



Ministry of Education, Arts and Culture

CUSTOMER SERVICE CHARTER

Department: Formal Education

Directorate: National Institute for Educational Development (NIED)

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

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

- 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 quality services.
- ✓ 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.
- **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:

- 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;

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.

The Director: National Institute for Educational Development (NIED)
Ministry of Education, Arts & Culture
Voortrekker Road
Private Bag 2034, Okahandja, Namibia

Phone: +264 62 509 000 / 509 001 | E-mail: info@nied.edu.na
Website: www.nied.edu.na