



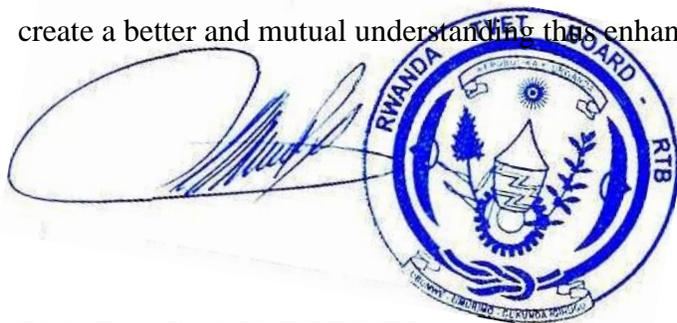
RWANDA TVET BOARD CLIENT SERVICE CHARTER

FOREWORD

It is my pleasure to present to you this Service Charter entailing services offered by our institution. RWANDA TVET BOARD Service Charter has been prepared in the spirit of being responsive to effective service delivery, transparency and accountability in TVET services mandated to us.

This Service Charter spells out the role of RWANDA TVET BOARD and highlights the services offered and requirements therein.

It lists the Departments and or Units in which our services can be accessed and the guiding legal instruments. The development of this Service Charter clearly signifies our commitment to serve our Clients, Stakeholders, Development Partners and the General Public at large with a view to create a better and mutual understanding thus enhancing our service delivery.



Dipl.-Eng. Paul UMUKUNZI

Director General

Rwanda TVET Board (RTB)

FORWARD

Rwanda TVET Board is serving different types of Customers that are in line with TVET services especially those that are close to level 1 to 5 of TVET qualification framework and Special Academies. In order to improve its quality of service delivery, RTB Authority has decided to develop this service charter. RTB promises to utilize all its resources including Human, Financial, and material to offer services that would meet clients' requirements. Any comments or suggestions that would help improve this document are also welcomed using different channels of communication including social media like Twitter, WhatsApp, or E-mail, Telephone and others.

DIFINITION OF TERMS

In accordance with this charter, the following terms are defined as;

1. A client

This is any person of an Institution that needs RTB services. These include but not limited to; TVET schools from level 1 to 5, School Managers, Special Academies, Parents, students from O' level, the private sector in its entirety, Researchers, IPRCs and many others.

2. RTB: Rwanda Technical and Vocational Education Training

3. Stakeholder: Means an Individual, an Institution or an organization which in one way or another is related to or affected by RTB services or functions.

INTRODUCTION

Rwanda TVET Board (RTB) is a Government Institution established in 2020 by the Presidential order number N° 123/01 of 15th Oct 2020 published in the Official Gazette N° 32 bis of 19th /10/ 2020. It was established under the Ministry of Education to be at the forefront of all efforts to promote TVET from level one to five of Rwanda TVET Qualification Framework.

MISSION

The mission of RTB is to promote Quality education in Technical and Vocational Education and Training from level one (1) to five (5) aimed at fast tracking socio-economic development of the country.

RTB CORE RESPONSIBILITIES

RTB has the following core responsibilities:

1. To design and distribute curricula, teaching materials, trainer's guides, methodologies and establish training methods for technical and vocational education and training from level one to five.
2. To promote the use of information and communication technology in technical and vocation education and training from level one to five.
3. To coordinate and fast track technical and vocational education and training programs and activities.
4. To coordinate programs and activities to ensure trainers development, build their capacities and monitor their management.
5. To advise the Government on all activities which can fast track technical and vocational education and Training development in Rwanda.

The core business of RTB is run through two (2) key departments and one division; 1.

1. Training Management Department,
2. Curriculum & Instructional Materials development department as well as the
3. Digital Technologies division.

RTB also has a Single Project Implementation Unit (SPIU), which coordinates all projects and development partners that support skills development up to level five (5) of the RTQF.

RTB CORE VALUES

1. Time Management
2. Loyalty
3. Efficiency
4. Integrity
5. Competitiveness
6. Accountability
7. Team work
8. Creativity
9. Professionalism

PURPOSES OF THIS CLIENTS' SERVICE CHARTER

This charter intends to underscore the accountability of RTB to comply with pre-determined standards of service delivery to its clients. It aims to strengthen the relationships between RTB and its Clients by sharing information on RTB services on the following areas;

- a) What it does
- b) Standards of service clients can expect
- c) Clients' rights and responsibilities
- d) How to communicate
- e) How to submit suggestions, requests, complaints and remarks regarding service delivery.

BENEFITS OF THE SERVICE CHARTER

To Clients

- ✓ To understand the services offered by RTB
- ✓ To measure the level of satisfaction after service delivery by RTB
- ✓ To evaluate the quality of service provided by RTB and provide feedback for the purpose of improving the service.
- ✓ To realize the customer contribution in provision of services provided by RTB.
- ✓ To determine the time RTB provides the services.

To RTB

- ✓ To realize its mission and vision
- ✓ To improve Transparency on service delivery to its clients.
- ✓ To improve Commitment on timelines and responsibility to customer needs
- ✓ To strengthen relationship and communication between RTB and their clients.
- ✓ To maintain the good reputation and image of RTB to its clients and Stakeholders
- ✓ To evaluate the level of service delivery and make efforts to improve where necessary.

SERVICE GUIDELINES AND COMMITMENT

In order to ensure that RTB is providing high quality services to its clients, the following service values and commitments will be adhered to;

- ❖ Engaging competent and dedicated staff in service delivery

- ❖ Being Fair
- ❖ Being respectful and value remarks of the clients and Stakeholders
- ❖ Showing Integrity
- ❖ Demonstrating openness and transparency
- ❖ Being flexible in facing challenges
- ❖ Avoiding Conflicts of interest
- ❖ Considering ethics and code of conduct

RIGHTS OF CLIENTS

Our client has the right to:

- Be received, listened to, directed and served.
- Be respected
- Have the necessary information he/she needs to meet our service requirements.
- Report any poor service that they received
- Express his problem or contribution to whoever they feel comfortable to tell.
- To appeal any administrative decisions

STAKEHOLDERS' RIGHTS

In the Context of this Charter, Stakeholders include Government institutions and Ministries, Development Partners, Education Institutions globally and the Private Sector. Their rights are indicated as follows;

a) Government Institutions

1. Positive Cooperation and complementarity in developing TVET sector.
2. Timely provision of technical inputs, tools and financial support to RTB.
3. Developing and approval of TVET development related policies.
4. Reviewing the Laws, regulations and guidelines that support TVET development.

b) Development Partners

1. Access information from RTB regarding the TVET performance in Rwanda and needed support to achieve the intended goals.
2. Provide the necessary support in strengthening TVET in Rwanda.
3. Sharing the success stories of TVET in other Countries.

c) Media

1. Timely dissemination of the information regarding RTB responsibilities and activities.
2. Organizing talk-shows on TVs and Radios about TVET through RTB in particular.

d) Other Education Institutions

1. Sharing Education policies and other related information.
2. Sharing of experts

SERVICES PROVIDED BY RTB

1. Training Management

What is the Service?	<ul style="list-style-type: none"> RTB Coordinates training activities that support technical and pedagogical skills in all TVET schools, supports in the development of TVET educational materials, Organizes, prepares and monitors the capacity-building program for the teaching staff, school management, Trainers placement and related.
When can I access the service	Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
Once a request is made or an application is submitted, how long will it take?	Provided that all requisite documents have been submitted a response should be provided within 2 days.
What, if any, are the costs for accessing the service?	This service is free of charge
What documents are required?	<ul style="list-style-type: none"> -Letter addressed to the Director General or any other member of staff concerned describing the nature of your request/complaint; -Any additional documents that may help to support your claim or request.
What is the procedure?	<ul style="list-style-type: none"> -Go to the Central Secretariat Office in RTB or simply write an e-mail and send to info@rtb.gov.rw or simply a letter to the concerned office or simply on phone. -Submit all relevant documents; -If more information is required to you regarding your request or claim, you will be contacted by RTB.
Department to be approached	Training Management Department

2. Workplace Learning & Short Training

What is the Service?	<ul style="list-style-type: none"> RTB ensures that industry liaison services are properly delivered in collaboration with industries, liaises with all stakeholders for the implementation of the workplace learning policy, supports students'
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	employability by facilitating students' access to both paid and voluntary employment, and industrial attachment and industrial based training programs.
When can I access the service	Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
What, if any, are the costs for accessing the service?	This service is free of charge
Office to be approached	Office of Workplace Learning & Short Training Coordination Specialist
3. Production and Incubation	
What is the Service?	RTB provides technical assistance and guidance to production units in TVET institutions and incubation centers, provides support and guidance to the students and staff about innovation projects,
When can I access the service	Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
Office to be approached	Office of Production and Incubation Centres Management Specialist
Digital Technologies	
What is the Service?	RTB supervises and Coordinates the development and implementation of national plans for ICT penetration in the TVET sub-sector, takes a leading role in digitization of all TVET curricula, modules and training materials to facilitate online training, takes a leading role in the development and promotion of the use of TVET E-learning platforms in TVET schools.
When can I access the service	Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
Office to be approached	Digital Technologies Division
Career development	
What is the Service?	<ul style="list-style-type: none"> • RTB Organizes, coordinates and manages the development and

	<p>implementation of career guidance initiative and strategies.</p> <ul style="list-style-type: none"> • Conducts labor market and tracer surveys • Plans and develops school-based career development programs which provide direct services to students, staff, parents, and the community. • Coordinates and supervises career development activities/programs in TVET institutions. • Develops and maintains a career resource center for students aiming at enhancing Career Development through Partnership between Schools and Employers. • Conducts workshops with industries, parents, TVET institutions to assist students on career development and guidance plans.
When can I access the service?	Any working day; Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
Office to be approached	TVET Orientation & Career Guidance Office
Curriculum Development	
What is the Service?	<ul style="list-style-type: none"> • RTB develops and the regularly updates TVET curricula, instructional materials and ensures their implementation.
When can I access the service?	Any working day; Monday-Thursday from 7AM-5PM and on Friday from 7AM to 12PM
Office to be approached	Curriculum and Instructional material Development Department.
Where can I get additional information about RTB	Visit RTB website on www.rtb.gov.rw or its Twitter account on @RTB_Rwanda

NB: For all these timelines, in case the Authority meets challenges for non-compliance (Force majeure), the Client concerned will be communicated through E-mail, text message on the changes.

PROMISES TO CLIENTS

The Authority promises the following to its clients in accordance with this charter, and existing Staff code of Conduct;

1. Equality when dealing with Clients

RTB will treat all Clients fairly and Professionally with utmost respect. Any sort of discrimination based on place of Origin, race, gender, religion, ethnicity, political views or personal considerations will not be allowed.

2. Staff Conduct

RTB staff will identify themselves to the Clients and introduce themselves to Clients whenever necessary. Staff members will always be polite, courteous, friendly, helpful, cooperative and caring to clients.

3. Responsiveness

RTB commits to adhere to the set service standards and provides correct and timely information to its clients and the public at large.

4. Appropriateness

RTB will work to ensure that the quality of service delivery meets and exceeds its customer needs and expectations in line with TVET development.

5. Confidentiality

RTB will treat the information accessed from clients with highest level of confidentiality and use it for only its intended purpose.

6. Decision making process

RTB aims at fair balance between the speed of the decision making and the assessment of the raised matters and will give reasons for the decisions that will be made.

7. Accessibility

RTB will be accessible physically at its Headquarters from Mondays to Thursdays from 7Am to 5Pm and Friday from 7AM to 3PM excluding Public Holidays. However Institutional social media accounts, mobile phone and e-mail can be used to reach the Authority at any time to respond to customer inquiries.

8. Dissemination of Information

RTB will disseminate information to its clients through its Website, social media, information, education and communication materials like brochures, pamphlets, stickers and fliers. Other promotional materials like HeadCaps, T-shirts, Jackets e.t.c will also be used. Also Public education programs including Radios, TVs, Print media and Exhibitions will be used to disseminate RTB information.

MONITORING AND EVALUATION

RTB will do periodic monitoring and annual performance evaluation of the services in the charter. The Performance will be monitored through internal systems including Auditing, review of requests and complaints, and Special M&E tools. We will promptly implement measures to improve our services when opportunities to improve are identified.

REVIEW AND MAINTENANCE OF THE CHARTER

This Charter is a living document and goes in tandem with the changes that may occur in the Society and Education sector particularly in TVET that may affect our service delivery. Review of this charter is essential to ensure that is up-to-date. Review will be done by engaging with clients and other Stakeholders whenever the need be.

The review will take into consideration the following;

1. Monitoring and Evaluation results
2. Feedback from Clients and Stakeholders
3. Changes in the organizational structure and mandate