

# SERVICE DELIVERY CHARTER

## Who we are?

The Department of Higher Education and Training (the Department) is responsible for all post-school education and training in the Republic of South Africa. Specifically, the Department 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) as levy grant institutions and the National Skill Fund;
- A range of regulatory institutions and other organisations, systems and frameworks: 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 National Board of Further Education and Training (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 the Department.

## 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 to develop capable, responsible and skilled citizens who are able to compete in a sustainable, diversified and knowledge-intensive international economy, which meet 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 areas; improving on 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 of the system, its sub-systems and its institutions.

## Values

The Department of Higher Education and Training's values are directly informed by the Preamble of the Constitution of the Republic of South Africa; recognising 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 Department is committed to

- Distinction and excellence in all our work efforts to develop a skilled and capable workforce for the country;
- Honesty, perseverance and commitment in providing differentiated education and training opportunities for all the people of South Africa;
- Efficiency of work habits and proficiency of all employees in fulfilling the mandate of the Department;
- Teamwork, cooperation and solidarity in working with our partners in higher education and training to achieve shared goals; and
- 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 normalise our institutions.

## Our customers

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

## Stakeholders

- People/Citizens of South Africa in their diversity;
- Spheres of Government- local, provincial and national;
- Learners;
- Employees;
- Organised Labour;
- Student Representative Bodies;
- The South African Human Rights Commission, Gender Commission, etc.;
- 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 on completion of training
- Expand research, development and innovation capacity for economic growth and social development
- Develop a College curriculum that is responsive to the demands of the marketplace and can transform and adapt quickly and effectively to changing skills needs, with a special emphasis on artisan training
- Commit to producing citizens that will play a responsible role in building a non-racial, non-sexist and democracy society;
- Develop a credible institutional mechanism for skills planning to support and inclusive economic path; and
- Maintain a highly effective, professional, efficient administration informed by good corporate governance practices .

## Our Standards and how we meet them:

During the reporting year, the 2015/16 Service Delivery Improvement Plan (SDIP) was developed and approved by the Minister of the Department. This plan serves to inform stakeholders regarding the Department's service delivery standards. The Department's service delivery standards are set to meet the service delivery needs of our customers and public service place the principles of Batho Pele (People First) into action.

## General Functions:

Service	Service Standard	Responsible Person /Section	Measurement
Telephone responses	• Calls to be answered within five rings and efficient channelling of calls • Activate voicemail facilities when not in office • Voicemail messages retrieved and and calls returned within 24 hours • Voicemail messages indicate alternative arrangement access and assistance	All staff and IT To assist Staff members	Complaints logged at Internal Audit And IT
Emails	• Officials present at work's email correspondence acknowledged within a day • Queries that require further research of an issue are responded to within 5 days • Out of office replies are activated in cases of prolonged absence due to leave and details of an alternative contact person is provided	All Staff	Complaints logged at Internal Audit And IT
Written correspondence	• Acknowledgement of receipt pertaining to written correspondence is dispatched within two days • All correspondence addressed to customers reflect responsible official and contact details	All Staff	Register of correspondence
Access to information	• Comply with the requirements of the Promotion of Access to Information Act (PAIA) and the Protection of Personal Information Act	Chief and Deputy Information Officers	Record of number of Requests
Communication and Awareness	• Website is updated with the latest information	Head of Communication	Monthly Reports

In providing our services, we commit ourselves to all Batho Pele Principles: Consultation (determining client needs by means of the following initiatives):

- Hosting workshops with client representatives;
- Walk-ins/physical visits to the Department;
- Written correspondence; [callcentre@dhet.gov.za](mailto:callcentre@dhet.gov.za) fax: 012 321 13-24 (these contacts are to be reflected as part of all email signatures and displayed at reception desks);
- Toll-free number: 0800 872 222 and;
- Suggestion boxes

## Service Standards:

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

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

## Access:

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

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

## Courtesy

Our clients will be treated with courtesy and consideration as substantiated by:

- A Service Delivery Improvement Plan setting out clear standards and guidelines to achieve better service delivery;
- Trained front-office and back-office support staff; and
- A Code of Conducts circulated to all staff and which is visible in all Departmental buildings.

## Information

Our clients will receive full, accurate and up-to-date details regarding services they are entitled to and the services we provide facilitated via:

- Information sessions;

- Social Networks (Facebook and Twitter);
- A Toll-free/hotline number (0800 872 222);
- [Callcentre@dhet.gov.za](mailto:Callcentre@dhet.gov.za)
- Walk-in centre
- The Departmental Website ([www.dhet.gov.za](http://www.dhet.gov.za)); and
- The Presidential hotline.

## Openness and transparency:

The Promotion of 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;
- An Annual Performance Plan;
- Workshops;
- Roadshows;
- Imbizo's;
- Consultative fora;
- Statistical Information and other publications placed on the Department
- Media Releases (Press and Electronic).

## Redress:

The Department will structure to establish that:

- Customers can make inbound calls (calls from prospective clients) pertaining to updates on queries; and
- If not satisfied, customers can then refer their correspondence/enquiries to relevant Departmental Branches.

## Value For Money:

Services will be provided economically and efficiently in order to provide the client with 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?

- Ask to speak to a Senior Manager (via the Call Centre) and lodge your complaint. Ensure that you take down his/her name, leave your contact details and ensure that you are provided with a reference number;
- Place your written complaint in the complaints box at the Reception; and/or
- Submit your complaint to our customer care email address at [callcentre@dhet.gov.za](mailto:callcentre@dhet.gov.za).

## If dissatisfied with your response, you can:

- Contact the following persons:

Branches	Administration	Technical And Vocational Education And Training	University Education	Community Education And Training	Skills Development	Chief Financial Officer	Planning Policy And Strategy
Branch Head	Ms L Mboobo	Mr FY Patel	Dr D Parker	Dr EB Mahlobo	Mr ZC Mvalo	Mr T Tredoux	Dr N Sishi
Branch Coordinator	Ms G Mhlongo	Ms L Locke	Ms G Mampane	Ms E Kodisang	Mr D Sibande	Mr C Badenhorst	Ms C Kehlogile
Contacts Details	012 312 5314 /5365	012 312 5459 /5233	012 312 6214 /5256	012 312 5422 /6353	012 312 5208 /5354	012 312 5730	012 312 5934

• Write to:  
The Director-General  
Directorate: Call Centre and Presidential Hotline  
Department of Higher Education and Training  
Private Bag x174  
Pretoria, 0002

- A reference/case number;
- An impartial, speedy and effective complaint management procedure; and

- An apology and/or appropriate redress when you have not been treated professionally or our service standards 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 or the realisation of the promises in this charter. We also count on you to be courteous towards our staff and treat them with respect.

## Let us have your views

We value your opinion regarding the Department's services.

Please let us have your comments

through the following:

- o Website: [www.dhet.gov.za](http://www.dhet.gov.za)
- o Email address: [callcentre@dhet.gov.za](mailto:callcentre@dhet.gov.za)
- o Facsimile: 012 321 1324
- o Toll free: 0800 872 222
- o Complaint and suggestion box at DHET's reception

## Contact details

**Pretoria Office:**  
Physical Address : 123 Francis Baard Street, Pretoria, 000  
Postal Address : Private bag x 174 Pretoria, 0001  
Switchboard : +27 12 312 5911  
Fax Number : +27 12 323 5618

**Minister's Cape Town Office:**

Cape Town, 8001  
Physical Address : 103 Plein Street, Parliament Towers,  
Postal Address : Private bag 9034, Cape Town, 8000  
Telephone Number : +27 21 465 5513  
Fax Number : +27 21 465 7956

Departmental Website:

[www.dhet.gov.za](http://www.dhet.gov.za)

Call-Centre Information:

0800 872 222

## Departmental Regional Offices:

Region Name Postal and Physical Address

1 Eastern Cape Ms PN Teka  
Eastern Cape Regional Coordinator  
Buffalo City TVET College  
Private Bag X901  
East Londo5200  
Cnr Lukin Road & King Street, Selborne  
East London  
5201

Regional Coordinator: Ms P Mbontsi

Tel No: (043) 722 4949

Fax No: (086) 664 0670

Email: [Mbonsi.P@dhet.gov.za](mailto:Mbonsi.P@dhet.gov.za)

2. Kwa-Zulu Natal Dr SJ Nzimande

Kwa-Zulu Natal Regional Coordinator

Umgundlovu TVET College

Private Bag X9060

Pietermaritzburg

3201

114 Pieter Maritz Street

Pietermaritzburg 3200

Regional Coordinator: Mr Mandla Mthethwa

Tel No: (033) 345 2580/6

Fax No: (033) 345 2580

Email: [Mandlabe@vodamail.co.za](mailto:Mandlabe@vodamail.co.za)

3. Mpumalanga and Northern Cape Dr EG Pedro

Mpumalanga Regional Coordination

Ehlanzeni TVET Colleges

Private Bag X11297

Nelspruit

1200

29 Bell Street

Ehlanzeni TVET College Central Office

Nelspruit 1200

Regional Coordinator: Mr Sabello Shabangu

Tel No (013) 752 7105

Fax No (013) 752 8214/ 4902/09

Email [Shabangu.S@dhet.gov.za](mailto:Shabangu.S@dhet.gov.za)

4. Western Cape and North West Mr Z Siyengo

Western Cape Regional Coordinator

NSFAS Building

18-20 Court road

Wynberg

7800

Regional Coordinator: Ms Nokulunga Sofoyiya

Tel: 021 763 3200 Ext 110

Cell No:071 528 8718

Email: [Sofoyiya.N@dhet.gov.za](mailto:Sofoyiya.N@dhet.gov.za)

5. Limpopo Mr FL Ramonyatse

58 Schoeman Street

Rentmeester Building

PA to Regional Manager: Ms Thandi Mampa

Email: [Ramonyatse.f@dhet.gov.za](mailto:Ramonyatse.f@dhet.gov.za)

Cell: 0825442848

Tel: 015 291 2711

6. Gauteng and Free State Mr M Mokgatle

111 Commissioner Street

Johannesburg Gauteng Provincial Education Building

PA to Regional Manager: Ms Mandy Hinkins

Email: [Mandy.Hinkins@gauteng.gov.za](mailto:Mandy.Hinkins@gauteng.gov.za)

Cell: 083 310 1966

Tel: 011 355 0930/0892

## List of acronyms/abbreviations

CHE	- Council on Higher Education
FET	- Further Education and Training
HIV AIDS	- Human Immunodeficiency Virus Acquired Immune Deficiency Syndrome
HRDSA	- Human Resource Development Strategy for South Africa
INDLELA	- Institute for National Development of Learnerships Employment Skills and Labour Assessments
NAMB	- National Artisan Moderation Body
NBFET	- National Board for Further Education and Training
NGO	- Non-Governmental Organisations
NSA	- National Skills Authority
NSF	- National Skills Fund
NSFAS	- National Student Financial Aid Scheme
NQF	- National Qualification Framework
PAIA	- Promotion of Access to Information Act
QCTO	- Quality Council on Trade and Occupations
SAQA	- South African Qualifications Authority
SDIP	- Service Delivery Improvement Plan
SETA	- Sector Education and Training Authority
TVET	- Technical and Vocational Education and Training