



Province of the
CAPE
EDUCATION

STRATEGIC MANAGEMENT MONITORING AND EVALUATION

Steve VukileTshwete Education Complex * Zone 6* Zwelitsha * Private Bag X0032 * Bhisho * 5605 * REPUBLIC OF SOUTH AFRICA Website: www.ecdoe.gov.za * Tel: +27 40 4084611/6084001 * Fax: +27406084574 * Cell 083 275 0710 Email: greg.macmaster@edu.ecprov.gov.za

Internal Memorandum

TO : ACTING HEAD OF DEPARTMENT

FROM : DIRECTOR: QUALITY PROMOTION AND STANDARDS

SUBJECT: REQUEST THE ENDORSEMENT OF THE EDUCATION DEPARTMENTS SERVICE CHARTER AS REQUIRED BY MPAT KEY PERFORMANCE AREA (KPA) 2.1

DATE : 18 AUGUST 2015

To achieve a score of 3 or more for Key Performance Area 2.1 (Service Delivery Improvement Mechanisms) in the MPAT process requires the submission of an approved Service Charter.

The relevant Legislation and Policy that requires the development and submission of an approved Service Charter: Chapter 1, Part III C.1 to C.2 of the Public Service Regulations, 2001, as amended on 31 July 2012 and the White Paper on Transforming Public Service Delivery (1997)

The Service Charter document is submitted with this memorandum.

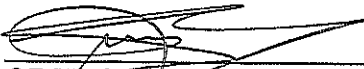
It is requested that you endorse the Service Charter by signing this memo in order for the KPA 1 Coordinator to upload a soft copy unto the MPAT website.

Dr. S Lombo
DIRECTOR: QUALITY PROMOTION AND STANDARDS

Endorsed

MR TYWALE

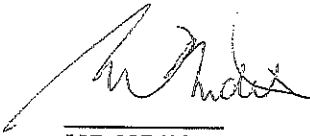
~~Recommend / Not Recommended~~



GF MAC MASTER
CHIEF DIRECTOR: STRATEGIC MANAGEMENT MONITORING AND EVALUATION

7/09/2015

~~Recommend / Not Recommended~~



MP MDIKANE
DDG: EDUCATION PLANNING EVALUATION AND MONITORING

10/09/2015

Approved / Not Approved

R TYWAKADI
ACTING HEAD OF DEPARTMENT



**PROVINCE OF THE
EASTERN CAPE
DEPARTMENT OF EDUCATION**

Steve Vukile Tshwete Education Complex * Zone 6* Zwelitsha * Private Bag X0032 * Bhisho * 5605 * REPUBLIC OF SOUTH AFRICA Website: www.ecdoe.gov.za *

**SERVICE CHARTER FOR THE DEPARTMENT OF EDUCATION, EASTERN CAPE
PROVINCE FOR THE PERIOD 1 APRIL 2015 TO 31 MARCH 2016**

In developing this Service Charter the guidelines as set out by the Department of Public Service and Administration (DPSA) and the *Batho Pele* Handbook were followed.

Who are we?

We are the Eastern Cape Department of Education

Where are we found?

Postal Address

The Eastern Cape Department of Education
Private Bag X0032
Bhisho, Eastern Cape, RSA, 5605

Physical Address

Steve Vukile Tshwete Education Complex
Zone 6, Zwelitsha
Province of the Eastern Cape, RSA

Contact details for the Superintendent – General and the Member of the Executive Council

Acting Superintendent- General

Mr R Tywakadi

Phone Number: 040 6084205

Member of the Executive Council

Mr M Makupula

Phone number: 040 608 4203

Vision

To provide learners with opportunities to become productive and responsible citizens through quality basic education

Mission

To achieve the vision we will:

- Implement appropriate and relevant educational programmes through quality teaching and learning
- Mobilize community and stakeholder support through participation
- Institutionalizing a culture of accountability at all levels of the Department

Strategic Goals

Strategic Goal 1: Provide equitable access to education and resources

Strategic Goal 2: Improve quality of teaching and learning at all educational institutions

Strategic Goal 3: Improve school functionality for learner achievement at all levels

Strategic Goal 4: Enhance organizational capacity through human resource development and talent management

Strategic Goal 5: Promote social cohesion through cooperation with all stakeholders in Education

Strategic Goal 6: Ensure efficient administration through good corporate governance and Management

Values

The Vision and Mission are supported by values, based on the Constitution of the Republic of South Africa, 1996 (Act No.108 of 1996) and the *Batho Pele* principles.

- Serve with **EMPATHY** and endeavor at all times to treat learners, colleagues and all other stakeholders with **DIGNITY** courtesy.
- Ensure in the spirit of teamwork, to continuously strive for **UNITY** as we demonstrate Focus and passion for all.

We will also undertake

- to inspire **CONFIDENCE** in government service and
- fulfill the fundamental principles of **ACCESS** and equity as enshrined in the Constitution of the Republic
- while **TRUST** and honesty are the essence of being called upon to display a high level of **INTEGRITY** and accountability in our daily operations,
- instilling all around us a culture of **OWNERSHIP** and humility as we make our contribution to molding the future leaders of our beloved **NATION**

District Directors

Butterworth District

Director: Mr MA Jack

Tel: 047 401 7704/5

Fax: 047 491 3291/ 086 271 7495

Email: mzukisi.jack@yahoo.com

Physical Address:

Ex- Butterworth College, Mission Location

Postal Address:

Private Bag X 3019, Butterworth, 4960

Cofimvaba District

Director: Mr M. Skama

Tel: 047 874 5003

Fax: 047 874 0422 / 086 235 8790

Email: skama59@gmail.com

Physical Address:

196 Windus Street Opposite Cash Build, Cofimvaba, 538

Postal Address:

Private Bag X 1229, Cofimvaba, 5380

Cradock District

Acting Director: Mr E Klaasen

Tel: 048 801 8607

Fax: 048 881 2911

E mail: edgar.klaasen@gmail.com

Physical Address:

14 Dundas Street, Cradock

Postal Address:

Private Bag X 82, Cradock, 5881

Dutywa District

Director: Mr AM Dwangu

Tel: 047 489 2247

Fax: 047 489 1028

Email: agrippa.dwangu@edu.ecprov.gov.za

Physical address:

419 Railway Street, Public works premises, Department of education

Postal Address:

Private Bag X 1203, Dutywa, 5000

East London District

Director: Mr. S. Mnguni

Tel: 043 760 0542/043 708 6200

Fax: 043 760 0545

Email: sihle.mnguni@edu.ecprov.gov.za

Physical Address:

Dr WB Rubusana Building, Nu 1, Mdantsane

Postal Address:

Private Bag X 9007, East London, 5200

Fort Beaufort District

Director: Mr. N. Stofile

Tel: 046 645 2964

Fax: 046 645 2783

E mail: ndzanze@yahoo.com

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Private Bag X 2041, Healdtown, Fort Beaufort, 5720

Graaff-Reinet District

Director: Mr De Bryun (Acting)

Tel: 049 807 2200/2202

Fax: 049 807 2254

E mail: laine.coetzee@edu.ecprov.gov.za

Physical Address:

Corner of Murray & Kruger Street, Graaff-Reinet, 6280

Postal Address: Private Bag X 726, Graaff-Reinet, 6280

Grahamstown District

Director: Mr AT Fetsha

Tel: 046 603 3299/3200

Fax: 046 603 3287

Email: atfetsha@webmail.co.za

Physical Address:

St Aidens Building, Constitution Street, Grahamstown

Postal Address: Private Bag X 1001, Grahamstown, 6140

King Williams Town District

Director: Mr FC Sokutu

Tel: 043 604 3218/3216

Fax: 086 548 6397

Email: nomvume.plaatjie@edu.ecprov.gov.za

Physical Address:

45 Eales Street, King Williams Town, 5600

Postal Address:

Private Bag X 7449, King Williams Town, 5600

Lady Frere District

Director: Mr GN Jojwana

Tel: 047 878 0391/0009

Fax: 047 878 0224

Email: ndiphs@webmail.co.za

Physical Address:

59 Sandile Street, Lady Frere

Libode District

Acting Director: Mrs. TC Vikilahle

Tel: 047 502 7401/ 047 531 0605

Fax: 047 532 3505

Email: nondumiso.mgidi@edu.ecprov.gov.za

Physical Address:

KD Matanzima Building, Owen Street, Office 214, Second Floor, Mthatha

Postal Address:

Private Bag x 518, Libode, 5160

Lusikisiki District

Acting Director: Mr T Binase

Tel: 039 253 1946/6603

Fax: 039 253 1422

Email: unathi_gamnca@yahoo.com

Physical Address:

Old Lusikisiki College of Education, R61 Main Road, Lusikisiki

Postal Address:

Private Bag X 1010, Lusikisiki , 4820

Maluti District

Director: Mr LE Mtatyana

Tel: 039 256 0111

Fax: 039 256 0523/ 0866

Email: lungelo.mtatyana492@gmail.com

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206 Magistrate Street, Maluti, 4740

Postal Address:

Private Bag X 1835, Matatiele, 4740

Mbizana District

Director: Mr VV Mkentane

Tel: 039 251 0279/0063/0153

Fax: 039 251 0423

Email: vuyisile.mkentane@edu.ecprov.gov.za

Physical Address:

Old Mbizana Village Next To Total Garage

Postal Address:

Private Bag X 504, Mbizana, 4800

Mount Fletcher District

Acting Director: Mr. M. Mpupu

Tel: 039 257 0963

Fax: 039 257 0956

Email: Ndunakazi.Mangazi@edu.ecprov.gov.za

Physical Address:

Resource Centre Building, Hospital Road, Mount Fletcher, 4770

Postal Address:

Private Bag X 1133, Mount Fletcher, 4770

Mount Frere District

Director: Mr M Sobikela

Tel: 039 255 0006

Fax: 039 255 0791/6000

Email: info@edu.ecprov.gov.za

Physical Address:

Old Mutual Building Main Road, Mount Frere

Postal Address:

Private Bag X 9001, Mount Frere, 5090

Mthatha District

Director: Mr TT Dyasi

Tel: 047 502 4272/4270

Fax: 047 531 3540

Email: temba.dyasi@edu.ecprov.gov.za

Physical Address:

Corner Leeds & Owen Street, Border Sigcawu Building, Umtata, 5099

Ngcobo District

Acting Director: Mrs. K.J Mngambi

Tel: 047 548 1004

Fax: 047 548 1257

Email: kimngambi@gmail.com

Physical Address:

Titus Building, Corner Church Street & High Street, Ngcobo, 5050

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Private Bag X 214, Ngcobo, 5050

Port Elizabeth District

Director: Dr N Ntsiko

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Email: nyathi.ntsiko@edu.ecprov.gov.za / annietjie.barnard@edu.ecprov.gov.za

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Queenstown District

Director: Mr. N Godlo

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Fax: 045 858 8906

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No 2 Limpopo Drive, Homestead Building, Queenstown, 5320

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Qumbu District

Director: Mrs. LN Dyodo

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Church Street, Qumbu, 5180

Postal address:

Private Bag X 466, Qumbu, 5180

Sterkspruit District

Acting Director: Mr N Magadu

Tel: 051 611 0853

Fax: 051 611 0364

Email: nceba.magadu@edu.ecprov.gov.za

Physical Address:

Former Bensonvale College, Main Street Sterkspruit

Uitenhage District

Director: Mrs. N Bashman

Tel: 041 995 4001/2

Fax: 041 995 4018

Email: magda.coert@ecdoe.gov.za

Physical Address:

87 Cannon Street, Uitenhage

Outcomes for Education as set out in the Medium Term Strategic Framework 2015/16 to 2019/20

The following are Basic Education Medium Term Strategic Framework sub-outcomes/outputs for the period 2015/16 to 2019/20

Output 1: Improved quality of teaching and learning through development, supply and effective utilisation of teachers;

Output 2: Improved quality of teaching and learning through provision of adequate, quality infrastructure and Learning and Teaching Support Materials (LTSM);

Output 3: Regular annual national assessments to track improvements in the quality of teaching and learning (ANA);

Output 4: Extended access to Early Childhood Development and improvement of the quality of Grade R;

Output 5: Strengthening accountability and improving management at the school, community and district level; and

Output 6: Partnerships for education reform and improved quality.

Quality Basic Education is defined as follows:

- Educators and learners in class on time, teaching and learning 7 hours each day;
- Measurable improvement in literacy and numeracy of Grade 3, 6 and 9, based on the results of annually conducted tests;
- Higher-quality educators, demonstrated by tests of content knowledge, curriculum coverage and enhanced pedagogy; and
- Empowered principals who can manage their schools and ensure a good environment for teaching and learning, and are held accountable for maintaining a high standard of education.

The Provincial Education Department's Pledge

OUR PLEDGE is to:

- Serve with **EMPATHY** and endeavor at all times to treat learners, colleagues and all other stakeholders with **DIGNITY** courtesy
- Ensure in the spirit of teamwork, to continuously strive for **UNITY** as we demonstrate focus, passion for all
- to inspire **CONFIDENCE** in government service and

- fulfill the fundamental principles of **ACCESS** and equity as enshrined in the Constitution of the Republic
- while **TRUST** and honesty are the essence of being called upon to display a high level of **INTEGRITY** and accountability in our daily operations,
- instilling all around us a culture of **OWNERSHIP** and humility as we make our contribution in molding the future leaders of our beloved **NATION**

Department's Services and Products

The Eastern Cape Department of Education delivers services at two locations or areas

Provincial Office – Services Offered

The following services are offered at the Provincial Office at the Zwelitsha, King William's Town:

- Corporate Services
- Policy development and implementation (Some policies are generated nationally and the Provincial office function is to orientate, implement and monitor the implementation of these policies)
- Develop, coordinate and monitor key planning and reporting functions of the Department
- Systemic Monitoring and Evaluation

District Office

Institutions served by District Offices

There are 6 063 institutions. This is made up of 878 Secondary schools, 2 058 Combined or Junior Secondary schools, 2 746 Primary schools, 42 schools for learners with Special Education Needs, 46 ECD (Early Childhood Development Centres) and 187 registered independent schools)

Schools

Schools are frontline sites of service delivery and are tasked to implement quality teaching and learning as well as assessment.

District Service Units

- Curriculum Management
- Institutional Development and Governance support to schools
- Inclusive Education
- Assessment and Examinations Support
- Human resource support for schools
- Labour relations support

Community members who wish to access information about Public Schools can visit the local district office for information.

Circuit Office

At this point in time circuit offices in most districts do not exist as offices with separate physical addresses but are located in District Offices

Each circuit has a Circuit Manager (also known as an Education Development Officer) who is responsible for the overall management and support for the schools in his or her circuit. This can range between 25 – 30 schools per circuit

Cost of services 2015/16

Functions/Services	Budget
Administration	R2 369 703
Public Ordinary School Education	R23 633 800
Independent School Subsidies	R117 527
Public Special School Education	R582 813
Early Childhood Education	R598 206
Infrastructure Development	R1 823 877
Auxiliary and Associated Services	R 312 444
Total	R 29 438 370

Commitment to the *Batho Pele* Principles

"In delivering on the department's key service which is to provide quality teaching and learning the Education Department commits itself to undertake and honour the *Batho Pele* principles. The *Batho Pele* principles are incorporated and embedded in the Department's key strategic documents at planning, implementation, monitoring, evaluation and reporting levels. This should then cascade down to budget plans, procurement plans, Performance Agreements and work plans at Provincial and District level and then down to school level through the IQMS (Integrated Quality Management System) system which is a system to measure educator performance"

Customer Care Complaints procedure and management system
Consult with Customer Care Unit on detail and accuracy of information
How will we deal with queries and complaints?

Customer Care

Tel: 080 1212 570 (Toll free number)
040 608 4027

E-mail: viwe.mkona@gmail.com

Customer Care Hotline Number: 080 1212 570.

Operating Hours Monday – Thursday 8:00 am - 16:30pm. Friday. 8:00am – 16:00

<http://www.ecdoe.gov.za/contact-us>

When you write to us we shall.....

- Acknowledge your letter or e-mail within 7 days of receiving it;
- Provide you with the name of the person handling your query;
- Tell you when you can expect a full response;
- Provide you with telephonic and e-mail contact details, for example, "You can call or e-mail Customer Care on the hotline listed above) or at e-mail address between 8am – 16:30pm from Monday to Thursday and 8 am – 16:00 on Fridays. You can speak to or contact Viwe Mkona (Manager Customer Care) or Kaya Nakani (Public Liaison Officer) in the Customer Care unit.

If you have a complaint

- Tell us.
- We shall apologise and try to put things right immediately.
- If you are not happy with our response you can contact Customer Care.

Your rights (In line with the Know your service rights campaign)

You have the right to the *Batho Pele* principles

- Courteous behavior at all times

- Full information
- Prompt and Efficient Service
- Redress and an apology for lapses in our Value for money service – The back to basics campaign in the Education requires all staff to adhere to human resource and labour relations practices to in order to maximize working days to focus on improving work performance so as to adhere to the Batho Pele Principle of value for money

Your obligations as customers

Courtesy, telephone etiquette, prompt and quality service by service providers prior to payment, giving timeous, detailed, accurate information is important to receiving timeous and quality responses. Batho Pele is based on putting people first whether they are Public Servants providing the service or external customers receiving a service.

Key Service Standards

There are three sets of Service Standards –

- Generic Service Standards which apply to all Public Service Departments;
- Provincial Office Service Standards; and
- District Office Service Standards.

The Department will adhere to the following generic standards:

- Telephones shall be answered within 5 rings in a friendly and professional manner.
- Employees shall introduce themselves when answering phones at all times.
- Where an employee is not knowledgeable about a subject, s/he shall refer the matter to the relevant person or unit immediately.
- Any person who receives a message shall ensure that it is written down and passed onto the relevant person/unit within a day and the message shall be responded to within two working days.
- Correspondence, including letters of complaint, shall be acknowledged within 3 working days of receipt, including details of who is dealing with the matter, approximate time frame for resolving the matter and contact details.
- Electronic mail shall be responded to within 2 working days of receipt.
- Correspondence shall be responded to in writing within 10 working days in simple appropriate language.
- Correspondence for referral shall be sent to the relevant working unit within 3 working days and that unit shall respond within 10 working days.
- Where a client has lodged a complaint, progress relating to the full investigation shall be communicated within 10 working days.
- Letters of demand received from litigants shall be acknowledged within 7 days of receipt.
- Applications for vacancies shall be acknowledged within 5 working days of receipt.
- All short-listed candidates shall be notified within 2 days after short listing and at least three days before the interview.
- All unsuccessful candidates shall be advised in writing within a maximum of 15 days after the interview.
- Invitations to meetings shall be issued 7 days before the meeting.
- Agendas for the meetings shall be issued 7 days before the meeting.
- Where a scheduled meeting with clients cannot be attended by another employee, a written apology shall be submitted 2 days before the meeting unless alternative arrangements can be made.

- Minutes of the meeting shall be circulated 3 days after the meetings and filed appropriately.
- All visitors shall be seated in a comfortable area and attended to within 10 minutes of their arrival.
- Suppliers/creditors shall be paid within 30 days of receipt of invoices.
- Properly completed supplier registration forms received shall be captured within 5 working days and a supplier number issued within 10 working days.
- All compliant tenders received shall be evaluated within 30 working days of the closing date of the tender and the contract awarded to the preferred bidder within 30 days of evaluation.
- Documentation relating to employees who retire from service will be processed and submitted to pension administration within 30 days after submission of completed documents.
- Employees who retire shall receive their leave gratuity within the first 30 days of retirement.

Provincial Office Service Standards

These service standards are in line with Outcome one: Improved quality of basic education. They are aligned to *the Action Plan to 2019: Towards realization of Schooling 2030, Schooling 2030*, the MEC's Delivery Agreement and the Department's Annual Performance Plan for 2015/16.

Service Standards – Service Charter

Service Standard one

During 2015/16 all public schools will be trained and enabled to use the SASAMS (South African Schools Administration and Management System) to provide data to the national learner tracking system.

Service Standard two

All public schools are targeted to be visited at least once per year by District officials for monitoring and support purposes in 2015/16.

Service Standard three

In 2015/16 1 741 621 learners are set to benefit from one balanced, nutritious meal per school day through the National School Nutrition Programme.

Service Standard four

The planned target to benefit from the 'no fee school policy' is during 2015/16 is 1 599 046 learners.

Service Standard five

26 Full service schools are targeted serve learners with barriers to learning by 2015/16.

Service Standard six

All registered independent schools that receive a subsidy are set to be visited once per school quarter to verify and monitor registration, accreditation and compliance to UMALUSI requirements.

Service Standard seven

In 2016/17 178 schools are targeted to be provided with water supply.

Service Standard eight

During 2016/17 103 schools are set to be supplied with electricity.

Service Standard nine

In 2016/17 259 schools are targeted to be supplied with sanitation facilities.

Service Standard ten

The planned target to achieve a Bachelors pass in the NSC (National Senior Certificate) during the 2015 academic year is 22% of Grade 12 learners.

Service Standard eleven

In 2016 27% of Grade 12 physical science learners are set to pass the NSC examination in 2015

Service Standard twelve

27% of Grade 12 mathematics learners are targeted to pass the NSC examination during 2015

Service Standard thirteen

The planned target to achieve 50% in Home Language in the Annual National Assessments (ANA) in 2015 is 58% of Grade 3 learners.

Service Standard fourteen

60% of Grade 3 Learners are targeted to achieve 58% in Mathematics in the ANA during 2015

Service Standard fifteen

55% of Grade 6 learners are set to achieve 50% in Home Language in the ANA in 2015

Service Standard sixteen

The planned target to achieve 50% in Mathematics in the ANA during 2015 is 50% of Grade 6 learners.

Service Standard seventeen

40% of Grade 9 learners are targeted to achieve 50% in Home Language in the ANA in 2015

Service Standard eighteen

45% of Grade 9 learners are targeted to achieve 50% in Mathematics in the ANA during 2015

Service Standards Districts

Background information on the set of process service standards included in this document

- The service standards listed below were derived from a series of consultations with District Units in fifteen (15) Districts during February and March 2013. This process was rolled out to all Districts in 2013/14. Monitoring of these service standards took place in fifteen districts in 2014/15
- Each unit manager through on-site consultation was requested to complete a template which required them to identify key activities which were aligned to the ECDoE key objectives and goals, included in District Operational Plans and included as KPA's in performance agreements.

- Once these templates were returned the SSB team derived a set of service standards which would be applicable to all Districts
- Compliance to these service standards would be monitored on-site in the 2014/15 financial year.
- Further to the above in 2014/15 a service standards survey was conducted in districts. To re-enforce the service standards District Operational Plans were used to set service standards to be surveyed.

There was focus in 2014/15 on four district units

- Human Resource Administration
- Institutional Development and School Governance (IDS&G)
- Curriculum
- Education Special Social Services

District Service Standards

Human Resource Administration & Provisioning

- All funded vacant posts that appear in the schools post provisioning allocation to be filled within six months.
- On a quarterly basis districts will submit to Head Office vacant posts to be advertised in quarterly bulletins.
- Leave management processes is to be monitored and reported on a monthly basis.

Institutional Development Support & Governance

- SGBs will receive empowerment training in finance, policy and compliance to strengthen governance at schools in the financial year.
- EDOs are set to visit schools in their circuits at least twice per quarter to monitor and support school governance by SMTs and Principals in the school academic year.
- On an annual basis all schools will do self- evaluations which will be monitored and reported on.
- At the start of each academic year all schools will provide an annual report focusing on academic performance of the previous year.
- All schools will submit School Development Plans at the start of every three year cycle.
- Mentoring and coaching is to take place for SMTs and Principals of all schools in the academic year.
- EDOs will participate in multi -disciplinary DBSTs (District Based Support Teams) visits to schools at least once per quarter.

Curriculum Management

- On-site moderation of SBAs (School Based Assessment) are to take place quarterly to monitor compliance with CAPS (Curriculum Assessment Policy Statement) policy assessment requirements.
- Multi-disciplinary DBSTs to visit schools at least once per quarter to monitor and support appropriate classroom practices by educators
- Cluster meetings with specific reference to languages and mathematics are to take place at least once per quarter in the school academic year.
- Subject advisors are set to visit schools at least once per quarter to monitor and report on curriculum coverage, the quality of learner written work.

Education Social Support Services

- By the end of 2014/15 all members of District Based Support teams were trained on the screening, identification, assessment and support (SIAS) Strategy, Curriculum Adaption and guidelines for inclusive learning programs
- At least one educator from each school will be trained to coordinate SBSTs (School-Based Support Teams) and to assist with activities related to learners with special needs in the academic year
- Before the end of each academic year referral forms for learners with special needs (in the age groups 7-10 years and 11-14 years) will be completed for placement to special schools.
- Learners with high education needs for whom assessments and referral forms have been completed will be placed in Special Schools in the academic year (Same age groups as mentioned above).