



Information Manual of the North-West University

Reference number	1.1.4
Accountable executive manager	Registrar

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Information Manual of the North-West University

(as required in terms of section 14 of the promotion of access to Act, 2 of 2000. The manual addresses the requirement of the Protection of Personal Information Act, 4 of 2013).

1 List of acronyms and abbreviations

"CEO"	Chief Executive Officer
"DIO"	Deputy Information Officer
"IO"	Information Officer
"Minister"	Minister of Justice and Correctional Services
"NWU"	North-West University
"PAIA"	Promotion of Access to Information Act No. 2 of 2000 (as amended)
"POPIA"	Protection of Personal Information Act No. 4 of 2013
"Regulator"	Information Regulator
"UMC"	University Management Committee

2 Purpose of the Information Manual

This PAIA Manual is useful for the public to –

- 2.1 check the nature of the records which may already be available at the NWU, without the need for submitting a formal PAIA request;
- 2.2 have an understanding of how to make a request for access to a record of the NWU;
- 2.3 access all the relevant contact details of the persons who will assist the public with the records they intend to access;
- 2.4 know all the remedies available from the NWU regarding request for access to the records, before approaching the Regulator of the Courts;
- 2.5 obtain a description of the services available to members of the public from the NWU, and how to gain access to those services;
- 2.6 provide a guide on how to use PAIA, as updated by the Regulator and how to obtain access to it;
- 2.7 understand that if the NWU processes the personal information of a person, such information will only be used for the specified purpose for which the information was provided to the NWU.
- 2.8 Understand what the categories of data subjects are and what information is available relating to each category of data subject;
- 2.9 know if the NWU has planned 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
- 2.10 know whether the NWU has appropriate security measures to ensure the confidentiality, integrity and availability of the personal information which is to be processed.

3 Establishment, structure and functions

The name of the university is the North-West University in English, Noordwes-Universiteit in Afrikaans and Yunibesity ya Bokone-Bophirima in Setswana. The seat of the university is Potchefstroom, with campuses at Mahikeng, Potchefstroom and Vanderbijlpark, and such other locations as may be determined by the Council and approved by the Minister.

The core business of the University is the provision of quality teaching, research and the implementation of expertise. A comprehensive list of qualifications and programmes is contained in the University's academic calendars. Alternatively, the services of the University can be viewed by visiting the NWU website at <http://www.nwu.ac.za>

The [Statute](#) of the North-West University describes the governance structures and other structures of the University in Chapter 2. The Statute was published in the Government Gazette Nr. 43288 on 8 May 2020 and describes the structure and functions of the University.

The Management structure of the NWU can be viewed at <https://www.nwu.ac.za/governance-and-management/management-structures>

The NWU Faculties and NWU Support Services can be viewed at <http://studies.nwu.ac.za/studies/faculty-fact-sheets> and <http://services.nwu.ac.za/> respectively.

4 Contact details of information officer and deputy information officers and contact details for general enquiries

Information Officer:

Name and Surname	Dr MB Tyobeka
Postal address	Private Bag X6001, Potchefstroom, 2520
Physical address	11 Hoffman Street, Building F1, Room 101 – 104, Potchefstroom
Phone	018 285 3002
E-mail	bismark.tyobeka@nwu.ac.za Personal assistant: feroza.brishmaer@nwu.ac.za Manager: nkosinathi.tom@nwu.ac.za

The following Deputy Information Officers have been appointed:

Registrar

Name and Surname	Prof M Verhoef
Postal address	Private Bag X6001, Potchefstroom, 2520
Physical address	11 Hoffman Street, Building F1, Room 112, Potchefstroom
Phone	018 299 2612
E-mail	marlene.verhoef@nwu.ac.za Personal assistant: judy.heyman@nwu.ac.za

Deputy Vice-Chancellor: Research and Innovation

Name and Surname	Prof J Mphahlele
Postal address	Private Bag X6001, Potchefstroom, 2520
Physical address	53 Borchard Street, Building C1, Room 117, Potchefstroom
Phone	018 299 4927
E-mail	jeffrey.mphahlele@nwu.ac.za Personal assistant: innocentia.ngcephe@nwu.ac.za

Risk and Compliance Coordinator

Name and Surname	Ms C Heynes
Postal address	Private Bag X6001, Potchefstroom, 2520
Physical address	53 Borchard Street, Building C12, Potchefstroom
Phone	018 285 2771
E-mail	celeste.heyne@nwu.ac.za

Senior Records Officer

Name and Surname	Mr E Swanepoel
Postal address	Private Bag X6001, Potchefstroom, 2520
Physical address	11 Hoffman Street, Building E7C, Room 245, Potchefstroom
Phone	018 285 2553
E-mail	eric.swanepoel@nwu.ac.za

5 The Information Regulator Guide

The Information Regulator has published a guide in terms of section 10 of PAIA. The guide is available in each official language and intends to assist you in the exercising of your rights to access information. This guide can be obtained from the Information Regulator:

- JD House, 27 Siemens Street, Braamfontein, Johannesburg or
- On the information regulator webpage at: <https://www.justice.gov.za/infoereg/index.html>

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.

The aforesaid Guide contains the description of

- the objects of PAIA and POPIA;
- the postal and street address, phone and fax number and, if available, electronic mail address of the Information Officer of every public body, and every Deputy Information Officer of every public and private body in terms of section 17 (1) of PAIA¹ and section 56 of POPIA²;
- the manner and form of a request for-
- access to a record of a public body contemplated in section 11³; and
- access to a record of a private body contemplated in section 50⁴;
- the assistance available from the Information Officer of a public body in terms of PAIA and POPIA;
- the assistance available from the Regulator in terms of PAIA and POPIA;
- All remedies in law available regarding an act or failure to act in respect of a right or duty conferred or imposed by PAIA or POPIA, Including the manner of lodging –
 - an internal appeal;
 - a Complaint to the Regulator; and

¹ Section 17(1) of PAIA – For the purpose 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.

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.

- an application with a court against the decision by the information officer of a public body, a decision on internal appeal or a decision by the Regulator or decision of the head of a private body;
- 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;
- the provisions of sections 15⁷ and 52⁸ Providing for the voluntary disclosure of categories of records by a public body and private body, respectively;
- the notice is issued in terms of sections 22⁹ and 54¹⁰ regarding fees to be paid in relation to requests for access; and
- the regulations made in terms of section 92¹¹.

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 –

- upon request to the Information Officer;
- from the website of the Regulator (<https://www.justice.gov.za/infoereg/>)

6 Availability and updating of the NWU Information Manual

This manual is available in English, Afrikaans and Setswana on the NWU's website and our offices during office hours. The NWU will provide a copy of this manual free of charge.

The manual sets out and provide information as described in paragraph 2 above.

The NWU will, if necessary, update and publish this manual annually.

7 Description of the subjects on which this institution holds records and categories of records held on each subject

7.1 Categories of records held by the NWU that may be requested in terms of PAIA but may be subject to privacy constraints and disposal instructions

The NWU [Records Management Policy](#) as well as the NWU File plan and disposal schedule (full document available on request from the Senior Records Officer) provide an indication of the records the NWU keep and the manner in which they are managed.

Please note that not all records listed in the NWU File plan and disposal schedule will necessarily be made available on demand, seeing that certain records are fully or partially confidential and your request for access thereto is subject to the right you are protecting or exercising, as well as the internal disposal procedures followed by the NWU.

Please also note that the NWU complies with the Protection of Personal Information Act, 4 of 2013, and will under no circumstances divulge the personal information of individuals we have dealings with and who have entrusted us with their personal information for the purposes as specified by themselves or which can reasonably be inferred from the context in which they have provided the information.

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

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 the public body, must make available in the prescribed manner and 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 the 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 the 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.”

Please note that all records that have exceeded their retention period And which have a D instruction in the file plan, are destroyed and recorded in the NWU destruction register. Your right of access to the information is legitimately limited/restricted by the NWU File plan and disposal schedule.

Please contact the senior records officer of the University if you require more information.

Herewith the list of main series and subseries on which the NWU holds records.

LIST OF MAIN SERIES AND SUB SERIES

B. BIOGRAPHICAL INFORMATION

B	Biographical Information
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1. GOVERNANCE

Ref #	Description
1.1	Legislation related administrative processes
1.2	NWU Statute
1.3	Governance structures as per NWU Statute
1.4	Statutory appointments
1.5	Legislative prescribed committees
1.6	NWU Statutory reporting
1.7	Government departments
1.8	Statutory bodies
1.9	International Associations
1.10	National Associations
1.11	Professional Bodies
1.12	Companies/Consortia
1.13	Higher Education Landscape
1.14	Education Institutions
1.15	Religious Organisations
1.16	Information Governance

2. MANAGEMENT

Ref #	Description
2.1	Strategic Planning and Reporting
2.2	Management Structures
2.3	Quality Management
2.4	Legal Matters
2.5	Language Management
2.6	Management Information
2.7	Transformation Management

Ref #	Description
2.7	Transformation Management
2.8	Internationalisation
2.9	Internal Audit
2.10	Project Management
2.11	Records Management
2.12	Archive Management
2.13	Library Management
2.14	Mail Management
2.15	Almanacs/Timetables
2.16	Ceremonies
2.17	Special management awards
2.18	HIV/AIDS Management
2.19	Operational Management
2.20	Museum and special collections management
2.21	Image and digital Curation
2.22	Health care management
2.23	Customer Services Management
2.24	Graphic design services

3. HUMAN RESOURCES

Ref #	Description
3.1	Recruitment and Selection
3.2	Appointment and transfers
3.3	Termination of Service
3.4	Personal Development and Training
3.5	Performance Management
3.6	Promotion of Academic Staff
3.7	Leave issues
3.8	Remuneration Administration
3.9	Skills Development
3.10	Mentorships and Coaching
3.11	Talent Management
3.12	Organisational Development
3.13	Labour Relations
3.14	Employment Equity
3.15	Disability Management
3.16	Employee benefits management
3.17	Remuneration management

Ref #	Description
3.18	Systems administration
3.19	Statistics
3.20	Employee Health and Wellness
3.21	Employee assessment
3.22	CV Management

4. FINANCE

Ref #	Description
4.1	Income Management
4.2	Expenditure Management
4.3	Asset Management
4.4	Insurance Management
4.5	Investment and Cash flow Management
4.6	Reporting
4.7	System administration
4.8	Financial system management
4.9	Budget management and assistance
4.10	Bursaries administration
4.11	Varsité vending system administration and management

5. FACILITIES

Ref #	Description
5.1	Physical Infrastructure management
5.2	Facilities management
5.3	Maintenance Management
5.4	Fleet management
5.5	Energy Management
5.6	Residence Management
5.7	Catering Management
5.8	Information technology management

6. BRANDING, MARKETING AND COMMUNICATION

Ref #	Description
6.1	Brand Management
6.2	Communication
6.3	Fundraising
6.4	Stakeholder Relations
6.5	Alumni Relations

Ref #	Description
6.6	Student Recruitment management
6.7	Institutional Advancement

7. STUDENT ADMINISTRATION, SYSTEMS AND AFFAIRS

Ref #	Description
7.1	Student Academic Lifecycle administration
7.1.1	Student admissions
7.1.2	Student Registrations
7.1.3	Class attendance administration
7.1.4	Termination of studies
7.1.5	Student Requests
7.1.6	Academic Record and certificate of Conduct
7.1.7	Class test/assignment administration
7.1.8	Participation marks statement
7.1.9	Examination administration
7.1.10	Results administration
7.1.11	Administration of postgraduate studies
7.1.12	Graduation
7.2	Student administrative systems management
7.3	Student affairs management
7.3.1	Student management
7.3.2	Student training
7.3.3	Student counselling and development
7.3.4	Student wellness
7.3.5	Sport Management
7.3.6	Culture Management
7.3.7	NWU graduate career management
7.3.8	Student discipline administration

8. TEACHING-LEARNING

Ref #	Description
8.1	Programme management
8.2	Short course management
8.3	Academic staff development
8.4	Student academic development
8.5	Undergraduate student throughput
8.6	Teaching-learning projects

9. RESEARCH AND POSTGRADUATE EDUCATION

Ref #	Description
9.1	Implementation of the research strategy
9.2	Research funding administration
9.3	Research capacity development
9.4	Postgraduate studies management

10. IMPLEMENTATION OF EXPERTISE

Ref #	Description
10.1	Subsidised developmental engagement
10.2	Technology Transfer and Commercialisation
10.3	Developmental activities with focus on recruitment of students
10.4	Community Engagement
10.5	Provision of Professional Expertise
10.6	Specialised innovation activities
10.7	High Performance Institute of Sport Activities

7.2 Automatically available or voluntarily disclosed records

All information/records published on the internet at <https://www.nwu.ac.za> are available without a person having to request access through a PAIA request. These include (but are not limited to) –

1. Report including the Integrated Annual Report and annual financial statements.
2. Newsletters and media statements.
3. Student rules and academic yearbooks.
4. Information about the NWU.

[Guiding documents](#) can also be found on the NWU webpage.

7.3 Categories of records available without a person having to request access thereto (section 15)

No notice has been published to date by the Regulator in terms of regulations.

8 Policy formulation and decision-making

Policy is determined by the NWU Council. The University's decision-making process involve wide consultation. and staff and students participate in formulating policies and making decisions at the university as regulated by the Higher Education Act 101 of 1997, as amended, the NWU Statute and internal procedures agreed upon from time to time with the relevant representative bodies. The NWU also has a Council approved [Policy on the Generation and Approval of Rules, Policies and Procedures](#).

Interested parties may submit comments and suggestions in writing to the Registrar (see paragraph 4 above).

9 Protection of personal information

Personal information is any information relating to an identifiable, living individual or an identifiable, existing juristic person. The NWU collects and uses personal information to provide our products and services, and to manage the institution.

The NWU Council has adopted a [Personal Information Privacy Policy](#).

The University Management Committee also approved a [NWU Privacy Statement](#) which provides an overview of the NWU commitment to the protection of personal information of stakeholders and how we use personal

information. This privacy statement provides more information on cross-border flows of information and information security measures.

The NWU has a dedicated POPIA Task Team consisting of the Registrar, Director: Corporate and Information Governance Services, Senior Legal Advisor, Head Records, Archives and Museums and Senior Records Officer. This task team has undertaken privacy impact assessments (PIAs) and these PIAs contain all the relevant information per faculty/support department regarding the specific categories of data subjects, categories of information collected and used and purpose for which the information is collected and used.

Furthermore, the NWU has an Information Management Committee (reporting to the University Management – “UMC”) that has the function to advise the UMC on “the measures relevant to the protection of privacy of information, and safeguards in regard to information security.”

The [NWU's Information Strategy and Framework for Information Governance](#) in paragraph 3.11 states that the NWU recognises the need for ongoing management of information that to ensure that it results in the protection of personal information.

Individuals can enquire about their personal information kept by the NWU by completing the [POPI enquiry form](#).

Please also read the [infographic](#) for more information.

10 Process for requesting access

10.1 How to request access to records of the NWU

Requests in terms of the Promotion of Access to Information Act should be submitted via the online portal available at the following webpage:

<https://www.nwu.ac.za/access-to-information-act>

If you cannot write or read, or are disabled, and verbally request a record, the general PAIA enquiry staff will assist in completing Form 2 on your behalf and provide you with a copy.

A request that does not comply with the formalities in this manual will be sent back to you with advice on the steps to take to comply with the formalities. When making a request on behalf of someone else, reasonable proof of authority must be submitted.

Proof of identity must be provided before any request will be processed.

10.2 Outcome of the request and fees payable

In accordance with the POPI Act, the NWU will grant or decline your request within 30 days of receipt. You will be notified of the outcome of the decision and reasons will be provided for accepting or refusing the request.

The NWU does not require that fees are paid for access to information.

If the NWU does not provide a decision on a request for access to information within the time period stipulated above, it means that your request has been refused in terms of section 27 of PAIA.

10.3 Reasons for refusing a request to access information

If the record does not exist, the NWU will inform the requestor. If there are records that cannot be found despite a reasonable and diligent search, the NWU will notify you with an affidavit explaining the measures that have been taken to locate the record. If, after having issued the affidavit, the NWU locates the record, access to the record will be granted unless the processing of records will result in a substantial and unreasonable diversion of resources, or unless the request is clearly frivolous or vexatious, or unless one of the ground for refusal of access to a record as set in PAIA is applied.

For further grounds for refusal to access to records, please refer to Chapter 4 of part 2 of PAIA.

10.4 Dissatisfaction with decision

The requestor may appeal or complain about any of the following:

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

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

- A member of the public may lodge a complaint writing <https://www.nwu.ac.za/access-to-information-act>

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

- complain about our decision to the Information Regulator; and
- apply to court after following the appeal process.

The requestor may appeal or complain about any of the following:

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

The requestor may lodge an internal appeal complaint against a decision as follows:

- by completing Form 4 at <https://www.nwu.ac.za/access-to-information-act>
- if the NWU has failed to respond or if notice to a third party is required within 60 days of making your request; or
- within 30 days after the NWU's decision was communicated to you; or
- within 30 days after the decision was taken if notice to you is not required;
- you must identify the subject of the appeal and state the reasons for the appeal, and you may include any other relevant information;
- you must specify a postal address, fax number, or e-mail address for the return of the decision.

Complain to the Information Regulator

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

- to refuse your request for access;
- regarding the access fee charged;
- to extend the 30 days for responding to your request; or
- the way in which access is granted.
- You can only apply to a court after you have exhausted the complaints procedure to the Information Regulator.
- You must apply to a court within 180 days.

11 Other information

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

Contact details of which are given in paragraph 4 above.

Alternatively visit the University's website at <https://www.nwu.ac.za/access-to-information-act>

The version of the manual is dated 13 October 2021.

Updates

First published	6 July 2004
First update	21 June 2006
Second update	13 February 2007
Third update	14 February 2008
Fourth update	8 December 2008
Fifth update	30 November 2009
Sixth update	27 January 2011
Seventh update	3 March 2012
Eighth update	28 January 2013
Ninth update	24 January 2014
Tenth update	28 July 2014
Eleventh update	30 April 2015
Twelfth update	30 March 2016
Thirteenth update	12 April 2017
Fourteenth update	13 July 2018
Fifteenth update	1 April 2020
Sixteenth update	6 April 2020
Seventeenth update	21 April 2021
Eighteenth update	20 September 2021
Nineteenth update	13 October 2021
Twentieth update	1 October 2022

Original details: (11664754) P:\1. Governance\Information Manual of the North-West University.docm
13 July 2022

File reference: 1Pr_1.1.4_2021