

General Administration Policy

a. Purpose

The purpose of this document is to describe the policy regarding administrative management of records, information and security within the organization.

b. Scope

The scope of this policy covers policy and procedures with regard to record keeping and security issues within the organization.

c. References

South African Qualification Authority's Criteria and Guidelines for Providers, 2001.

d. Definition

None

e. Policy-General Administration Policy

Record keeping

Learner Records are essential and most sensitive documentation that require proper keeping and management. The organization will keep the following types of records.

- Learner demographic data
- Assessment and moderation records
- Disciplinary records; and
- Grievance records

KHANIMBA TRAINING AND RESOURCES CENTRE learner records will contain the following information:

- Learner full names and a surnames
- Identity number of learner
- Unique learner number
- Contact details
- Demographic information (age, race, gender, geographic location, occupation-if applicable)
- Education and Training background and Experience (Prior qualification, RPL, learning skills, language skills and preference)
- Special learning needs

Board of Directors

- Additional learning needs
- Resource factors
- Programmes which the learner is registered
- Performance during the programme
- Achievement during and at the end of the programme (assessments results)

This will enable accurate learner information on national learning profiles. Knowledge of learners and their needs is essentially what drives the purpose and policies of the organization. Information on learner profiles will be used to design learning programme, modules within learning programme, materials, learner support systems and services.

Learner information will be updated in a formal and regular basis to allow a learner centered approach to learning provision and learner assessment.

Learner Confidentiality

The objective of confidentiality on learner information is basically intended to ensure the maintenance of confidential information concerning an individual learner enrolled with the organization.

No employee shall furnish any information whatsoever that is deemed to be of confidential nature by the managing Member or her delegate, unless duly authorized to do so by the Managing Member or her delegate. When an employee leaves service of the organization for any reason whatsoever, such former employee shall require adhering to the provisions of this policy.

An employee may not utilize or disclose any information of, or concerning, the learner without the prior approval of the Managing Member.

The disclosure of any information which may create expectations amongst learners should be avoided in view of the potentially damaging effects thereof.

Security and backup

All records will be kept in a safe, locked facility with controlled access to such records. The Managing Director will formally delegate a person in her capacity to administer records of learner information:

- Hard copy storage in a lock-up facility with controlled access to information;
- Learner data will also be stored in the appointed Administrator's computer hard drive with coded controlled access
- An external hard drive will be used to store learner data which will be kept off-site to ensure that there is back-up data in cases of disasters

Disposal of records

Records will be kept as follows

- Learner portfolio of evidence: 20 working days after completion of moderation or in some cases they will be kept longer until verification from SETA's ETDQA personnel has taken place,
- Moderated Portfolios of evidence: 6 months after moderation,
- Assessor records and reports: 5 years
- Moderator records and report: 5 years
- Learner data: 10 years
- Other learner records e.g. disciplinary, grievance): 6 months

All these records will be disposed after expiry of the storage period.

Procedure

Should an employee require elucidating any information concerning learner information or learner activities, prior approval must be obtained from the Managing Member.

Documents and data can only be disposed with prior approval from the Managing Member.

Signed at: _____ on this ____ day of _____ 2025

Management signature
signature

Board of Directors' representative