



**BOTSWANA**  
Qualifications Authority

## CUSTOMER SERVICE CHARTER

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## CUSTOMER SERVICE CHARTER

### REVISION HISTORY

Date	Summary of changes	Version

### FOREWORD

This Customer Service Charter was developed with the intention to express and affirm our commitment as the Botswana Qualifications Authority to provide quality service to our customers and stakeholders to meet their different needs. It marks an important milestone in our journey to service excellence as it spells out our bold commitment to enhance performance at the organizational level.

The Charter outlines the range of services and standards which we commit ourselves to uphold, and the various channels to share feedback. It also provides guidance to our customers on how to lodge complaints and or make suggestions on improvements in our service.

This Charter is not intended to, and does not, create any legally binding rights or obligations. However, as the Authority, we remain resolute in ensuring its full implementation in order to achieve a positive impact in the delivery of our mandate. We have put in place mechanisms to monitor, evaluate and report performance in service delivery. The performance reports will help to determine whether the Authority's strategic objectives (including service level standards herein) are being met, which is critical to the success of the organisation.

We are fully committed to implementing this Charter and look forward to receiving suggestions on improvements that we can make in our endeavour to deliver quality service.

\_\_\_\_\_  
Professor Botsalano Mosimakoko (Ph.D)  
Chief Executive officer

\_\_\_\_\_  
Date

### 1. PURPOSE

The purpose of this Customer Service Charter is to:

- Define the standards of service customers can expect from BQA.
- Outline our customers' rights and responsibilities.
- Outline our commitment and responsibilities as the service provider.
- Enhance customer awareness on the services that BQA provides.
- Define how our customers can lodge complaints and make suggestions about our service delivery.

### 2. VISION

To be a catalyst for the development of a world-class education and training environment for learners.

### 3. MISSION

We develop, implement, and maintain the national credit and qualifications framework, co-ordinate Botswana's education, training and skills development and quality assure system for the benefit for our stakeholders.

### 4. VALUES

The values below form the basis of BQA's beliefs that guide the conduct, activities, decisions, and interactions with our stakeholders. These values establish why we do what we do and what we stand for. They also influence the way in which we discharge our mandate:

- **Customer Focus:** We are committed to putting our customer's needs at the forefront of everything we do.
- **Innovation:** We embrace new ideas and new ways of working in pursuit of our desired outcomes for all our stakeholders.

- **Accountability:** We perform our duties with integrity and are answerable for our actions.
- **Inclusivity:** We are impartial in our provision of equal access to opportunities and resources for all.
- **Teamwork:** We collaborate both internally, and with strategic partners, in the execution of our mandate.

### 5. OUR SERVICES

Our customers expect the following services from us:

- Registration and Accreditation of Education and Training Providers.
- Registration and Accreditation / Recognition of Awarding Bodies.
- Registration and Accreditation of Assessors and Moderators.
- Accreditation of Learning Programmes.
- Auditing of Education and Training Providers.
- Registration of Qualifications.
- Evaluation of Local and External qualifications.
- Provision of technical assistance, advice, support, and guidance to ETPs, Awarding Bodies, Qualifications developers with interpretation of BQA standards, guidelines, and criteria.

### 6. OUR STANDARDS

BQA has defined the following turn-around times (TaT's) for its key service areas. The TaT's define the total time taken to get a specific job done and output delivered to the customer. Our customer service standards are attached.

### 7. YOUR OBLIGATIONS AS OUR CUSTOMER

To enable us to serve you better and deliver our commitment to you, we expect that you shall:

- Treat our employees with courtesy and respect.

- Comply with our BQA Act and Regulations governing the provision of the service you are seeking, as may apply.
- Submit fully completed documentation and provide all requirements needed for the service requested.
- Promptly respond to requests for information.
- Provide us with feedback for us to improve our service through our feedback process.

### 8. OUR COMMITMENT TO YOU

We are committed to:

- Providing the highest quality of service with professionalism.
- Treating all your information with utmost confidentiality.
- Resolving all complaints within agreed timelines.
- Conducting ourselves ethically, in all our dealings with you.

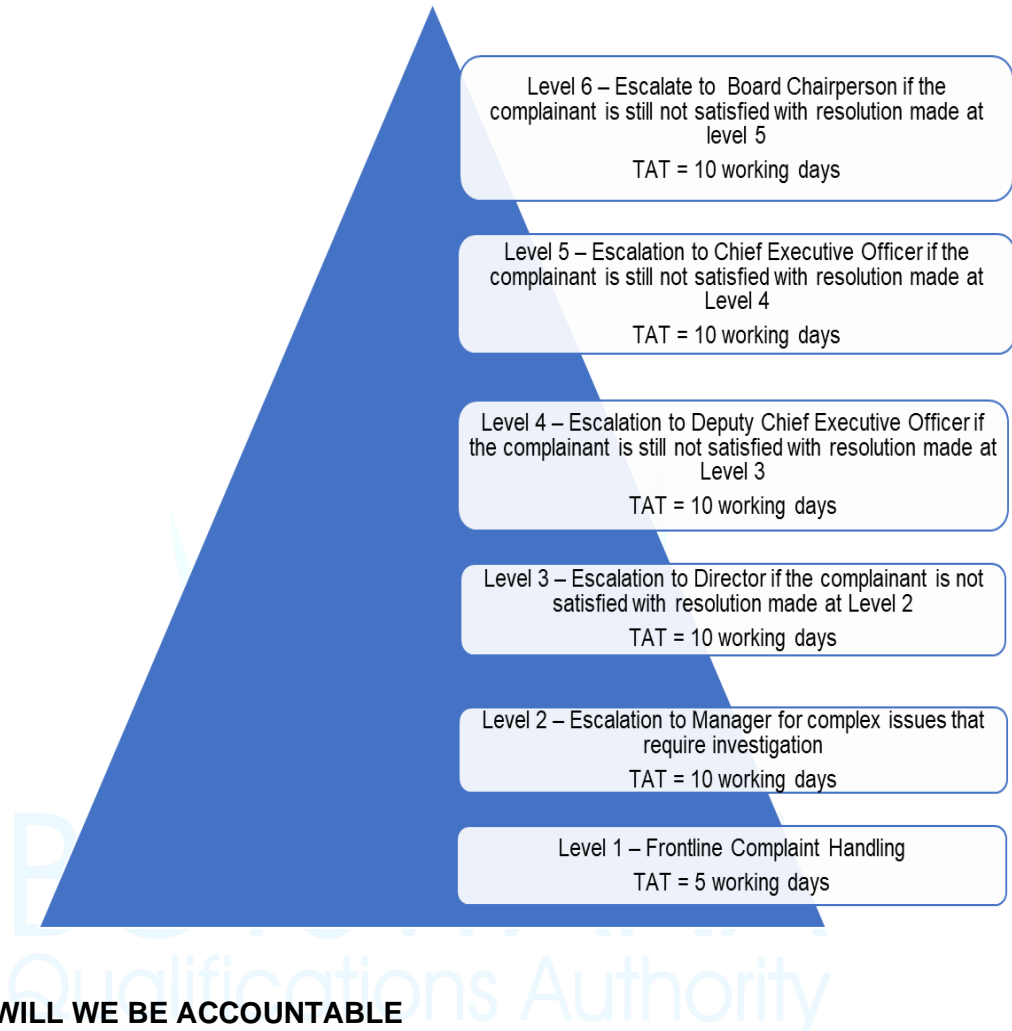
### 9. FEEDBACK AND CONSTRUCTIVE CRITICISM

We welcome feedback about this Charter. We want it to be a living document. It should, therefore, be about our services and the standards we aspire to provide, and how you can contribute to setting them. Compliments, complaints, and suggestions should be sent in the following manner:

- In person.
- Telephone.
- Website.
- Facebook.
- Email.
- Twitter.
- Post.

### 10. COMPLAINTS HANDLING PROCESS

BQA has a complaint handling procedure to manage all complaints lodged by customers.



### 11. HOW WILL WE BE ACCOUNTABLE

We undertake to:

- Monitor our performance against the standards set out in this Charter.
- Be open to feedback on our performance, and suggestions for improvement from our clients.
- Publish information showing level of satisfaction with our services.



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### 12. REVIEWING THE CHARTER

We will formally review the standards set out in this Charter every three (3) years and make modifications where appropriate, considering our customers' comments and in response to ongoing changes.

### 13. HOW TO CONTACT US

MODE OF CONTACT	HOW TO CONTACT US	OUR CONTACT STANDARDS
<b>Telephone</b>	+267 3657200  7:30 am – 4:30 pm  Monday to Friday (Public holidays excluded)	We will welcome your call and always identify ourselves by the department name.  We will answer your call within 3 rings.  We will strive to resolve your query by the end of the call. If your call enquiry is more complex, we will provide you an interim response and advise you as to when a final response can be expected.  We will take personal responsibility for, and ownership of, your enquiry to reduce transferred calls and only put you through to the best person to speak to, when necessary.
<b>In person</b>	BQA is located at Gaborone Block 7, Plot 66450  Office hours are from 7:30 am to 4:30 pm	We will always be friendly, courteous, and professional.  We will identify ourselves by the department/division name.

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	Monday to Friday (excluding public holidays)	<p>We will listen and fully discuss your requirements.</p> <p>We will provide knowledgeable staff to assist you.</p> <p>We will endeavour to respond and satisfy your enquiry at the time of your visit and call an appropriate officer to assist for technical enquiries.</p> <p>We aim to resolve face to face enquiries immediately. Where this is not possible, we may request to call or send an email later.</p>
<b>WhatsApp / SMS line / Email</b>	+267 75671114 <a href="mailto:customerservice@bqa.org.bw">customerservice@bqa.org.bw</a>	<p>For general enquiries, we will acknowledge or respond to your enquiry within 48 hours.</p> <p>If we are unable to resolve your enquiry, we will send you an email informing you of the department handling your enquiry and when to expect to resolve it.</p>
<b>Facebook</b>	BotswanaQualificationsAuthority	We will provide accurate, relevant, and timely information to our stakeholders.
<b>Twitter</b>	@BQA-BWUpdates	We will provide accurate, relevant, and timely information to our stakeholders.
<b>In writing</b>	Private Bag BO 340 Gaborone Botswana	We will respond to your correspondence within 10 days and where we are unable to do so, we will let you know when to expect a response.
<b>Website</b>	<a href="http://www.bqa.org.bw">www.bqa.org.bw</a>	We will provide accurate, relevant, and timely information to our stakeholders.

## **CUSTOMER SERVICE CHARTER**

### **14. CHARTER ADMINISTRATION**

<b>CUSTOMER SERVICE CHARTER ADMINISTRATOR</b>	<b>PROF. BOTSALANO MOSIMAKOKO CHIEF EXECUTIVE OFFICER</b>	<b>SIGNATURE:</b>  _____
<b>IMPLEMENTATION</b>	<b>DR. GILLIAN K. MMOLOTSI DEPUTY CHIEF EXECUTIVE OFFICER</b>	

