



ZAMBIA QUALIFICATIONS AUTHORITY SERVICE DELIVERY CHARTER



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ZAMBIA QUALIFICATIONS AUTHORITY IN CONJUNCTION WITH MANAGEMENT
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FOREWORD



In line with our commitment to provide optimal service delivery, the Zambia Qualifications Authority has launched a client Service Delivery Charter. The Charter contains commitments on service delivery and therefore constitutes a ‘social contract’ between the Authority and the public. It provides a way for you our clients to hold us accountable for the quality of service delivery outside the legal system.

The Charter identifies the services that we offer and the standards that we believe our clients have the right to expect and receive in line with our 2019 – 2021 Strategic Plan. It highlights our vision, mission and the values that guide in the provision of quality service delivery. Further, the Charter provides our clients with a way to complain and to compliment the Authority on its service delivery.

The Authority is committed to reviewing this Charter as necessary to keep abreast with the strategic objectives of the Authority and developmental changes in the country.

I therefore, recommend that this Charter be used as a tool for enhancing smoother interface between you our clients and the Zambia Qualifications Authority. Further, I pledge that all staff in the Authority will use the Charter as a means to enhance constructive dialogue and interaction with our clients.

I sincerely hope that clients will take time to read and challenge the Authority to the commitments made.

A handwritten signature in black ink, appearing to read 'M.A. Chiyaba'.

Miriam M.A. Chiyaba (Mrs)
DIRECTOR & CHIEF EXECUTIVE OFFICER

1.0 PURPOSE OF THIS CHARTER

- To enhance your awareness of the type of services the Authority provides;
- To explain to you the standards of service you should expect to receive;
- To outline your rights and responsibilities as a client;
- To explain our rights and responsibilities as the Service Provider; and
- To explain how you can submit complaints, compliments and make suggestions about our service delivery.

2.0 ZAQA CORE MANDATE

The Zambia Qualifications Authority is a statutory body under the Ministry of Higher Education established by the ZAQA Act No. 13 of 2013 whose mandate is to develop and implement a national qualifications framework, to register and accredit qualifications and to ensure that standards and registered qualifications are internationally comparable.

3.0 VISION AND MISSION

3.1 VISION

“A credible and efficient regulator of national qualifications for local and international comparability.”

3.2 MISSION

“To ensure local and international recognition of qualifications.”

4.0 CORE VALUES

The core values of the Zambia Qualifications Authority are:

- a) Professionalism: We exhibit competence, commitment, good judgement, conduct and behaviour and promote a positive corporate image in the execution of our duties.
- b) Integrity: We put the obligations of the Authority above one’s personal interests and conduct ourselves in a manner that is beyond reproach.
- c) Transparency: We are open and communicate effectively in the discharge of our duties;
- d) Teamwork: We cooperate with others and work to the best of our abilities, despite any personal conflict that may arise between individuals to foster unity of purpose.
- e) Excellence: We provide superior and meritorious services beyond our clients’ expectations.
- f) Confidentiality: We are trustworthy by not revealing or disclosing privileged information to unauthorised persons.

5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, the Authority will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect timely provision of the following services:

- i. Certificate of Accreditation of qualification
- ii. Certificate of Validation (Local qualification)
- iii. Certificate of Validation and Evaluation (Foreign qualification)
- iv. Certificate of Recognition as an Appropriate Authority or Foreign Awarding Body

6.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the law and our core values, we pledge to provide services in accordance with the following standards.

Service Type		Standard of Service	Duration
1. Certificate of accreditation of qualification			Within 30 working days
Clients: Appropriate Authorities	Vital Steps:		
	Submit application letter, duly completed registration and accreditation application form and pay prescribed fees	Within 1 working day	
	Receive certificate of accreditation of qualification	Within 29 working days	
Requirements			
<ul style="list-style-type: none"> - Five (5) hard copies of each qualification and a soft copy of each qualification for evaluation - Proof of payment 			

Service Type		Standard of Service	Duration
1. Certificate of Validation (Local qualification)			Within 14 working days
Clients: General Public	Vital Steps		
	Submit duly completed application form for validation and pay prescribed fees	Within 1 working day	
	Receive Certificate of Validation	Within 13 working days	
Requirements			
<ul style="list-style-type: none"> - Proof of payment - Copies of qualifications to be validated - Certified copy of identity card - Affidavit (where necessary) 			

Service Type		Standard of Service	Duration
1. Certificate of Validation and Evaluation (Foreign qualification)			Within 30 working days
Clients: General Public	Vital Steps		
	Submit duly completed application form for validation and evaluation and pay prescribed fees	Within 1 working day	
	Receive Certificate of Validation and Evaluation	Within 29 working days	
Requirements <ul style="list-style-type: none"> - Proof of payment - Copies of qualifications to be validated and evaluated - Copy of transcript - Statements of course hours and credits and syllabus or course prescription for each qualification / award obtained (where possible) - Translation of certificate in foreign language - Certified copy of identity card - Affidavit (where necessary) 			

Service Type		Standard of Service	Duration
1. Certificate of Recognition as an Appropriate Authority or Foreign Awarding Body		Standard of Service	Within 63 working days
Clients: Education and training qualification awarding Institutions	Vital Steps		
	Submit duly completed application form for recognition as an Appropriate Authority or Foreign Awarding Body	Within 1 working day	
	Witness onsite audit	Within 7 working days	
	Receive Certificate of recognition as an Appropriate Authority or Foreign Awarding Body	Within 55 working days	
Requirements <ul style="list-style-type: none"> - Proof of legal mandate to award qualifications - Approved Organisation structure - Approved Strategic Plan - Quality Assurance policies and procedures - Examination procedures and guidelines - Inspection reports (where applicable) 			

6.0 OUR OTHER STANDARDS



IF YOU CONTACT US BY TELEPHONE

- Our staff will identify themselves by name and department.
- We will give clear and easy to understand advice
- If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.



IF YOU WRITE TO US

- We will respond to your correspondence within ten (10) working days. Our responses will clearly show our reference number, the author's name, office telephone and email address.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a response.



IF YOU VISIT OUR OFFICES

- You will be attended to immediately;
 - You will be screened and ushered to the waiting bay whilst waiting for clearance from respective offices;
 - If you have an appointment, you will be attended to within 10 minutes of your appointment time; and
 - Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.
- *Our clients are encouraged to make appointments whenever possible.

7.0 CLIENT RIGHTS AND OBLIGATIONS

As our esteemed client, you have the right to expect the highest standards of service delivery from our Authority.

In this respect, you have the right to:

- Accurate information on the service you are seeking from us;
- Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;
- Be treated with courtesy and consideration in all your dealings with us;
- Complain when you receive sub-standard services; and
- Participate in the review of this charter.

We ask from you the following:

- To treat our staff with courtesy;
- To provide accurate information when requested;
- To promptly respond to requests for information by us;
- Not to offer any gifts, favours or inducements to our staff or solicit the same from them; and
- To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.

8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers, staff and services. When complaining or complimenting we ask that you:

- Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously.
- State clearly why you are happy or not happy with the service or conduct of our officers and staff;
- State what you want to be rectified (if not happy)
- Be honest.

Feedback can be provided via telephone, email, website and letter or in person by visiting our offices at the address given below:

Zambia Qualifications Authority,
Ground Floor, Finsbury Park,
Kabwe Roundabout
P. O. Box 51103
Lusaka
Zambia

Telephone : +26 0211 843050 or +26 097 2559301, +26 096 3922730
Email : info@zaqa.gov.zm
Website : www.zaqa.gov.zm
Facebook : ZAQA2016
Linkedin : Zambia Qualifications Authority
Twitter : @ZAQA_Zambia

Office Hours: Monday – Friday 08.00 – 13.00 hours
14.00 – 17.00 hours

In order to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.

9.0 FEEDBACK MECHANISM

- We will acknowledge receipt of all complaints, compliments and suggestions;
- We will respond to your written complaints within 10 working days of receipt; and
- Where we are unable to provide a response within that time, we will inform you when exactly we will be able to do so.

10.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE

We will continue to be transparent and accountable in the performance of our duties. To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this charter.

Specifically, we will:

- Publish performance results against charter commitments in our Authority Annual Reports;
- Report on charter performance to our clients and other stakeholders including our staff; and
- Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our Authority's Annual Report and print media.

11.0 REVIEW OF THE CHARTER

This Charter will be reviewed every three (3) years or as the need arises to ensure that it responds to changes in the environment.

