



**Government of Ghana**

**RIGHT TO INFORMATION MANUAL**

**GHANA TERTIARY EDUCATION  
COMMISSION (GTEC)**

**APRIL, 2023**

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## **1.0 INTRODUCTION**

### **1.1 Background to Manual**

The Right to Information Act, 2019 (Act 989) mandates every public institution to compile an RTI manual each year. The Ghana Tertiary Education Commission has compiled an RTI manual that provides information on the Commission in line with the law.

This manual provides guidance to the public on what information to request from the Commission and the procedure to follow when requesting for information.

#### **The checklist of what the manual contains is below:**

- A list of the departments under the institution.
- An organogram and functions of the institution and details of the activities of the various divisions or units.
- The classes of information that the institution prepares, has custody of or are under its control.
- The name, address and contact details of the information officer as well as the information including telephone number(s), email, fax and postal address.
- The arrangements and procedures for amending personal records in the institution.

### **2.0 Directorates and Departments Under GTEC**

- Accreditation Directorate
- Policy and Planning Directorate
- Quality Assurance and Compliance Directorate
- Finance Directorate
- Corporate Affairs Directorate
- Administration Directorate

### **2.1 Departments Under GTEC**

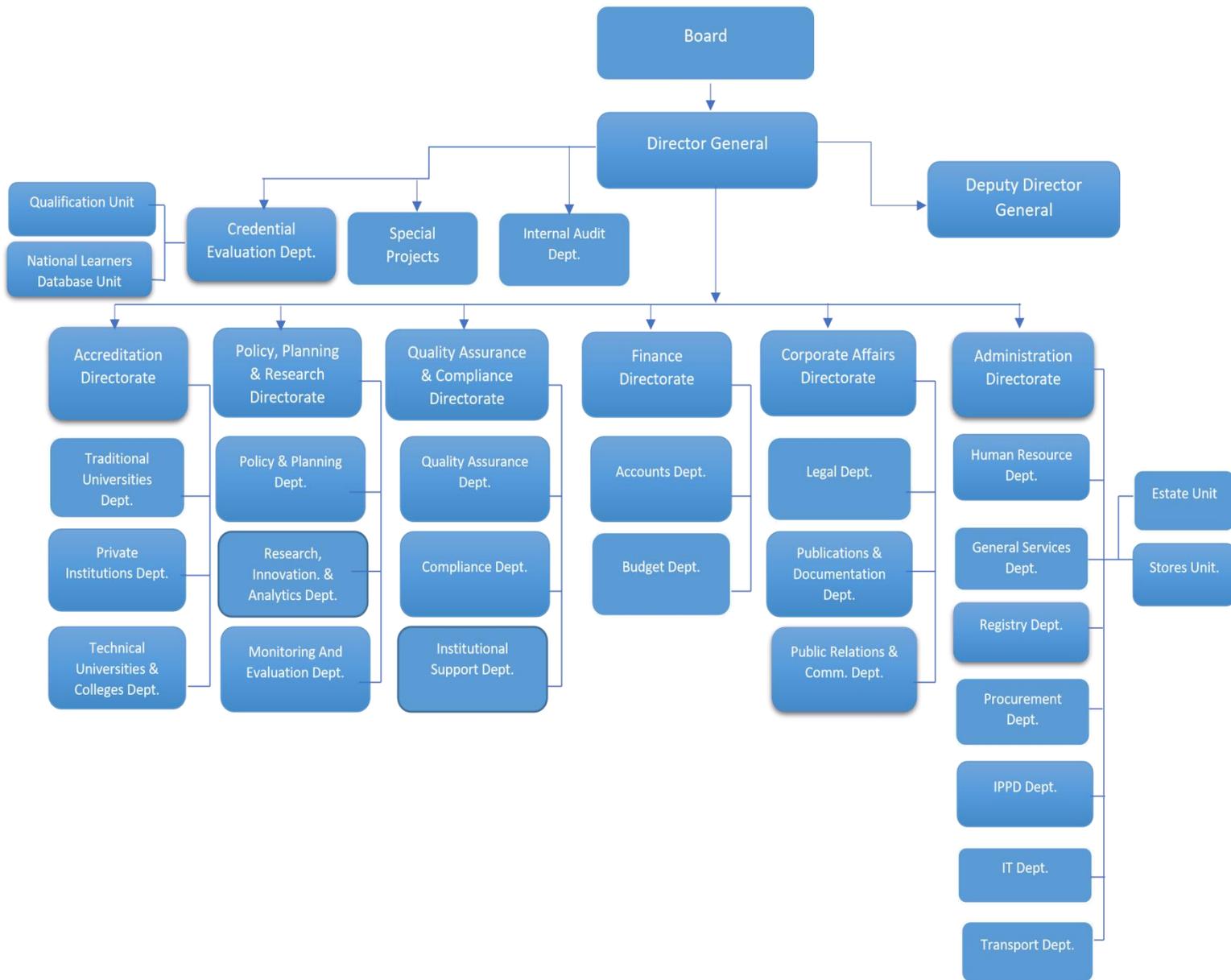
- Credential Evaluation Department
- Special Projects
- Internal Audit Department
- Traditional Universities Department
- Private Institutions Department
- Technical Universities & Colleges Department
- Policy & Planning Department

- Research, Innovation & Analytics Department
- Monitoring and Evaluation Department
- Quality Assurance Department
- Compliance Department
- Institutional Support Department
- Accounts Department
- Budget Department
- Legal Department
- Publications & Documentation Department
- Public Relation Department
- Human Resource Department
- General Services Department
- Registry Department
- Procurement Department
- IPPD Department
- IT/MIS Department
- Transport Department

## **2.2 Units Under GTEC**

- Qualification Unit
- National Learners Database Unit
- Estate Unit
- Stores Unit

### 3.0 GHANA TERTIARY EDUCATION COMMISSION'S ORGANOGRAM



## 4.0 Functions of The Commission

The Commission shall perform the following functions:

- a. general;
- b. advisory;
- c. coordinating;
- d. regulatory;
- e. accreditation; and
- f. any other function necessary for the attainment of the objects of the Commission.

### a. General Functions of the Commission;

- i. Ensure that tertiary education institutions apply the highest quality standards and relevance of teaching, learning and research programmes and outcomes;
- ii. Promote equitable and inclusive access to all tertiary education programmes and services;
- iii. Promote transparent governance and best practices, including reporting and checks and balances to ensure full accountability;
- iv. Promote a culture of independent, lifelong learning and of scientific and technological inquiry among staff, students and the wider society;
- v. Promote affirmative action for persons with disabilities and other marginalized and disadvantaged groups;
- vi. Promote non-discrimination policies and practices.

### b. Advisory Functions of the Commission;

- i. Advise the Minister on the establishment and development of tertiary education institutions in the country;
- ii. Provide advice and guidance on the general direction of development, orientation and mission of public and private tertiary education institutions in line with national development goals and objectives and having regard to an optimally diversified and differentiated tertiary education system;
- iii. Enquire into the financial needs of public tertiary education institutions and advise the Minister accordingly;
- iv. Recommend to the Minister for the purposes of the preparation of the annual national education budget;
- v. Advise public tertiary education institution on the appropriate measures to generate fund and the application for both local and foreign assistance;
- vi. Advise on funding and support for needy students;
- vii. Advise the President through the Minister, on the approval and grant of a charter to public and private tertiary education institutions in the country;
- viii. Advise the government on the structure of tertiary education system.

**c. Coordinating Functions of the Commission;**

- i. Act as an agency for channeling external assistance and funding to public tertiary education institutions;
- ii. Collate, analyze and publish information on tertiary education in the country;
- iii. Co-ordinate the planning of the tertiary education system in line with manpower needs and national development goals;
- iv. Create a platform for regular interaction between industry and academia; provide a hub for mutually beneficial interaction and the articulation of national interest within the tertiary education system.

**d. Regulatory Functions of the Commission;**

- i. ensures the implementation of approved regulations and national standards and norms with respect to tertiary education institutions;
- ii. approve the establishment of tertiary education institutions;
- iii. regulate the structure of tertiary education in the country;
- iv. develop policies and regulations to advance the conduct of research and innovation in public tertiary education institutions;
- v. develop norms for the allocation of grants to drive tertiary education policy based on national development priorities;
- vi. undertake or cause to be undertaken, periodic or ad-hoc visitations, regular inspections, monitoring and evaluation of tertiary education institutions to ensure compliance with the provisions of this Act or Regulations made under this Act;
- vii. set-up and operate a tertiary education institution information management system to enable real-time access to decision support data of all tertiary education institutions;
- viii. develop and implement policy on criteria or requirements for admission to tertiary education institutions in the country;
- ix. receive annual reports from tertiary education institutions three months after the end of each academic year;
- x. approve the establishment of new academic units in tertiary education institutions being mindful of cost effectiveness and alignment with institutional mission and mandates and national development objectives;
- xi. establish links with relevant national and international stakeholders necessary for the attainment of the objects of the Commission;
- xii. verify the authenticity of all certificates, diplomas and degrees upon request; and
- xiii. make recommendations to the Minister to ensure discipline in tertiary education institutions.

**e. Accreditation Functions of the Commission;**

- i. The Commission is responsible for the accreditation of both public and private tertiary education institutions, and programmes of these tertiary education institutions.
- ii. the Commission for Technical and Vocational Education accredit technical and vocational education and training programmes and institutions at the tertiary level; and
- iii. the relevant regulatory bodies, accredit professional programmes and institutions at the tertiary level;
- iv. in collaboration with the relevant regulatory bodies and relevant institutions, develop and implement a National Qualification Framework and National Learners' Qualification Framework at the tertiary level;
- v. assess the performance of tertiary education institutions in respect of teaching, learning, research and any other verifiable parameter;
- vi. examine, monitor and evaluate quality assurance and quality improvement of structures, processes and procedures of tertiary education institutions;
- vii. recognize and determine equivalencies of degrees, diplomas and certificates conferred or awarded by foreign universities and institutions in accordance with the standards and guidelines set by the Commission;
- viii. publish, as the Commission considers appropriate, the list of accredited public and private tertiary education institutions and programmes at the beginning of each academic year; and
- ix. provide a framework for ranking and rank tertiary education institutions on quality and performance on an annual basis based on indicators developed by the Commission.

## **5.0 ACTIVITIES OF DIRECTORATES AND DEPARTMENTS UNDER THE COMMISSION**

### **5.1 Accreditation Directorate**

The functions of the Accreditation Directorate among others are to process applications submitted by tertiary institutions for the grant of accreditation. The applications received from the institutions usually leads to the grant of one of the following: Institutional Authorization, Institutional Registration, Institutional Accreditation, Programme Accreditation, Presidential Charter and the 5-year cyclical review of chartered institutions. It is also responsible for determining the appropriateness of programmes offered by accredited institutions. This Directorate performs its roles with support from the Institutional Visits and the Accreditation Review Committees of the Board. The followings are the Departments under the Accreditation Directorate:

- i. Traditional Universities Department
- ii. Private Institutions Department
- iii. Technical Universities & Colleges Department

### **5.2 Policy, Planning & Research Directorate**

This Directorate caters to the development of policies, plans, programmes, and budget of all activities of the Commission. The Policy Planning and Research Directorate, also coordinate the development of regulations to foster the effective oversight of tertiary education, monitor, evaluate and assure the compliance of the commission's recommendation, and programmes, and to coordinate multilateral organization's programmes/ projects, through research and data management. The Departments under this Directorate are as follows:

- i. Policy and Planning Department
- ii. Research, Innovation & Analytics Department
- iii. Monitoring and Evaluation Department

### **5.3 Quality Assurance & Compliance Directorate**

The Quality Assurance & Compliance Directorate is responsible for Academic Audits, Post Accreditation monitoring and evaluation and, the development of instruments used for the assessment of institutions. The followings are the Departments under the Directorate:

- i. Quality Assurance Department
- ii. Compliance Department
- iii. Institutional Support Department

### **5.4 Finance Directorate**

The Finance Directorate is responsible for the management of the finances of the Board and initiates actions to mobilize financial resources to support the Board's operations. The

Directorate ensures appropriate financial controls are instituted to comply with statutory requirements and judicious use of financial resources. The Departments under the Finance Directorate includes:

- i. Accounts Department
- ii. Budget Department

## 5.5 Corporate Affairs Directorate

The Corporate Affairs Directorate is responsible for Corporate Communications, Public Relations, Legal affairs, the Information Resource Centre, Publications and Documentation.

- i. **Communication and Public Relations Department:** This Department oversees the planning and implementation of public education programmes and initiatives in line with organizational strategy. It acts as a liaison between GTEC and the Public by providing information on GTEC's mandate and on issues of Accreditation and Quality Assurance. This function also facilitates the creation of awareness of GTEC's activities as well as the promotion of a favorable image.

It is responsible for the development and implementation of media strategy; identifying opportunities for pro-active coverage of public activities undertaken by the Commission.

Also, this Department assist in communicating policy and other relevant information to stakeholders and the general public through appropriate communicating channels.

- ii. **Publications and Documentation Department:** This Department ensures the timely publication of various reports of the Commission such as annual statistical summaries, budget reports, policy documentation among others. It also publishes research articles from the various Tertiary Education Institutions. The Department is responsible for proper storage of documents, accessioning, classification and shelving of reports, journals and books on higher education at the Commission. The Department has an Information Centre which is responsible for the digitization of relevant documents for the Commission. This Centre sources digital journals for storage and retrieval purposes for research and reference.

- iii. **Legal Department:**

The Legal Department maintains the corporate governance standards mandated by the law. It ensures that the Commission complies and handles all relevant laws and salvage the Commission from humiliation of facing punishment for non-compliance with violation of laws. Also, the Legal Department of the Commission liaises with the Attorney General's Department and assists in pursuing court cases involving the Commission and the Public Tertiary Education Institutions.

## 5.6 Administration Directorate

The Administration Directorate is responsible for the development of policies and procedures for the effective functioning of the Secretariat of the Board. It ensures the availability of adequate resources, both human and material, for the smooth running of the Board's

operations. The main functions of the Administration Directorate are, General Services, Transport Management, Human Resource Management, Registry, Procurement, Stores, and Front Desk Management. The General Services section comprises Estate, Stores, Registry and Front Desk.

- i. **Human Resource Department:** This Department initiates strategies and facilitates the career development of staff of the Commission. It also ensures the promotion of staff based on the Commissions approved requirements.
- ii. **Registry Department:** It ensures that documents and information are properly stored to ensure confidentiality and easy accessibility.
- iii. **IT/MIS Department:** This Department provides Information Communication Technology (ICT) support to all Directorates/Departments of the Commission. This includes data management, web management, software design and management, automation management, ICT equipment installation and provision of technical backstopping to all staff on ICT matters.
- iv. **Estate Unit:** This Unit provides advice on estate management issues and ensures that repairs and works on facilities and equipment are properly carried out in the Commission.
- v. **Stores Unit:** It ensures the proper storage of all goods procured and ensures that stocks are replaced on time at the Commission.
- vi. **Procurement & Stores Unit:** This Unit is responsible for managing the procurement services and providing technical support on procurement processes for the Commission.
- vii. **Transport Unit:** This Unit is responsible for the proper management and provision of an efficient transport system for the Commission.

## 5.7 Credential and Evaluation Department

This Department is mandated to, among other functions, determine the equivalences of Diplomas, Certificates and other qualifications awarded by tertiary institutions in Ghana and elsewhere. The Commission receives applications from individuals, organizations and institutions across various countries for evaluation of certificates, diplomas and other credentials awarded locally and internationally. As part of the evaluation process, certificates/diplomas received are verified from the awarding bodies to establish their authenticity before the levels of equivalence/ comparability are established. The Units under this Department are:

- i. Qualification Unit
- ii. National Learners Database Unit

## **5.8 Special Project**

This Department supervises the Commission's unique projects during their lifecycles. The Department develop ideas, conducts research and ensure smooth completion of projects at the Commission.

## **5.9 Internal Audit Department**

The Internal Audit Department provides independent, objective assurance and consulting services design to add value and improve the Commission's operations. This Department assist the Commission to accomplish its objectives by bringing a systematic, disciplined approach to evaluate and improve the effectiveness of risk management, control, and the administrative processes at the Commission. It also advises management on how to better execute their responsibilities and duties.

## **6.0 LIST OF VARIOUS CLASSES OF INFORMATION IN THE CUSTODY OF THE INSTITUTION**

The following are the various types of information at the Ghana Tertiary Education Commission:

- ❖ Information on tertiary education institutions
- ❖ Accreditation of tertiary education institutions
- ❖ Accreditation of tertiary education programmes
- ❖ Evaluation of both local and foreign certificates
- ❖ Review of the qualifications, curriculum or syllabus of tertiary education institutions.
- ❖ Presidential charter information
- ❖ Administrative information

## 7.0 THE RIGHT TO INFORMATION ACT (ACT989)

Section 18 of the RTI Act, 2019 (Act 989) provides specific guidelines for application for access to information kept by a public institution. It is thus important that request for information be made in accordance with provisions under this section. The Information Officer or a designated officer is responsible for dealing with applications made to the Ghana Tertiary Education Commission. To request for information under the RTI Act from the Ghana Tertiary Education Commission, applicants are to follow these basic procedures:

### 7.1 The Application Process

- a. Application by any person or organization who seeks access to information in the custody of GTEC must be made in writing, using the standard RTI Application Form. (See Appendix A for the Standard RTI Application Form). A copy of the form can be downloaded or completed and submitted electronically on the Commission's official website or the Ministry of Information website.
- b. In making the request, the following information must be provided:
  - Date of the Application.
  - Name of the applicant or the person on whose behalf an application is being made.
  - Name of the organization represented by the applicant.
  - Available contact details of the applicant or address of the person/organization on whose behalf an application is being made (Telephone Number, Email, Postal Address, Fax).
  - Brief description of information being sought. (Applicant are to specify the class and type of information including cover dates).
  - Payment of relevant fee if applicable.
  - Signature/ thumbprint.
- c. Provision of identification:

The applicant must present at least one (1) of the following valid identification cards (IDs) to serve as proof of identity:

  - Driver's License.
  - Passport.
  - National ID.
  - Voter's ID.

The applicant should state the format of information being requested and the mode of transmission. Example (do you need certified true copy, normal photocopy or electronic copies. Would you want to receive it through a postal address, e-mail, courier services, fax etc.?)

- d. Where an applicant cannot write due to illiteracy or a disability, he/she may make the request orally. However, oral request must conform to the following guidelines;
- The Information Officer must reduce the oral request into writing and give a copy of the written request as recorded for the applicant to authenticate. (s. 18) (3).
  - The Information Officer shall clearly and correctly read and explain the written request to the understanding of the applicant.
  - A witness must endorse the face of the request with the writing; “the request was read to the applicant in the language the applicant understand and the applicant appeared to have understood the content of the request.”
  - The applicant must then make a thumbprint or mark on the request.

## 7.2 Processing the Application

- Applications would be treated on a priority basis. The Information Officer is responsible for handling requests to ensure that statutory deadlines are met.
- He/she reviews and identifies which part is exempted based on Section 5 to 16 of the RTI Act and determines which of the units in the institution have the records or is responsible for the subject matter of the request.
- Provision is made under section 20 for the transfer of an application within a period of not more than ten days of receipt where the public institution to which the application was initially made is unable to deal with the application. In such situations, applicants would be notified accordingly with the reasons and dates of transfer.
- For information readily available in official publications, the Information Officer shall direct the applicant to the institution having custody of that publication and notify the public institution of the request. (s.21).
- If a requested information is not readily accessible, the estimated time it will take to search for the information would be communicated to the applicant.

## 7.3 Response to Applicants

- a. The Information Officer is required under section 23 of the RTI Act to notify applicants within fourteen (14) days from the date of receipt. Applicant should however note that the time limit does not apply to applications transferred to another public institution or which has been refused due to failure to pay prescribed deposit or fee. (s.23) (6). The notice should state:
- Whether or not full access to the requested information will be granted or only a part can be given and the reason.
  - The format and mode of the access.
  - The expected publication or submission day of the information in the case of a deferred access.
  - The prescribed fee (s.24).

- b. The Information Officer can request an extension to the deadline if:
- Information requested is voluminous.
  - It is necessary to search through a large number of records.
  - The information has to be gathered from more than one source.
  - Consultation with someone outside the institution is required.
- c. The Information Officer would in such situations notify applicants of an extension as well as the period and reason for the extension. An extension should not be more than seven days.
- d. In giving applicants access to information, the applicant would be given the opportunity to inspect the information or receive a copy physically or any other form required such as electronic, magnetic, optical or otherwise, including a computer print-out, various computer storage devices and web portals.
- Where access cannot be given in the form specified by the applicant, access can be given in some other form. In such cases, the applicant shall be provided with a reason why access cannot be given in the specified form.

#### **7.4 Fees and Charges for Access to Information**

The Act Mandates Parliament in Section 75 to approve a fee that public institutions can charge. However, fees shall apply to only the three circumstances stated below:

- Request for information in a language other than the language which the information is held. (s.75) (3).
- When request is made for a written transcript of the information, the information officer may request a reasonable transcription cost. (s.75) (4).
- Cost of media conversion or reformatting. (s.75) (5).

Under Section 75 (2), fees are not payable for:

- reproduction of personal information
- information in the public interest
- information that should be provided within stipulated time under the Act
- an applicant who is poor or has a disability
- time spent by the information officer to examine and ensure the information is not exempt
- preparing the information

## 7.5 Approved Fee Charges

According to section 75(1) of the Right to Information Act, which states that an applicant seeking access to information under this Act shall pay the fee or charge approved by Parliament in accordance with the Fees and Charges (Miscellaneous Provisions) Act, 2009 (Act 793).

Below are the details of the approved fees to cover the cost associated with application for information:

REVENUE ITEM	APPROVED FEES AND CHARGES(GHC)
For every photocopy of an A4size page or part thereof	0.27
For every printed copy of an A4 size page or part thereof held on a computer or in electronic or machine-readable form	0.38
For a copy in a computer readable form on external storage device	0.29
For a transcription of visual images, for an A4 size page or part thereof	1.28
For a copy of visual images	3.50
For a transcript of an audio record, for an A4 size page or part thereof	0.70
For a copy of audio record	1.00

## 8.0 AMENDMENT OF PERSONAL RECORDS

A person given access to information contained in records of a public institution may apply for an amendment of the information if the information represents the personal records of that person and in the person's opinion, the information is incorrect, misleading, incomplete or out of date.

### 8.1 How to Apply for an Amendment

- a. The application should be in writing indicating;
- b.
  - Name and proof of identity.
  - Particulars that will enable the records of the public institution identify the applicant.
  - The incorrect, misleading, incomplete or the out-of-date information in the record.
  - Signature of the applicant.

- c. For incomplete information claimed or out of date records, the application should be accompanied with the relevant information which the applicant considers necessary to complete the records.
- d. The address to which a notice shall be sent should be indicated.
- e. The application can then be submitted at the office of the public institution.
- f. The applicant must submit to the office

## 9.0 APPENDIX A: STANDARD RTI REQUEST FORM

[Reference No.: .....]

# APPLICATION FOR ACCESS TO INFORMATION UNDER THE RIGHT TO INFORMATION ACT, 2019 (ACT

989)



1.	Name of Applicant:			
2.	Date:			
3.	Public Institution:			
4.	Date of Birth:	DD	MM	YYYY
5.	Type of Applicant:	Individual <input type="checkbox"/>	Organization/Institution	<input type="checkbox"/>
6.	Tax Identification Number			
7.	If Represented, Name of Person Being Represented:			
7 (a).	Capacity of Representative:			
8.	Type of Identification:	<input type="checkbox"/> National ID Card	<input type="checkbox"/> Passport	<input type="checkbox"/> Voter's ID
		Driver's <input type="checkbox"/> License		
8 (a).	Id. No.:			
9.	Description of the Information being sought (specify the type and class of information including cover dates. Kindly fill multiple applications for multiple requests):			
10.	Manner of Access:	<input type="checkbox"/> Inspection of Information		
		<input type="checkbox"/> Copy of Information		
		<input type="checkbox"/> Viewing / Listen		
		<input type="checkbox"/> Written Transcript		

		<input type="checkbox"/> Translated (specify language) <span style="border: 1px solid black; display: inline-block; width: 150px; height: 20px; vertical-align: middle;"></span>
10 (a).	Form of Access:	<input type="checkbox"/> Hard copy <input type="checkbox"/> Electronic copy <input type="checkbox"/> Braille
11.	Contact Details:	<input type="checkbox"/> Email Address _____ <input type="checkbox"/> Postal Address _____ <input type="checkbox"/> Tel: _____
12.	Applicant's signature/thumbprint:	
13.	Signature of Witness (where applicable) <i>"This request was read to the applicant in the language the applicant understands and the applicant appeared to have understood the content of the request."</i>	

**Name of Information/Designated Officer:**

PERFECT LINDA WORDE

**Telephone/Mobile number of Information Unit:**

0269730063 / 0307030248

**Email:**

info@gtec.edu.gh

**Postal Address of the institution:**

P. O BOX MB 28, ACCRA GHANA

## 10.0 APPENDIX B: GLOSSARY

This Glossary presents clear and concise definitions for terms used in this manual that may be unfamiliar to readers listed in alphabetical order. Definitions for terms are based on section 84 of the RTI Act.

Term	Definition
Access	Right to Information
Access to information	Right to obtain information from public institutions
Contact details	Information by which an applicant and an Information Officer may be contacted
Court	A court of competent jurisdiction
Designated officer	An officer designated for the purposes of the Act who perform similar role as the Information Officer
Exempt information	Information which falls within any of the exemptions specified in sections 5 to 16 of the Act
Function	Powers and duties
Government	Any authority by which the executive authority of the Republic of Ghana is duly exercised
Information	Information according to the Act includes recorded matter or material regardless of form or medium in the possession or under the control or custody of a public institution whether or not it was created by the public institution, and in the case of a private body, relates to the performance of a public function.
Information officer	The Information Officer of a public institution or the officer designated to whom an application is made
Public	Used throughout this document to refer to a person who requires and/or has acquired access to information.
Public institution	Includes a private institution or organization that receives public resources or provides a public function
Right to information	The right assigned to access information
Section	Different parts of the RTI Act