

# SERVICE DELIVERY CHARTER

This document specifies the services and service standards you as a citizen can expect from this department as well as the procedure to follow if the agreed services are not rendered efficiently. The Service Charter is in line with broader Public Service Policies of providing quality services to the citizens of the Republic of South Africa.

## Who we are?

The Department of Higher Education and Training is responsible for all post-school education and training in the Republic of South Africa. Specifically (DHET) is responsible for:

- Public Universities, National Institutes of Higher Education and other (private) higher education institutions;
- Public Technical Vocational Education and Training (TVET) Colleges and private TVET institutions;
- Public Adult Education Centres and Private Adult Education Centres;
- Sector Education and Training Authorities (SETAs) and the National Skill Fund;
- A range of regulatory institutions and other organisations, systems, and framework: the National Qualification Framework (NQF), South African Qualifications Authority (SAQA), two quality councils namely the Council on Higher Education (CHE), the Quality Council on Trade and Occupations (QCTO), the National Skills Authority (NSA), the National Artisan Moderation Body (NAMB) and NBFET, the National Student Financial Aid Scheme (NSFAS); and
- In addition, the Human Resource Development Strategy for South Africa (HRDSA), whose council is chaired by the Deputy President, is administered by DHET.

## Vision

Our vision of a South Africa in which we have a differentiated and fully inclusive post-school education and training system that allows all South Africans to access and succeed in relevant educational programmes in order to fulfil the economic and social goals of participation in an inclusive economy and society.

## Mission

It is the mission of the Department of Higher Education and Training (DHET) to develop capable, responsible and skilled citizens who are able to compete in a sustainable, diversified and knowledge-intensive international economy, which meets the development goals of our country. The Department will undertake this mission by reducing the skills bottlenecks through education and training, especially in priority and scarce skills area; improving low participation rates in the post-school system; correcting distortions in the shape, size and distribution of access to post-school education and training; and improving the quality and efficiency in the system, its sub-systems and its institutions.

## Values

The DHET values are directly informed by the Preamble of the Constitution of the Republic of South Africa; recognizing the injustices of the country's past; honouring those who suffered for justice and freedom in the land; respecting those who have worked to build and develop the country; and believing that South Africa belongs to all who live in it, united in our diversity.

## The DHET is committed to

- Distinction and excellence in all our work efforts to develop a skilled and capable workforce for the country;
- Teamwork, cooperation and solidarity in working with our partners in higher education and training to achieve the shared goals; and
- Honesty, perseverance and commitment in providing differentiated education and training opportunities for all the people of South Africa;
- Transformation imperatives by addressing social inequality, race, gender, age, geography, HIV/AIDS and disability issues in all our higher education and training institutions in order to normalize our institutions.
- Efficiency of work habits and proficiency of all employees in fulfilling the mandate of the Department;

## Our customers

- General Public;
- Public Universities and Private Higher Education Institutes (HEI's);
- Public Technical Vocational Education and Training (TVET) Colleges and private TVET institutions;
- Other (private) Higher Education and Training Colleges;
- Public Entities;
- National Institutes of Higher Education; and
- Public Adult Education Centres and Private Adult Education Centres.

## Stakeholders

- People/ Citizens of South Africa in their diversity;
- Spheres of Government Local, provincial and national;
- Learners;
- Employees;
- Organised Labour;
- Student Representative Bodies
- SA Human Rights Commission, Gender Commission
- Relevant Non-Governmental Organisations (NGO's);
- Research Organisations;
- Education and Training Experts;
- Business; and
- Government Departments

## Our functions

- Increase the number of skilled youth by expanding access to education and training for the youth and adult population;
- Adequately capacitate individual institutions and adult population for effective provision or facilitation of learning;
- Increase the number of students successfully entering the labour market upon completion of training;
- College curriculum that is responsible to the demands of the market place and can transform and adapt quickly and effectively to changing skills needs, with a special emphasis on artisan training;
- Expand research, development and innovation capacity for economic growth and social development;
- Committed to produce citizens that will play a responsible role in building a non-racial, non-sexist and democratic society;
- A credible institutional mechanism for skills planning to support and inclusive economic path; and
- A highly effective, professional, efficient administration informed by good corporate governance practices.

## Our standards and how we meet them

The DHET's service delivery standards are set to meet the service delivery needs our customers and public service principles of Batho Pele (People First).

## Generic Standards

Service	Service Standard	Responsible person/section	Measurement
Telephone	<ul style="list-style-type: none"> <li>• Calls to be answered within five rings and efficient channelling of calls</li> <li>• Activate voicemail facilities when not in office</li> <li>• Voicemail messages retrieved and calls returned within 24 hours</li> <li>• Voicemail messages to indicate an alternative arrangements for access and assistance</li> </ul>	All Staff and IT to assist Staff members	Complaints logged at Internal Audit and IT
Emails	<ul style="list-style-type: none"> <li>• Officials present at work should acknowledge e-mail correspondence within a day</li> <li>• Queries that require research of the issue are responded to within 5 days</li> <li>• Out of office reply is activated in cases of prolonged absence due to leave and an alternative contact person is provided</li> </ul>	All Staff	Complaints logged at Internal Audit and IT
Written correspondence	<ul style="list-style-type: none"> <li>• Acknowledgement of receipt of written correspondence dispatched within two days</li> <li>• All correspondence to customers indicates responsible official and contact details</li> </ul>	All Staff	Register of correspondence
Access to information	<ul style="list-style-type: none"> <li>• Comply with the requirements of Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act.</li> </ul>	Chief and Deputy Information Officers	Record of number of requests
Communication and awareness	<ul style="list-style-type: none"> <li>• Website is updated with the latest information</li> </ul>	Head of Communication	Monthly reports

In providing our services, we commit to all Batho Pele Principles:

## Consultation:

determining clients' needs by means of the following initiatives:

- Hosting workshops with representatives of our clients;
- Toll free (0800 872 222) and;
- Walk ins / physical visits to the department;
- Suggestion boxes
- Written correspondence; call centre@dhet.gov.za ], fax (012 321 1324) (these contacts to be on all email signatures and displayed at reception);

## Service Standards:

Service Standards indicate the levels of service delivery, that we are committed to providing and will adhere; monitored regularly by means of the following initiatives;

- Performance Agreements for Senior Management (SMS) Members and Performance Enhancements Process for level 1-12;
- Quarterly Performance Reports; and
- Management meetings to monitor service delivery;
- Annual Report.

## Access:

Our clients have equal access to the services we provide by means of:

- Engagement with relevant officials;
- Physical visits to 123 Francis Baard Street in Pretoria and four Regional Offices (Western Cape, Eastern Cape, KwaZulu Natal and Mpumalanga) Institute for National Development of Learnerships Employment Skills and Labour Assessments (INDLE-LA); Olifantsfontein;
- email facilities, written and verbal communication; and
- Media releases.

## Courtesy:

Our clients will be treated with courtesy and consideration by means of:

- A Service Delivery Improvement Plan setting out clear standards and guidelines to achieve better service delivery;
- Adherence to a Code of Conduct which will be circulated to all staff and be visible in all DHET buildings.
- Trained front office and back office support; and

## Information:

Our clients will get full, accurate and up to date facts about services they are entitled to and the services we provide through:

- Information sessions;
- Toll-free / hotline (0800 872 222);
- Social Networks (Facebook and Twitter);
- Website (www.dhet.gov.za).

## Openness and transparency:

the Promotion of the Access to Information Act ensures that our customers access information to members of the public by means of the following initiatives:

- Recognition of different languages and cultural diversity;
- Annual Performance Plan;
- Workshops;
- Road shows;
- Izimbizo;
- Consultative forums;
- Statistical Information and other publications on Website; and
- Media (Print and Electronic).

## Redress:

The Department will structure to establish that:

- Customers can make inbound calls (calls from prospective clients) to make follow ups on queries;
- If not satisfied customers can refer their correspondence / enquiries to relevant Branches.

## Value for money:

Services will be provided economically and efficiently in order to give the client the best possible value for money by means of:

- Quarterly internal budget reviews; and
- Ensuring that expenditure relates to organisational priorities.

## How can you lodge a complaint?

- Contact the Call Centre (0800 872 222) and lodge your complaint. Ensure that you take down the call centre agent's name and leave your contact details and be provided with a reference number;
- Write your complaint and put it in the complaints box at the Reception; and / or
- Submit your complaint to our customer care email address: callcentre@dhet.gov.za.

## If dissatisfied with the response, you can contact the following people:

Branches	Administration	Human Resource Development, Planning and Monitoring Coordination	University Education	Vocational and Continuing Education and Training	Skills Development	Chief Financial Officer
Branch Head	Ms L Mbobo	Mr FY Patel	Dr D Parker	Dr MMA Maharaswa	Mr Z Mvalo	Mr T Tredoux
Branch Coordinator	Ms G Mhlongo	Ms L Locke	Ms G Mampane	Mr V Nkosi	Mr D Sibande	Ms H Ackerman
Contact details	012 312 5314 / 5365	012 312 5459 / 5233	012 312 6214 / 5256	012 312 5422 / 6353	012 312 5341	012 312 5079 / 5222

## When you lodge your complaint you can expect:

- A reference / case number;
- An impartial, speedy and effective complaints handling procedure;
- An apology and appropriate redress when you are not treated well or standards that have not been met.

## Customer's obligation

"Everyone has inherent dignity and the right to have their dignity respected and protected".

We rely on a strong partnership with you for the realisation of the promises in this charter. We also count on you to be courteous towards our staff and treat them with respect.

## Contact details

We value your views regarding the Department of Higher Education and Training's services. Please let us have your views through the following:

- Website : www.dhet.gov.za
- Email address : callcentre@dhet.gov.za
- Facsimile : 012 321 1324
- Toll free : 0800 872 222
- Complaint and suggestion box at DHET's reception

Pretoria Office :	Cape Town Office :
Physical Address : 117-123 Francis Baard Street, Pretoria, 0001	Physical Address : 103 Plein Street, Parliament Towers, Cape Town, 8001
Postal Address : Private bag x 174 Pretoria, 0001	Postal Address : Private bag x 9034, Cape Town, 8000
Switchboard : +27 12312 5911	Telephone Number : +27 21465 5513
Fax Number : +27 12 323 5618	Fax Number : +27 21465 7956

## DHET Regional Offices

Region Name	Postal and Physical Address
Eastern Cape	Eastern Cape Regional Coordinator Buffalo City FET College Cnr Lukin Road & King Street, Selborne East London 5201 Tel No: (043) 722 4949
KwaZulu Natal	KwaZulu Natal Regional Coordinator Umgugundlovu FET College Umsunduzi Campus: Room E 52 114 Pieter Maritz Street Pietermaritzburg 3200 Tel No: (033) 345 2580/6
Mpumalanga	Mpumalanga Regional Coordinator Ehlanzeni FET College 29 Bell Street Ehlanzeni FET College Central Office Nelspruit 1200 Tel No (013) 752 7105
W Cape	W Cape Regional Coordinator NSFAS Building 18-20 Court road Wynberg 7800 Tel: 021 763 3200 Ext 110