
- 7.3 If the request is granted, an additional fee, as prescribed in terms of PAIA, must be paid for the search, reproduction and compilation of the information which has been requested, including copying charges and charges for any time that has exceeded the hours prescribed to search for, reproduce and compile the record for disclosure.

8. **Records Available In Terms Of Other Legislation**

Where applicable to the Company's business and operations, information is also available in terms of certain provisions of applicable legislation, which include but are not limited to:

- Basic Conditions of Employment Act 75 of 1997
- Broad-Based Black Economic Empowerment Act 53 of 2003
- Companies Act 71 of 2008
- Compensation for Occupational Injuries and Health Diseases Act 130 of 1993
- Consumer Protection Act 68 of 2008

- Electronic Communication and Transactions Act 25 of 2002
- Employment Equity Act 55 of 1998
- Higher Education Act 101 of 1997
- Income Tax Act 58 of 1962
- Labour Relations Act 66 of 1995
- National Credit Act 34 of 2005
- Occupational Health and Safety Act 85 of 1993
- Pension Funds Act 24 of 1956
- Prevention and Combating of Corrupt Activities Act 12 of 2004
- Protection of Personal Information Act 4 of 2013
- Skills Development Act 97 of 1998
- Skills Development Levies Act 9 of 1999
- Unemployment Insurance Act 4 of 2002
- Value Added Tax Act 89 of 1991

9. **Availability Of This Manual**

9.1 This manual is available for inspection during office hours and free of charge at the offices of the Company at:

Registered Address: **8th Floor, Strauss Daly House, 41 Richefond Circle, Ridgeside Office Estate, Umhlanga, 4320**

Telephone: **+27 31 536 6650**

Email Address: **info@hotelschool.co.za**

9.2 A copy of this manual is also available on the Company's website at **<https://www.hotelschool.co.za>**.

FORM 2**REQUEST FOR ACCESS TO RECORD**

[Regulation 7]

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				
Full Names				
Identity Number				
Capacity in which request is made <i>(when made on behalf of another person)</i>				
Postal Address				
Street Address				
E-mail Address				
Contact Numbers	Tel. (B):		Facsimile:	
	Cellular:			

Full names of person on whose behalf request is made <i>(if applicable)</i> :			
Identity Number			
Postal Address			
Street Address			
E-mail Address			
Contact Numbers	Tel. (B)		Facsimile
	Cellular		
PARTICULARS OF RECORD REQUESTED			
<p><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></p>			
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 saved on cloud storage server	

MANNER OF ACCESS
(Mark the applicable box with an "X")

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

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 <i>(Please specify)</i>

Signed at _____ this _____ day of _____ 20 _____

Signature of Requester / person on whose behalf request is made

FOR OFFICIAL USE

<i>Reference number:</i>	
<i>Request received by: (State Rank, Name And Surname of Information Officer)</i>	
<i>Date received:</i>	
<i>Access fees:</i>	
<i>Deposit (if any):</i>	

Matthew Lambert

Information Officer

PAIA: PRESCRIBED FEES AS AT JANUARY 2026

FEES

All prices listed below are exclusive of value added tax as set out in the Value Added Tax Act, No. 89 of 1991.

SECTION 54(7) OF THE ACT

The request fee payable by a requester, other than a personal requester (i.e. a person seeking access to records that contain their personal information), is R140.00.

The fee for a copy of the manual is R2.00 for every photocopy of an A4-size page or part thereof.

(a)	For every photocopy of an A4-size page or part thereof	R2.00
(b)	For every printed copy of an A4-size page or part thereof held on a computer or in electronic or machine-readable form	R2.00
(c)	For a copy in a computer-readable form on compact disc	R40.00
(d)	(i) For a transcription of visual images, for an A4-size page or part thereof (ii) For a copy of visual images	Service to be outsourced. Will depend on quotation from service provider.
(e)	(i) For a transcription of an audio record, for an A6-size page or part thereof ii) For a copy of an audio record	R24.00 R30.00

(f)	To search for and prepare the record for disclosure, for each hour or part of an hour reasonably required for such search and preparation	R145.00 to not exceed R435.00
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FORM 3
OUTCOME OF REQUEST AND OF FEES PAYABLE

[Regulation 8] Note:

1. If your request is granted the—
 - (a) amount of the deposit, (if any), is payable before your request is processed; and
 - (b) requested record/portion of the record will only be released once proof of full payment is received.
2. Please use the reference number hereunder in all future correspondence.

Reference number: _____

TO: _____

Your request dated _____, refers.

1. You requested:

Personal inspection of information 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>) is free of charge. You are required to make an appointment for the inspection of the information and to bring this Form with you. If you then require any form of reproduction of the information, you will be liable for the fees prescribed in Annexure B.	
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OR

2. You requested:

Printed copies of the information (<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 information on flash drive (<i>including virtual images and soundtracks</i>)	
Copy of record saved on cloud storage server	

3. To be submitted:

Courier service to street address	
E-mail of information (<i>including soundtracks if possible</i>)	
Cloud share/file transfer	

Preferred language:
 (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)

Kindly note that your request has been:

Approved

Denied, for the following reasons:

4. Fees payable with regards to your request:

Item	Cost per A4-size page or part thereof/item	Number of pages/items	Total
Photocopy			
Printed copy			
For a copy in a computer-readable form on:			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			
• If provided to the requestor	R60.00		
For a transcription of visual images per A4-size page	Service to be outsourced. Will depend on the quotation of the service provider		
Copy of visual images			
Transcription of an audio record, per A4-size	R24.00		
Copy of an audio record			
(i) Flash drive	R40.00		
• To be provided by requestor			
(ii) Compact disc	R40.00		
• If provided by requestor			

• If provided to the requestor	R60. 00		
Postage, e-mail or any other electronic transfer:	Actual costs		
TOTAL:			

5. Deposit payable (if search exceeds six hours):

Yes

No

Hours of search		Amount of deposit <i>(calculated on one third of total amount per request)</i>	
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The amount must be paid into the following Bank account:

Name of Bank: **Standard Bank**

Name of account holder: **The International Hotel School Pty Ltd**

Type of account: **Business Current**

Account number: **331727242**

Branch Code: **040026**

Reference Nr: **Reference number as stipulated on Annexure C**

Submit proof of payment to: **info@hotelschool.co.za**

Signed at _____ this _____ day of _____ 20 _____

Matthew Lambert
Information Officer