



## Ministry of Education, Arts and Culture

# CUSTOMER SERVICE CHARTER

**Department:** Formal Education

**Directorate:** National Examination and Assessment (DNEA)

**The Directorate is responsible for administering national examination and assessment**

### 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

### WHAT WE DO

- Register examination centres
- Develop national examination question papers and assessment
- Coordinate the appointment of heads of examination centers, assist head of examination, cashiers and invigilators
- Facilitate and coordinate the registration process of eligible candidates
- Prepare national examination timetables
- Appoint markers, moderators and examiners
- Prepare and dispatch national examination consignments
- Train Regional Examination Officials
- Inspect examination centers
- Coordinate the conducting of national examination
- Coordinate the marking of national examination
- Analyze, distribute examination results, statistics and other related information
- Issue and distribute certificates for national examination
- Authenticate national examination results
- Produce examiners reports on national examination
- Process payments for service providers
- Produce standardized assessment test reports

### OUR CUSTOMERS

- Learners
- General public
- Schools
- Regional examination officials
- Service providers
- Institutions of higher learning / NASFAF / NAMCOL

### OUR COMMITMENT TO YOU

- ✓ Our commitment to our customers is the provision of effective and efficient quality services.
- ✓ We strive to execute our duties within the following guiding **VALUES**:

### 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.
- **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.
- **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.
- **Transparency** - We shall carry out our activities in an open and most acceptable manner that bears scrutiny to the stakeholders we serve.
- **Teamwork** - We shall exercise teamwork as the modus operandi for achieving strategic objectives. Ensuring Team building.

### OUR SERVICE PROMISE/STANDARDS

#### We will:

- register examination centres within two months upon receipt of request;
- develop national examination question papers one year prior to examination date;
- develop national standardized achievement test annually;
- coordinate the appointment of heads of examination centers, assist head of 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 centers, assist head of examination, cashiers and invigilators two months prior to commencement of examination;
- conduct inspection of examination centers during national examination;
- coordinate the conducting of national examination annually;
- coordinate the marking of national examination 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 outcome of authentication of national examination results within two weeks after receipt of application;
- produce examiners' reports on national examination three months after the release of results;
- process payments for service providers within a month upon receipt of invoice;
- process s&t payments for markers within five days after commencement of marking;
- produce standardized assessment test reports two months after the test;

### 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.
- We will respond to your correspondences received within one (1) week after receipt.

#### 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.

### 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.

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