

### Your Views Count

- We continuously strive to improve our standards. To do this, we need to know the 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 the input and cooperation we receive. We therefore request you to:

- Be honest, polite and patient
- Be timely in providing required and accurate information to the NCHE
- Comply with existing Legislations, Regulations and Procedures
- 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
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person whom you dealt with as well as the date and the time of the communication to improve our services

### Feedback, Comments and Complaints

**If you have any comment, suggestion or request about the activities or services of the NCHE you should contact:**

The Deputy Executive Director  
National Council for Higher Education  
Hoogenhout & Haddy Streets  
Windhoek West

PO Box 90890  
Klein Windhoek

**Phone:** +264 287 1500

**E-mail:** info@ncche.org.na

- If you are not satisfied with the response from the NCHE, **you may take the matter up with the Office of the Executive Director, Ministry of Higher Education, Technology and Innovation**
- Should you still not be satisfied you may approach the **Office of the Prime Minister**
- If still not yet satisfied you may approach the **Office of the Ombudsman**



**National Council for Higher Education**

## CUSTOMER SERVICE CHARTER

NCHE is responsible for promoting a coordinated higher education system, assuring the quality of higher education, enhancing students' access to higher education and advising on the allocation of state funds to public higher education institutions.



## This Charter

### Outlines:

- What we do
- Our clients
- Our commitment to you
- Our service promise
- What we ask of you
- Dealing with comments, feedback and complaints

## What We Do

### NCHE provides the following services:

- Ensure the relevance and responsiveness of higher education to national development goals and labour market needs
- Accredite programmes of higher education institutions
- Conduct quality audits in higher education institutions
- Advise on efficient, transparent and equitable funding for public higher education

## Our Clients

### The following are some of our clients:

- Public and private higher education institutions
- Ministry of Higher Education, Technology and Innovation
- Staff Members of NCHE
- Researchers
- Various OMAs
- Development Partners
- General Public

## Our Commitment to You

### We commit to:

- Continue improving standards of services
- Be transparent and give correct information, in a clear and simple language
- Solve problems quickly when they occur
- Acknowledge, respond and take quick action to complaints that might occur during service delivery
- Communicate and involve our clients and stakeholders to provide their opinions and inputs to improve our services
- Have clear standards of services to meet clients' expectations
- Co-operate with other service providers to improve services

### We strive to uphold the following Values:

- **Integrity:** We exhibit the quality of an intuitive sense of honesty and truthfulness with regard to our behaviour and motivation for our actions.
- **Professionalism:** We exercise high levels of competence in our work and avoid compromises to our set standards and values.
- **Accountability:** We take responsibility for our policies; decisions and actions; and report, explain and answer for resulting consequences.
- **Empathy:** We endeavour to cultivate empathy amongst ourselves, customers and stakeholders, to build positive relationships and boost productivity.
- **Innovation:** We strive for continuous learning, seek creative ways to change, solve problems and find better solutions in the execution of our mandate.

## Our Service Promise

### We will:

- Collect, collate, analyse and publish higher education statistics annually
- Conduct national graduate survey biennially
- Accredite academic programmes within a period of 6 months of submission
- Conduct quality audit of higher education institutions at 5-year intervals
- Suggest state subsidies and levels of tuition fees in public higher education institutions annually
- Assist with the administration of the registration of private higher education institutions

## When You Contact Us

### In person:

- 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 a referral, we will do it on your behalf by phone or by email and copy you

### By phone:

- We will answer your call within 3 rings
- We will return your call within 2 days if we cannot provide an answer immediately

### By letter or email:

- 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