**YOUR VIEWS COUNT**

* We continuously strive to improve our standards. To do this, we need to know what kind of service you want;
* We promise to consider your views when setting our service standards;
* Inform us if you are not satisfied and are unhappy with our service delivery; and
* Give us your comments so that we can improve our service.

**WHAT WE ASK OF YOU**

The quality of service we can provide to you depends on various issues including input and co-operation we receive. We therefore request you to:

* be honest, polite and patient;
* be timely in providing required and accurate information to the Directorate;
* comply with existing Legislations, Regulations and Procedures; and
* treat our staff members with the necessary respect.

**When you communicate with us, please provide the following information:**

• Your full name

• Postal address/ email address/ telephone number/fax number

• Provide a clear description of your particular concern/s or need/s

• Keep a record of the issue at stake and the person in our Directorate whom you dealt with as well as the date and the time of the communication to improve our services.

**CUSTOMER SERVICE**

**CHARTER**

Ministry of Education, Arts and Culture

*We pledge fee free Education for all.*

**FEEDBACK, COMMENTS AND COMPLAINTS**

***If you have any comment, suggestion or a request about the activities or services of the Directorate: National Institute for Educational Development (NIED), you should contact:***

The Director: National Institute for Educational Development (NIED)

Ministry of Education, Arts & Culture

Voortrekker Road

Private Bag 2034

Okahandja

Namibia

Phone: +264 62 509000/509001

Fax: +264 62 509073

**E-mail:** info[@nied.edu.na](mailto:eshikongo@nied.edu.na)

**Website: www.nied.edu.na**

* If you are not satisfied with the response from the ***Directorate*** you may take the matter up with the *Deputy Executive Director for Formal Education*
* If still not satisfied with the response or action taken, you may approach the Office of the Executive Director
* Should you still not satisfied you may approach the Office of the Prime Minister.
* If still not yet satisfied you may approach the Office of the Ombudsman**.**

**.**



**Directorate: National Institute for Educational Development (NIED)**

The Directorate is responsible for designing and developing curriculum for Basic Education.

**WHEN YOU CONTACT US**

**If you phone us**

* We will answer to your call within 3 rings;
* We will return your call within 2 days if we can’t provide an answer immediately.

**If you write to us**

* We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

**If you visit us**

* We will attend to you within 5 Minutes if you have an appointment with us;
* We will respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
* If you need referral, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.

**THIS CHARTER**

* Outlines the services we provide (What we do)
* Defines who are our Customers
* Reflects our commitments
* Sets standard of services that you can expect from us at all times
* States what we will do if you contact us
* States that your views count
* Indicates what we ask of you
* Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

**WHAT WE DO**

* Conduct Educational Research
* Develop and review the *National Curriculum for Basic Education* document
* Develop and review subject syllabuses
* Produce and distribute educational materials
* Evaluate Curriculum Support Materials
* Provide Continuing Professional Development (CPD) for curriculum implementation
* Monitor and evaluate implementation of curriculum
* Conduct training for the *Namibia Novice Teacher Induction Programme*  *(NNTIP)*
* Conduct Continuing Professional Development (CPD) for professional Teachers Resource Centers’ staff
* Provide Library Services to teachers
* Print diplomas and transcripts for Inset *Basic Education Teachers’ Diploma (BETD)*

**OUR CUSTOMERS**

* Teachers
* Learners
* Education Officers
* Professional Resource Centers’ staff
* Former BETD inset students
* Publishers of learning support materials

**OUR COMMITMENT TO YOU**

* Our commitment to our customers is the provision of effective and efficient services
* We strive to execute our duties within the following guiding **VALUES:**
* Professionalism
* Commitment
* Empathy
* Respect
* Teamwork
* Integrity
* Accountability
* Transparency

**OUR SERVICE PROMISE/STANDARDS**

*We will:*

* continuously conduct subject research
* conduct at least two educational researches per annum
* develop the *National Curriculum for Basic Education* as the need arises and review after every seven (7) years
* develop subject syllabuses within three (3) years as the need arises and review after every seven (7) years
* continuously produce and distribute educational materials
* evaluate Curriculum Support Materials within three (3) months from the date of submission
* provide Continuing Professional Development (CPD) for curriculum implementation as per planned programme
* monitor and evaluate implementation of curriculum as per planned calendar of activities
* conduct training for the *Namibia Novice Teacher Induction Programme (NNTIP)* as per planned calendar of activities
* conduct Continuing Professional Development (CPD) for professional Teachers Resource Centers’ staff as per planned calendar of activities
* continuously provide library services to teachers
* print diplomas and transcripts for Inset *Basic Education Teachers’ Diploma (BETD)* within five (5) working days upon receipt of the request