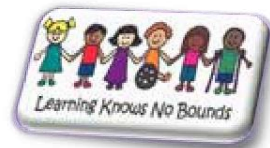
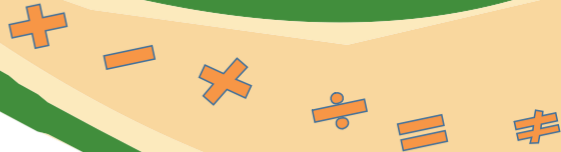




Republic of Namibia

## Ministry of Education, Arts and Culture

### CUSTOMER SERVICE CHARTER



“We pledge to **deliver** with **Speed** for the **Prosperity** of all **Namibians**”



# TABLE OF CONTENTS

---

|   |    |
|---|----|
| ABBREVIATIONS.....                                | 2  |
| FOREWORD.....                                     | 3  |
| ACKNOWLEDGEMENT .....                             | 4  |
| HIGH-LEVEL STATEMENTS.....                        | 5  |
| WHAT WE DO .....                                  | 6  |
| OUR CUSTOMERS.....                                | 8  |
| OUR COMMITMENT TO YOU .....                       | 9  |
| OUR SERVICE PROMISE/STANDARDS (HEAD OFFICE) ..... | 10 |
| DEPARTMENT: FORMAL EDUCATION .....                | 10 |
| DEPARTMENT: LIFELONG LEARNING.....                | 13 |
| DEPARTMENT: FINANCE AND ADMINISTRATION.....       | 15 |
| REGIONAL DIRECTORATES.....                        | 22 |
| WHEN YOU CONTACT US .....                         | 30 |
| YOUR VIEWS COUNT .....                            | 31 |
| WHAT WE ASK OF YOU .....                          | 32 |
| DEALING WITH YOUR COMPLAINTS.....                 | 33 |



# ABBREVIATIONS

---

|               |   |
|---------------|---|
| <b>AEC</b>    | Annual Education Census   |
| <b>BETD</b>   | Basic Education Teacher's Diploma   |
| <b>BM</b>     | Building and Maintenance  |
| <b>CLDC</b>   | Community Learning Development Centre                                     |
| <b>CPD</b>    | Continuing Professional Development                                       |
| <b>DAE</b>    | Directorate of Adult Education  |
| <b>DATS</b>   | Diagnostic, Advisory, Training and Counseling Services                    |
| <b>DNEA</b>   | Directorate: National Examination and Assessment                          |
| <b>DSA</b>    | Daily Subsistence Allowance   |
| <b>EMIS</b>   | Education Management Information System                                   |
| <b>FLP</b>    | Family Literacy Programs  |
| <b>HCMS</b>   | Human Capital Management System   |
| <b>IA</b>     | Internal Audit  |
| <b>ICT</b>    | Information and Communication Technology                                  |
| <b>IT</b>     | Information Technology  |
| <b>ISBN</b>   | International Standards Book Number                                       |
| <b>ISSN</b>   | International Standard Serial Number                                      |
| <b>LLAC</b>   | Lifelong Learning, Arts and Culture                                       |
| <b>MoEAC</b>  | Ministry of Education, Arts and Culture                                   |
| <b>NHCP</b>   | National Heritage and Culture Programmes                                  |
| <b>NIED</b>   | National Institute for Education Development                              |
| <b>NLAS</b>   | Namibia Library and Archives Service                                      |
| <b>NNTIP</b>  | Namibia Novice Teachers Induction Programme                               |
| <b>OMA</b>    | Offices/Ministries/Agencies   |
| <b>PAD</b>    | Planning and Development  |
| <b>PR</b>     | Public Relations  |
| <b>PQA</b>    | Programmes and Quality Assurance  |
| <b>SACMEQ</b> | Southern and Eastern Africa Consortium for Monitoring Educational Quality |
| <b>SCCD</b>   | School Culture Clubs for Development                                      |
| <b>TRC</b>    | Teacher Resource Centre   |
| <b>ToTs</b>   | Trainers of Trainees  |

# FOREWORD

---

The Ministry of Education Arts and Culture is established with the key objective of providing accessible, equitable, and inclusive quality education and preserving arts and culture thereby purposefully aiming at advancing the development of our citizens in all aspects relevant to national development.

The Customer Service charter is considered to be a significant milestone by MoEAC as it integrates the functions and inputs from all offices within the Ministry, ensuring that our customers are informed and educated about our operation and services, to influence quality service at all levels.

Education is a process (not an event) that requires continuous concerted efforts and commitments of all stakeholders in order to facilitate an improvement in the teaching and learning outcomes. It is therefore our pledge to keep improving in delivering our service for the prosperity of all Namibians.

---

**Ester Anna Nghipondoka,MP**  
**MINISTER**



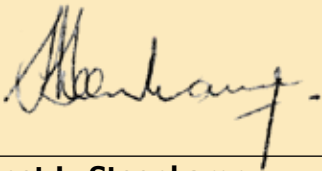
# ACKNOWLEDGEMENT

---

The process leading to the development of the MoEAC Customer Service Charter has been an exciting yet educative experience for many of us in the Ministry. It is evident that success is built into the culture of working together towards influencing the quality of life through education.

The MoEAC would like to take this opportunity to sincerely thank the Office of the Prime Minister; Department Public Service Management in particular for guidance, at the same time acknowledge with gratitude, the collective contribution and efforts made by all staff members of the Ministry throughout the development process of this charter.

I trust that we all find our self within this charter and be able to identify our contribution towards the provision of quality service to all our customers.









---

**Sanet L. Steenkamp**  
**PERMANENT SECRETARY**



## **Our Mandate: “To educate and train for sustainable national development and promote Arts and Culture”**

The Ministry was established with the key objective to provide quality inclusive education and training for national development and derives its mandate from the following high level statements:

-  Namibian Constitution, Article 20,
-  Vision 2030,
-  National Development Plan, NDP4
-  Education Act, 2001 (Act No. 16 of 2001)
-  Namibia LIS Act, (Act No.4 of 2000)
-  Archives Act, 1992 (Act No.12 of 1992)

## **Our Vision: “To be the Ministry of excellence in providing quality education and promoting Arts and Culture for the prosperity of the Nation”**

## **Our Mission: “To provide accessible, equitable and inclusive quality education for a tolerant skilled, productive and competitive nation, to promote and preserve Arts and Culture for nationhood and unity in diversity”**



# 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
- State 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

## 1. WHAT WE DO -

The business of the ministry is centered on three key departments namely: Formal Education, Lifelong Learning, Arts and Culture, and Finance and Administration cascaded down the Regional Offices.

### **DEPARTMENT: FORMAL EDUCATION:**

- Ensure the implementation of formal education programs, policies, and regulatory frameworks.
- Design and develop a curriculum for Basic Education,
- administer national examinations and assessments.

### **DEPARTMENT: LIFELONG LEARNING:**

- Provide equitable access to quality information and strengthen basic adult skills.
- Provide and strengthen basic skills to adult and out-of-school youth
- Promote culture and heritage for sustainable development.
- providing equitable access to quality information, and the implementation of National and International Standards related to libraries, archives and records management.

### **DEPARTMENT: FINANCE AND ADMINISTRATION:**

- maintain prudent financial management within the Ministry, in line with Laws and Regulations governing State Finances
- provide information technology services to the Ministry
- provide administrative support services such as procurement, stock control, transport, registry, domestic services.



- manage capital projects and maintaining infrastructures within the Ministry
- serve as a link between the Ministry, the media, customers and the public.
- provide administration support and advisory services on issues pertaining to human resources management, training and development within the Ministry.
- Assist in evaluating and improving the effectiveness of the risk management, control and governance processes.


### **REGIONAL OFFICES:**


- Ensure effective implementation of the national curriculum for basic education.
- Promoting HIV & AIDS education, and equitable integrated school health programs in schools.
- Administer and conduct the regional and national examination and assessment
- Execute inspections of schools, setting of national school standards and training.
- Provide equitable access to knowledge and information for lifelong learning.
- Promote the culture and heritage of Namibians.
- Educate and promote the artistic expressions and skills of Namibians sustainably.
- Provide and strengthen basic skills to adults and out-of-school youth
- Manage educational development programs in the region.
- provide administrative and advisory services on issues pertaining to Human Resources Management within directorates and ensure that rules and regulations are adhered to and implemented accordingly
- Provide administrative support services such as procurement, stock control, transport, registry, domestic services, building and maintenance, and Information Technology.
- Maintain prudent financial management within the Directorate, in line with Laws and Regulations governing State Finances.
- ensuring a healthy, safe and conducive teaching and learning environment.

## 2. OUR CUSTOMERS

-  Teachers
-  Learners and Communities
-  Public
-  Researchers
-  Cultural Conveners
-  Suppliers
-  Government Offices, Ministries and Agencies
-  Regional Councils and Local Authorities
-  State Own Enterprises and Private Institutions
-  Development Partners and Non-Governmental Organizations
-  Artists Institutions
-  Arts Promoters/Retailers/Collectors

### 3. OUR COMMITMENT TO YOU

 We commit to regular communications with you as customers through meetings, correspondence/reports and information sharing.

 We strive to execute our duties within the following guiding VALUES:

#### Integrity

We will demonstrate adherence to ethical principles while carrying out professional duties. Perform duties with integrity. Ensuring systems and procedures are rules compliant.

#### Accountability

We shall be accountable for carrying out responsibilities efficiently, timely and with integrity.

#### Commitment

We shall be committed to the Ministry's objectives of providing accessible, equitable and quality education for all.

#### Respect & Empathy

We shall treat all stakeholders with dignity and politeness at all times. Embracing cultural diversity and tolerance.

#### Teamwork

We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

#### Professionalism

We shall exercise high levels of professionalism. Sharing knowledge of best practices with colleagues at all levels, and enhancing the quality of service by being responsive.

#### Transparency

We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.

## 4. OUR SERVICE PROMISE/STANDARDS

---

### 4.1 HEAD OFFICE

#### DEPARTMENT: FORMAL EDUCATION

Our service promise in formal education includes the following Services:

#### DIRECTORATE: NATIONAL INSTITUTE FOR EDUCATIONAL DEVELOPMENT (NIED)

##### **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 Continuous 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 (NVTIP)* 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;
- Phone: +264 62 509000/509001

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

Website: [www.nied.edu.na](http://www.nied.edu.na)

## **DIRECTORATE: NATIONAL EXAMINATIONS AND ASSESSMENT (DNAE)**

### **We will:**

- register examination centres within two months upon receipt of the request;
- develop national examination question papers one year prior to the examination date
- develop national standardized achievement test annually;
- coordinate the appointment of heads of examination centres, assist the head of the examination, cashiers, and invigilators annually
- facilitate and coordinate the registration process of eligible candidates annually;
- prepare national examination timetables annually;
- appoint markers, moderators, and examiners annually;
- prepare and dispatch national examination consignments one month prior to commencement of examination;
- train Regional Examination Officials annually;
- train heads of examination centres, assist head of the examination, cashiers, and invigilators two months prior to commencement of examination;
- conduct an inspection of examination centers during the national examination;
- coordinate the conducting of national examinations annually;
- coordinate the marking of national examinations annually;
- distribute examination results, statistics and other related information at least three days prior to the announcement of results;
- issue and distribute certificates for national examination at least five months after the release of examination results;
- provide the outcome of authentication of national examination results within two weeks after receipt of application;
- Produce examiner's reports on national examination three months after the release of results;
- Process payments for service providers within a month after receipt of the invoice;
- Process s&t payments for markers within five days after commencement of marking;
- Produce standardized assessment test reports two months after the test.

Phone: +264 61 2933432

**E-mail:** [dnea@moe.gov.na](mailto:dnea@moe.gov.na)

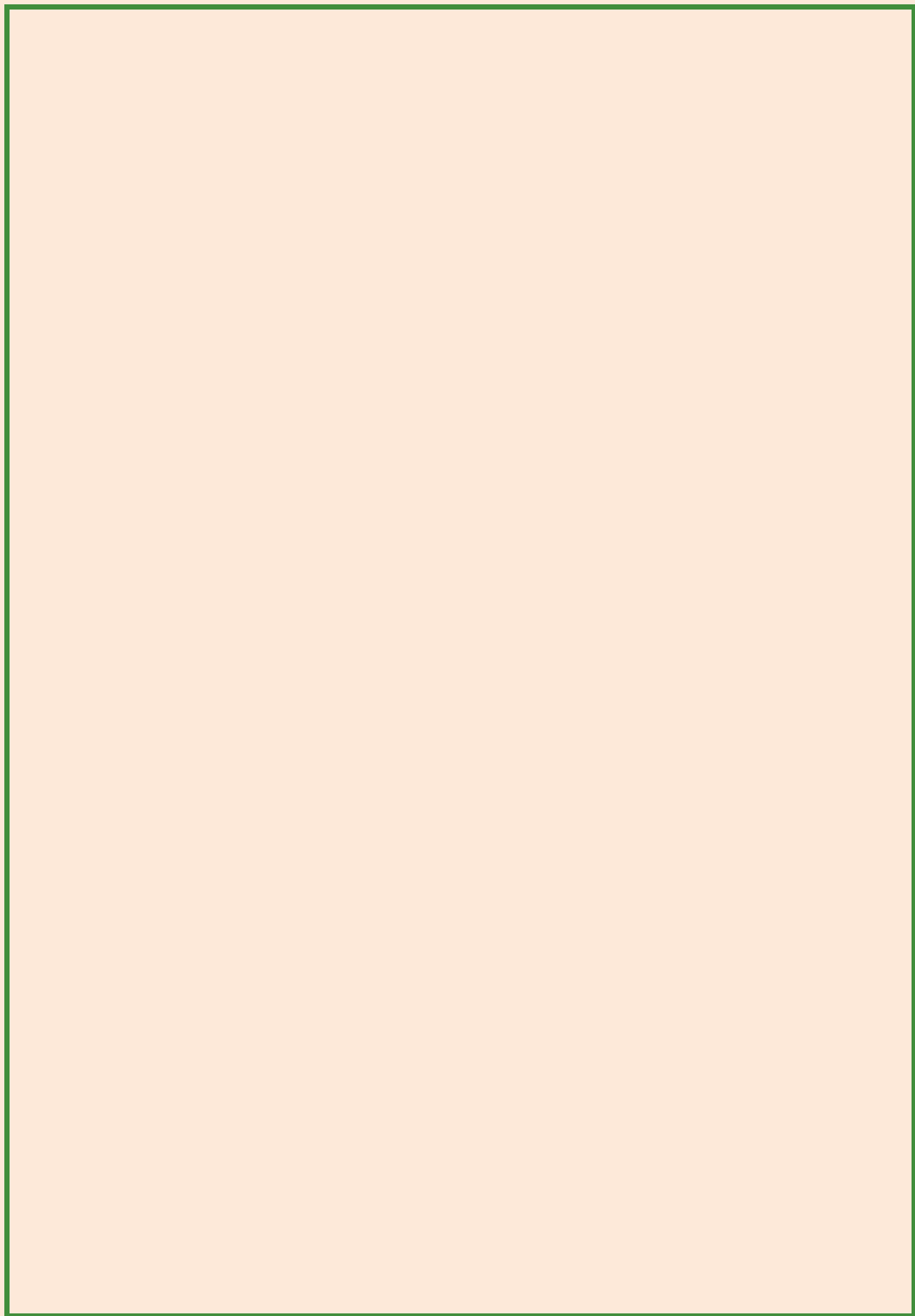
## **DIRECTORATE: PROGRAMMES AND QUALITY ASSURANCE (PQA)**

### **We will:**

- develop policies and regulatory frameworks as needs arise;
- develop at least one programme per quarter ;
- conduct trainers of trainees (Tots) training on the implementation of programmes, policies, and regulatory frameworks within two months from the date of inception of new development.;
- conduct general public training on interpretations of policies and regulatory frameworks at least two months from the date of approval ;
- conduct inspections and provide support to identified schools in the delivery of quality teaching and learning at least twice a year;
- analyze all schools' performance annually;
- conduct inspections and provide support to identified schools in the delivery of quality teaching and learning at least twice a year ;
- analyze all schools' performance annually;
- conduct annual capacity-building programs in the regions and as the need arises;
- create awareness of programs, policies, and regulatory framework twice a year before and after new development, and as the need arises;
- monitor and evaluate the implementation of programmes, policies, and frameworks at least once a year;
- review programs, policies, and regulatory framework after five years upon implementation;
- conduct annual capacity-building programs in the regions and as the need arises;
- create awareness of programs, policies, and regulatory framework twice a year before and after new development, and as the need arises;
- monitor and evaluate the implementation of programmes, policies, and frameworks at least once a year;
- review programmes, policies, and regulatory framework after five years upon implementation.

Phone: +264 61 2933214

**E-mail:** [pqa@moe.gov.na](mailto:pqa@moe.gov.na)



## ***DEPARTMENT: LIFELONG LEARNING, ARTS AND CULTURE***

Our service promise in Life Long Learning includes the following Services:

### **DIRECTORATE: NAMIBIA LIBRARY AND ARCHIVES SERVICE (NLAS)**

#### **We will:**

- Continuously collect and disseminate information through access to books, e-resources and other educational materials.
- Provide free internet daily.
- Provide basic computer training monthly.
- Support child and adult literacy programs annually
- Provide Archival and Records Management Services on a daily basis
- Continuously collect and preserve local and international resources
- Provide national and international standard numbers ISBN and ISSN within two (2) working days upon request

Phone: +264 61 293 3181

E-mail: [nlas@moe.gov.na](mailto:nlas@moe.gov.na)

### **DIRECTORATE: ADULT EDUCATION**

#### **We will:**

- develop policies on adult education when needs arises;
- review policies on adult education after every five years;
- Continuously oversee the implementation of adult education policies;
- Conduct research, plan and develop programmes to suit the needs of adult learners when needs arises;
- monitor and evaluate the implementation of adult education programmes annually;
- develop teaching and learning materials when needs arises;
- Continuously raise community awareness about adult education programmes;
- train the trainers of adult learners annually;
- continuously ensure the provision of skills development training through Community Learning and Development Centres (CLDCs) as per regional set calendars;
- continuously coordinate the identification and training of prospective entrepreneurs.

Phone: +264 61 293 3188

E-mail: [dae@moe.gov.na](mailto:dae@moe.gov.na)



## **DIRECTORATE: ARTS**

### **We will:**

- organize arts activities and events in the regions eight times a year;
- provide support on the implementation of the arts curriculum at least to 15 schools per quarter or within 15 working days upon receipt of request;
- compile a regional database for artists annually;
- establish and develop at least five art clubs per annum at selected schools or constituencies;
- support and create awareness on initiatives and programmes related to arts as needs arises;
- participate in regional exchange and networking programs at least twice a year;
- continuously facilitate linkages between artists and buyers;
- create market platforms for artists and buyers at least once a year;
- Provide advisory and advocating services for the arts in the regions at all times when the needs arises;
- Conduct arts training/workshops at least four times a year for selected schools or constituencies.

Phone: +264 61 2933543

**E-mail:** [arts@moe.gov.na](mailto:arts@moe.gov.na)

## **NATIONAL HERITAGE AND CULTURE PROGRAMS (NHCP)**

### **We will:**

- continuously identify, define, conserve, safeguard, promote, and protect cultural and natural heritage
- ensure adherence to museum code of conduct in the collection and preservation of cultural material culture and biological specimens;
- conduct research on natural and cultural heritage quarterly;
- promote and market the use and visitation of the heritage properties and spaces quarterly;
- document traditional and indigenous knowledge quarterly;
- document and inventory traditional and Indigenous Knowledge Systems annually and heritage site exhibitions and displays.

Phone: +26461276800

**E-mail:** [nhcp@moe.gov.na](mailto:nhcp@moe.gov.na)

## ***DEPARTMENT: FINANCE AND ADMINISTRATION***

Our service promise is finance and Administration includes the following Services:



### **DIRECTORATE: FINANCE MANAGEMENT**

#### **We will:**

- compile and submit the Ministerial Budget within the deadline given;
- request for the release of funds by the 20th of each preceding month for spending;
- monitor and control the Ministerial expenditure on a daily basis;
- prepare monthly, quarterly and annual reports on budget execution;
- ensure adherence to legal frameworks that guide or regulate procurement at all times;
- process DSA advances within three (3) working days after receipt, and process salary advices within two (2) working days;
- process overtime claims within 7 working days
- process leave gratuity within 2 months;
- collect, safe keep, bank as well as report of different sources of Revenue collected by the Ministry daily;
- prepare and submit Annual Report to the Auditor General as per prescribed time frames;
- process payments for goods and services are processed within fourteen (14) working days upon receipt of an invoice provided that they comply with rules and regulations;
- process payments for goods and services are processed within fourteen (14) working days upon receipt of an invoice provided that they comply with rules and regulations;
- continuously safe keep financial records.

Phone: +264 61 293 3064

E-mail: [fin@moe.gov.na](mailto:fin@moe.gov.na)

## **GENERAL SERVICES – ADMINISTRATION AND SUPPORT SERVICES (DASS)**

### **We will:**

- inspect vehicle immediately before and after handover;
- provide Transport & Issue Trip Authorities within a day;
- monitor and maintain fleet expenditure monthly;
- collect and distribute license disks within 5 working days after expiration;
- forward request to banks for new and replacement of lost fuel cards within two weeks;
- prepare and deliver orders for servicing and repairs within two weeks after receiving request;
- scrutinize monthly kilometer returns;
- ensure pool vehicle applications for government garage and ministerial pool are provided within two working days provided there are vehicles at government garage;
- submit annual procurement plan within the prescribed timeframe as per the Procurement Act;
- facilitate Bidding processes (Adverts, Evaluation and Awarding) within four months;
- evaluate bidding document within one month after the closing date;
- award bids within the prescribed timeframe;
- process Purchase Order for Goods, Works & Services within two working days upon receipt of approved requisition;
- distribute procurement committee minutes two days before pc meeting;
- verify, Certify Invoices & Submit to finance for payments within two days;
- facilitate the signing of contracts within 30 days after bid awarding;
- continuously manage contracts as per the agreed terms and conditions;
- carry out general stock taking once a year and as the need arise;
- issue and control stock on a daily basis;
- maintain office hygiene at all times;
- attend to switch board at all times;
- provide labor services at all times when the need arises;
- sort and post mail on a daily basis;
- manage records at all times.

Phone: +264 61 2933056

E-mail: [dass@moe.gov.na](mailto:dass@moe.gov.na)

## **GENERAL SERVICES- INFORMATION TECHNOLOGY (IT)**

### **We will:**

- provide adequate IT hardware/software and network infrastructure on the date of assumption of duty
- handle all requests and inquiries within a day;
- carry out anti-virus health checks daily;
- monitor network infrastructure daily;
- substitute hardware (components) within 5 working days;
- create IT usage awareness to staff members when need arises;
- Provide day-to-day helpdesk support.
- Backup all servers daily;
- Manage all licenses on a yearly basis and renew upon expiration;
- Train staff members on new applications within a month from the date of implementation.

Phone: +264 61 293 3125

**E-mail:** [it@moe.gov.na](mailto:it@moe.gov.na)

## **GENERAL SERVICES- BUILDING AND MAINTENANCE (BM)**

### **We will:**

- evaluate feasibility studies for projects within 7 working days upon receipt of the report ;
- provide technical specification (requirement) of projects within 14 working days upon receipt of approved feasibility study report;
- verify bids and technical documentations for quality assurance within 14 working days;
- monitor the implementation of project quarterly;
- conduct monthly Site Inspections on construction work in progress;
- attend to emergency maintenance within 24 hours, minor maintenance within 14 working days and major maintenance within three (3)months after award of the contract;
- facilitate payments of projects within 30 working days;
- provide technical support on contract management when needs arises.

Phone: +264 61 2933042

**E-mail:** [bm@moe.gov](mailto:bm@moe.gov)

## **GENERAL SERVICES- PUBLIC RELATIONS (PR)**

### **We will:**

- disseminate information via various Ministerial platforms continuously;
  - continuously provide advice the management on media and communication-related matters;
  - update ministerial websites regularly;
  - build and maintain relationships with our internal and external stakeholders at all times;
  - promote, protect, and uphold the good name and image of the Ministry at all times;
  - conduct outreach programs on the activities of the Ministry bi-annually;
  - provide feedback to media inquiries within 24 hours;
  - attend to public inquiries within a day;
  - coordinate and attend all official engagements or meetings of the Ministry bi-annually and when need arise;
  - produce Ministerial newsletter bi-annually;
- Phone: +264 61 293 3358  
E-mail: [pr@moe.gov.na](mailto:pr@moe.gov.na)

## **DIVISION: HUMAN RESOURCE**

### **We will:**

- update personal file as per request within five (5) working days;
- update Human Capital Management System (HCMS) daily;
- ensure that vacant posts are filled within three (3) months;
- attend to request for leave credit days within one working day;
- attend to misconduct cases within one (1) month of their occurrence;
- respond to grievances within five (5) working days;
- process applications on medical aid, social security, Home loan, and GIPF within one (1) working day provided all documents are attached;
- process employees benefit and Social Security claims within 1 working day provided all documents are attached;
- conduct wellness sessions on a quarterly basis;
- terminate employee services within 1 working day upon receipt of notification;
- interpret policies on request by right away or within two working days if we cannot provide an answer instantly;
- conduct Training Need Analysis (TNA) after every three years and/or when needs arises;
- develop the Human Resource Development Plan annually;

- develop annual training Calendar; .
- attend and provide feedback to non-qualifying training requests within 7 working days;
- attend to qualifying training requests on a quarterly basis and provide feedback on application status within 5 working days after training committee meeting;
- circulate bilateral agreement courses within of day upon receipt
- facilitate induction training to staff members within one (1) month from the date of assumption of duty.

Phone: +264 61 2933239 /

**E-mail:** [hr@moe.gov.na](mailto:hr@moe.gov.na)

### **DIVISION: INTERNAL AUDIT (IA)**

#### **We will:**

- develop an annual activity plan in the fourth quarter of the financial year;
- examine and evaluate financial and operational processes annually;
- conduct investigations upon request;
- Provide guidance on the development of financial and operational systems when the need arises;
- produce audit reports within 30 days of conclusion of the assignment;

Phone: +264 61 2933124/ +264 61 2933186

**E-mail:** [IA@moe.gov.na](mailto:IA@moe.gov.na)

### **DIVISION: SECURITY AND RISK MANAGEMENT**

#### **We will:**

- continuously monitor suspicious movements around the Ministry's premises;
- liaise with other law enforcement agencies at all times;
- safeguard the Ministry's assets at all times;
- Conduct Investigations on reported security and risk cases/matters within 5 working days;
- conduct a risk assessment on Ministry's infrastructures and operations quarterly and when the needs arises;
- continuously update the risk register;

- provide security advise when the need arises;
- coordinate the vetting/security clearance process in the Ministry within 2 days upon request;
- create security and risk awareness amongst the Ministry's staff members on an annual basis or when the need arises;
- manage and control access to the buildings at all times;
- Continuously provide general security services

Phone: +264 61 2933523

**E-mail:** [srms@moe.gov.na](mailto:srms@moe.gov.na)

## **DIRECTORATE: PLANNING AND DEVELOPMENT**

### **We will:**

- Coordinate the planning and development of ministerial strategic plans, annual management plans, performance agreements, and capital projects three months prior to the due date of the preceding plans
- Continuously coordinate and monitor the implementation of ministerial strategic plans, annual management plans, performance agreements, and capital projects
- Coordinate the mid-term and final review of ministerial strategic plans
- Coordinate the review of annual management plans and performance agreements quarterly
- Evaluate progress on capital projects monthly
- Produce financial execution reports on all capital projects quarterly
- manage and ensure the implementation of bilateral and multi-lateral agreements when needs arises
- coordinate the development and produce Medium Expenditure Term Plan and accountability report annually
- Facilitate policy formulation and reviews when needs arises
- Collect GPS coordinates of all established schools when need arises, and continuously maintain and update school maps
- Continuously maintain teacher demand and supply Model
- Ensure the implementation of the Ministerial Human Resource Development Plan at all times
- Coordinate Education Planners' capacity building when needs arises
- Collect data for planning, monitoring, and evaluation purposes.
- Analyze, produce, and publish 15th School Day Statistics annually, as well as Education Census Report within 3 months after the start of each academic year and distribute them to key stakeholders.

- Coordinate, compile, analyze, produce, publish, monitor and evaluate Annual education reports per term, including NDP reports, Bi-Annual reports
- Allocate EMIS codes for approved Public and Private schools within 2 days upon receipt
- Produce and distribute UNESCO/UIS reports annually (within 4 weeks after they are received from UIS)
- Produce and distribute research project reports when needs arises

Phone: +264 61 293 3341/3

**E-mail:** [planning@moe.gov.na](mailto:planning@moe.gov.na)



## ***4.2 REGIONAL DIRECTORATES OF EDUCATION, ARTS AND CULTURE***

Our service promise in the Regional Directorates includes the following Services:

### **SECTION: PROFESSIONAL DEVELOPMENT**

#### **We will:**

- Continuously identify teachers training needs;
- conduct at least one training or workshop for teachers at all phases in various subjects annually;
- conduct school visits on a quarterly basis;
- continuously disseminate policy documents and subject-related information to schools;
- facilitate the setting and moderation of regional examination papers twice a year.

### **SECTION: HIV & AIDS PREVENTION AND WELLNESS**

#### **We will:**

- provide information on health, wellness including HIV and AIDS and policies for the Education Sector quarterly;
- facilitate the establishment of Health and Wellness, HIV, and AIDS Awareness Clubs for learners in schools in the first trimester of the academic year;
- train teachers to implement HIV and AIDS and general health, wellness, and safety annually;
- monitor and evaluate the implementation of the Integrated School Health Programme quarterly.

## SECTION: EXAMINATIONS

### **We will:**

- coordinate the registration processes of eligible candidates from January to May.
- facilitate the appointment of heads of examination centers, assistant heads of examination, cashiers, markers, and invigilators by the end of June.
- deliver and collect the examination consignment to and from the centers as per the Dispatch Circular.
- train heads of examination centers, assistant heads of examination centers, cashiers, invigilators, and heads of centers in administrating and conducting national examinations and assessments by end of September.
- inspect examination centers three time a year (before, during and after national examinations).
- distribute examination results by end of January.
- analyze, provide statistics and other related information to stakeholders by end of March.
- distribute certificates by end of July.
- facilitate the validation and verification of certificates and provide feedback within 14 working days.


## SECTION: INSPECTORATE

### **We will:**

- monitor the implementation of the national curriculum quarterly.
- coordinate the administration of examinations and assessment as per academic calendar.
- continuously supervise and monitor schools' academic performance in the circuit.
- continuously provide guidance on policy, planning, financial and human resource management.
- monitor the utilization of the education grants and hostel development funds every semester.
- Continuously inspect, monitor and evaluate educational programs in schools.
- identify training needs and provide training to principals, head of departments, teachers, hostel staff once a year.
- identify training needs and provide training to school members once in three years.

 **SUBDIVISION: LIBRARIES, ARCHIVES AND INFORMATION SERVICES****We will:**

- Respond to all reference queries timely and in a professional way within a day.
- Provide free membership to library users within a day of application.
- Provide free public access to computers, internet daily, and basic computer training monthly.
- provide access to local newspapers daily.
- provide study space for learners and students throughout the year
- provide literacy programmes and other programmes for children such as homework help daily.
- Ensure preservation of records and other vital collections.
- Liaise with the national archives for coordinated efforts of the region's records management issues.

 **SUBDIVISION: ADULT EDUCATION****We will:**

- Continuously create awareness in the community on adult education programs;
- Train new literacy promoters annually prior to the commencement of duty.
- Provide teaching and learning materials prior to the commencement of classes by February each year.
- Conduct refresher courses for literacy promoters monthly
- Continuously provide support to literacy promoters and adult learners;
- Establish at least ten basic, post, and Family Literacy Programs (FLP) per constituency.
- Identify and train prospective entrepreneurs annually
- Assist entrepreneurs with business plan questionnaire applications for small loans to FNB at least once a year
- Conduct screening and provide recommendations for loan application forms at least once a year.
- Provide training and capacity skills through Community Learning Development Centers as needs arise.
- Identify suitable trainers as needs arise.
- Issue certificates of attendance within ten working days upon completion of the course

## SECTION: ARTS

### **We will:**

- organize arts activities and events in the regions eight times a year;
- provide support on the implementation of the arts curriculum at least to 15 schools per quarter or within 15 working days upon receipt of the request;
- compile a regional database for artists annually;
- establish and develop at least five art clubs per annum at selected schools or constituencies;
- support and create awareness of initiatives and programs related to arts as needs arise;
- participate in regional exchange and networking programs at least twice a year;
- continuously facilitate linkages between artists and buyers;
- create market platforms for artists and buyers at least once a year;
- provide advisory and advocating services for the arts in the regions at all times when the needs arise;
- Conduct arts training/workshops at least four times a year for selected schools or constituencies.

## SECTION: HERITAGE AND CULTURE PROGRAMMES (HCP)

### **We will:**

- Organize culture festivals at the constituency level once a year.
- Organize cultural festivals at the regional level once a year
- organize culture groups to participate at the National Cultural Festival once a year
- Conduct training for culture conveners once a year
- Conduct training for culture groups in the regions when the need arises
- Organize culture groups for national and state events within five working days upon request
- continuously facilitate the establishment of new cultural groups and School Culture Clubs for Development (SCCDs);
- monitor SCCD activities once per term;
- continuously maintain the Regional Database for Culture Practitioners
- organize inter-regional Cultural Exchange Programmes at least once a year;
- continuously safeguard and preserve cultural and heritage resources;
- conduct research in relevant fields of culture and heritage at least once a year



## **SUBDIVISION: PLANNING AND DEVELOPMENT (PAD)**

### **We will:**

- Facilitate the development of annual plans before the end of every fiscal year according to approved frameworks.
- Ensure performance review is done within two weeks after the end of each quarter.
- Facilitate data collection of the Fifteenth School Day Statistics (15<sup>th</sup> SDS) by February each year.
- Facilitate data collection of the Semester Return by the end of each semester.
- Facilitate data collection of the Annual Education Census (AEC) by the end of October each year.
- Capture educational data within four weeks after collection
- Continuously identify educational infrastructure development needs and solicit funding for implementation.
- Facilitate and process applications for establishing new Public and Private Schools and curriculum extension when needs arise.
- Continuously monitor and evaluate the construction of infrastructure and other educational projects.



## **SUBDIVISION: GENERAL SERVICES**

### **We will:**

- conduct Vehicle Inspections upon issuing and return;
- provide Transport & Issue Trip Authorities within 2 days upon receipt of request;
- monitor and maintain fleet expenditure monthly;
- compile annual procurement plan in thirty working days within the first quarter;
- facilitate bidding processes (Adverts, Evaluation, Awarding and managing contracts) within four months;
- generate Purchase Order for Goods, Works & Services after approval of requisition for expenditure within five working days;
- verify, certify invoices and submit to finance for payments within two days;
- carry out general stock-taking once a year and as the need arise;

- issue and control Stock on a daily basis;

- conduct weekly Site Inspections on construction work in progress;
- attend to emergency maintenance within two hours, minor maintenance within a day and major maintenance within four months after award of the contract;
- maintain school computer labs and administrative computers quarterly;
- handle all call logs and inquiries for regional offices within a day and within seven working days for remote offices/centers;
- carry out anti-virus health checks daily;
- Back up all servers' daily;
- monitor regional office network infrastructure daily;
- respond within five minutes on hardware failure or need;
- replace hardware components within three months;
- Manage all IT-related licenses on a yearly basis or upon expiration;
- backup of data at regional offices is done weekly;
- train staff members on new applications within a month from the date of implementation;
- facilitate the installation of ICT services at educational institutions when needs arise;
- continuously maintain office hygiene;
- provide labor services at all times when the need arises;
- avail switchboard operators at all times;
- conduct office inspection on a monthly basis;
- sort and post mail daily.



## **SUBDIVISION: HUMAN RESOURCES**

### **We will:**

- fill entry teaching positions within three (3) months and promotional teaching positions within six (6) months
- fill unified positions both entry and promotional within six (6) months
- Attend to misconduct cases within one month of their occurrences
- Respond to grievances within five working days from the date of receipt
- Interpret policies, rules and regulations right away or within three working days if we cannot provide an answer instantly
- Process applications for medical aid and home loans within three (3) working days provided all documents are attached

- Process applications and claims for social security and GIPF within one (1) working day provided all documents are attached
- Update personnel files as per request within two working days
- Process leave credit days on a daily basis
- Process leave and separation gratuities within five (5) working days
- Process leave and separation gratuities within five (5) working days
- Facilitate the development of Performance Agreements one month prior to the first month of the next financial year
- Ensure performance review is done within 10 working days after the end of each quarter
- Facilitate orientation on the date of assumption of duty, induction within one month from assumption of duty, and training two weeks prior to commencement of workshop
- Conduct training needs analysis after every three years or when need arises
- Develop the human resource development plan after every three years
- Develop an annual training calendar prior to the first month of the next financial year
- Attend and provide feedback to non-qualifying training requests within seven working days
- Attend to qualifying training requests on a quarterly basis and provide feedback on application status within five working days after the training committee meeting
- Circulate bilateral agreement courses within two (2) days upon receipt

## **SUBDIVISION: FINANCE MANAGEMENT**

### **We will:**

- prepare and submit the Directorate Budget within the deadline given;
- monitor and control the Directorate expenditure on a monthly basis;
- prepare monthly, quarterly, and annual reports on budget execution;
- ensure adherence to legal frameworks that guide or regulate procurement at all times;
- pay DSA advice within five (5) working days after receipt, and process salary advice within two (2) working days;
- process overtime claims within 7 working days;
- process leave gratuity within 2 months;

- ensure the collection, safekeeping, banking as well as reporting of different sources of Revenue collected by the Directorate daily;
- request for the release of funds by the 20th of each preceding month for spending;
- prepare and submit Annual Report to the Auditor General as per prescribed time frames;
- ensure that payments for goods and services are processed within fourteen (14) working days upon receipt of an invoice provided that they comply with rules and regulations.

### **SECTION: DIAGNOSTIC, ADVISORY, TRAINING AND COUNSELING SERVICES (DATS)**

We will:

- continuously identify barriers to learning (psychological, social, and medical conditions) among learners
- assess barriers to learning (psychological, social, and medical conditions) among learners as needs arise.
- continuously execute policies related to inclusive education.
- provide training to teachers on life skills and the implementation of learning support to promote inclusive education at least once per quarter.
- Support teachers, learners, and parents on the identification of internal and external service providers when the need arises
- Advise schools on the establishment and placement of learners in (special) resource units when need arises
- Provide support to special resource units continuously
- Facilitate at least two career guidance activities for learners annually
- provide guidance and basic counseling to learners on personal and psychological challenges at all times when needs arise.
- Attend to life-threatening personal challenges within three working days
- Sensitize and conduct training on the prevention and management of learner pregnancy annually
- provide recommendations on requests for access arrangements and special considerations for learners with diverse needs annually and at all times as needs arise



## WHEN YOU CONTACT US

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

- Your full name, postal address, telephone and / or fax number and email address.
- Provide a clear description of your particular concern or requirements.
- Indicate what kind of response you would expect.
- Keeping a record of the issue at stake and the person who deals with the issue, as well as the date and the time of the communication can improve our services

### **If you visit us:**

- We will attend to you within 5 minutes, if you have an appointment.
- We will respond to your questions immediately or at least timely.
- But if we cannot, we will let you know why not and when you can expect an answer from us.



## YOUR VIEWS COUNT

- We strive to render a service that will meet your needs and expectations. We therefore need to know your views on the quality of the service we provide in comparison to what you expect from us.
- 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.
- Complete our Customer Satisfaction questionnaire in order to provide feedback on the quality of our services

## **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 Division;
- 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 Division whom you dealt with as well as the date and the time of the communication to improve our services.



# DEALING WITH YOUR COMPLAINTS

If you have any comment, suggestion or request about the activities or services of the Regional Directorates, you should contact:



## REGIONAL DIRECTORATES OF EDUCATION CONTACT:

| NAME          |                                 | TEL: +264   |  |
|---------------|---------------------------------|-------------|--|
| Kharas,       | Private Bag 2160, Keetmanshoop  | 063 227000  | <a href="mailto:carinas104@gmail.com">carinas104@gmail.com</a>                 |
| Erongo,       | Private Bag 5024, Swakopmund    | 064 4105000 | <a href="mailto:dirsec@moe.org.na">dirsec@moe.org.na</a>                       |
| Hardap,       | Private Bag 2122, Mariental     | 063 245700  | <a href="mailto:mbeukes.edu@hardaprc.gov.com">mbeukes.edu@hardaprc.gov.com</a> |
| Kavango East  | Private Bag 2134, Rundu         | 066 2589111 | <a href="mailto:mpeposesilia@yahoo.com">mpeposesilia@yahoo.com</a>             |
| Kavango West  | Private Bag 2134, Rundu         | 066 256090  | <a href="mailto:kavangowestec@yahoo.com">kavangowestec@yahoo.com</a>           |
| Khomas,       | Private Bag 13236, Windhoek     | 061 293911  | <a href="mailto:paulusdiinineni@yahoo.com">paulusdiinineni@yahoo.com</a>       |
| Kunene,       | Private Bag 2007, Khorixas      | 067 335000  | <a href="mailto:juddiekh@gmail.com">juddiekh@gmail.com</a>                     |
| Ohangwena,    | Private Bag 88005, Eenhana      | 065 290200  | <a href="mailto:ndapewa.nambahu@gmail.com">ndapewa.nambahu@gmail.com</a>       |
| Omaheke,      | Private Bag 2004, Gobabis       | 062 577600  | <a href="mailto:jenny.rareua@gmail.com">jenny.rareua@gmail.com</a>             |
| Omusati,      | Private Bag 529, Outapi         | 065 251700  | <a href="mailto:apollonia.nakale@yahoo.com">apollonia.nakale@yahoo.com</a>     |
| Oshana,       | Private Bag 5518, Oshakati      | 065 229800  | <a href="mailto:aloisiajohannes@gmail.com">aloisiajohannes@gmail.com</a>       |
| Oshikoto,     | Private Bag 2028, Ondangwa      | 065 281900  | <a href="mailto:hildetende@ymail.com">hildetende@ymail.com</a>                 |
| Otjozondjupa, | Private Bag 2618, Otjiwarongo   | 067 308000  | <a href="mailto:jsikeso@gmail.com">jsikeso@gmail.com</a>                       |
| Zambezi,      | Private Bag 5006, Katima Mulilo | 066 253210  | <a href="mailto:Adrenah.Mukela@zambezi.com">Adrenah.Mukela@zambezi.com</a>     |

*If you have any comment, suggestion or request about the activities or services of the Ministry you should contact:*

**The Executive Director  
Ministry of Education, Arts & Culture  
Government Office Park, Luther Street  
Private Bag 13186  
Windhoek  
Namibia**

Phone: +264 61 293 3111  
Fax: +264 61 253671  
E-mail: [ED@moe.gov.na](mailto:ED@moe.gov.na)

Or

Public Relations Office: +264 61 293358  
E-mail: [info@moe.gov.na](mailto:info@moe.gov.na)  
Website: [www.moe.gov.na](http://www.moe.gov.na)



*If you are not satisfied with the response from the Ministry of Education, Arts and Culture you may approach the Office of the Prime Minister. If still not yet satisfied, you may approach the Office of the Ombudsman.*