



BOTSWANA
Qualifications Authority

CUSTOMER SERVICE CHARTER

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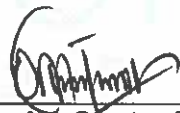
FOREWORD

The Botswana Qualifications Authority (BQA) is pleased to present this Customer Service Charter, a formal affirmation of our commitment to delivering excellence in the quality assurance of education and training. As a catalyst for the development of globally competitive and innovative human capital, we recognize that our success is defined by the quality of service provided to our learners, Education and Training Providers, and strategic partners.

This Charter serves as a transparent framework, outlining our service standards, turnaround times, and the responsibilities we share with our customers. It establishes clear channels for feedback and a structured process for addressing concerns, ensuring we remain accountable and responsive to your needs.

While this document is not a legally binding contract, it represents our resolute commitment to performance-driven service delivery. We will continuously monitor our performance against these standards to ensure we fulfill our mission with integrity and inclusivity.

We welcome your feedback and look forward to a collaborative partnership as we build a seamless education and training system for Botswana.



Mr. Orentse Disang

Chief Executive Officer (Ag)

17/08/2026

Date

1 PURPOSE AND SCOPE

- 1.1 This Customer Service Charter (the Charter) is a formal expression of the Botswana Qualifications Authority's commitment to service excellence. It defines the standards of service that customers may expect, the obligations BQA places upon itself, and the mechanisms through which BQA holds itself accountable.
- 1.2 The Charter applies to all interactions between BQA and its external stakeholders — including learners, Education and Training Providers (ETPs), Awarding Bodies, Assessors, Moderators, qualifications developers, employers, government agencies, and the general public.

2 VISION, MISSION AND VALUES

2.1 Vision

To be a catalyst for the development of globally competitive and innovative human capital.

2.2 Mission

To promote an integrated and quality-assured education and training ecosystem that supports sustainable skills development in the knowledge-based economy.

2.3 Values

The values below underpin BQA's conduct, activities, decisions, and stakeholder interactions. They define not only what BQA does, but how it is done:

Integrity	We shall conduct ourselves in a reputable manner in order to uphold the reputation of BQA by being ethical, honest and truthful in delivering our mandate.
Innovation	We embrace new ideas and new ways of working in pursuit of our desired outcomes.
Collaboration	We collaborate both internally and externally with strategic partners in the execution of our mandate.
Inclusivity	We are impartial in our provision of equal access to opportunities and resources for all.
Excellence	We uphold ourselves to high performance standards and best practice.

3 BQA SERVICES

Our customers expect the following services from us:

- 3.1 Registration and Accreditation of Education and Training Providers.
- 3.2 Registration and Accreditation / Recognition of Awarding Bodies.
- 3.3 Registration and Accreditation of Assessors and Moderators.
- 3.4 Accreditation of Learning Programmes.
- 3.5 Auditing of Education and Training Providers.
- 3.6 Registration of Qualifications.
- 3.7 Evaluation of Local and Foreign qualifications.
- 3.8 Provision of technical assistance, advice, and guidance to ETPs, Awarding Bodies, Qualifications developers

4 CUSTOMER SERVICE STANDARDS

The table below defines BQA's committed turnaround times (TATs) for all key service areas. TATs represent the total elapsed time from receipt of a properly completed application or request to the delivery of the specified output to the customer.

TABLE 1

SERVICE AREA	DESCRIPTION	REQUIRED INPUT	OUTPUT DELIVERED	TURNAROUND TIME (Working days)
Enquiries	Request for information	Enquiry submitted	Response	2 Days
Complaints (General)	Handling of Complaints about BQA services	Online Complaint form	Feedback Resolution/Action	5 Days
Response correspondence to	Response to formal customer letters	Customer letter	BQA response	10 Days
Evaluation of qualifications	Application for Evaluation of Qualification(s)	Properly completed	Evaluation report	30 Days

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SERVICE AREA	DESCRIPTION	REQUIRED INPUT	OUTPUT DELIVERED	TURNAROUND TIME (Working days)
Registration and Accreditation of Assessor / Moderator	Application for and Registration Accreditation	online application Properly completed online application	Decision Letter and/or Certificate	30 Days
Registration of Qualification	Application for of Registration Qualification	Properly completed online application	Decision letter	90 days
Registration and accreditation - ETP / Relocation	Application for and Accreditation of ETP or site relocation	Properly completed online application	Decision letter & Or certificate	90 days
Application Consultancy for	Application Consultancy for	Properly completed online application	Decision letter	30 days
Notification of Significant Changes	Change of Ownership, Legal Status, etc.	Properly Completed online application	Decision letter	45 days
Expansion of Scope	Application to expand accredited scope of delivery	Properly completed online application	Decision letter	90 days
Accreditation of Learning Programme	Application for Learning Programme accreditation	Properly completed online application	Decision letter & Or certificate	90 days
Recognition / Registration and Accreditation of Awarding Body	Application for Recognition / Registration and Accreditation	Properly completed online application	Decision letter & Or certificate	90 days
Statutory Audit	Statutory Audit of an ETP	Audit notification	Audit report	87 days

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SERVICE AREA	DESCRIPTION	REQUIRED INPUT	OUTPUT DELIVERED	TURNAROUND TIME (Working days)
ETP Investigation	Institutional complaint triggering a formal investigation	Properly completed online application	Response / Investigation Report	47 days
Capacity Building	Request for Capacity Building workshop	Properly completed online application	Workshop conducted	14 days
Appeals – Evaluation of Qualifications / Assessor / Moderator Appeals - ETP, Consultancy, Learning Programme	Handling of a appeals against BQA decisions	Properly completed online application	Decision letter & or Certificate	40 days
	Handling of appeals to the Ministerial Appeals Committee	Properly completed online application, Submission of notice on grounds of appeal to Ministerial Appeals Committee	Judgement and or Order	90 days
Supplier Payments	Processing of Supplier Payments	Valid Invoice	Payment	30 days

5 CUSTOMER OBLIGATIONS

To enable BQA to fulfil its service commitments efficiently and effectively, we expect that you shall:

- 5.1 Treat our employees with courtesy dignity and respect at all times.
- 5.2 Comply with our BQA Act and Regulations and all applicable standards and guidelines governing the service being requested
- 5.3 Submit applications that are fully completed, accurate, and accompanied by all required supporting documentation.

- 5.4 Respond promptly to any requests for additional information or clarification.
- 5.5 Ensure that contact details provided are current and that BQA correspondence is attended to in a timely manner.
- 5.6 Provide candid and constructive feedback to support BQAs continuous improvement.

6 BQA's COMMITMENT TO CUSTOMER

In fulfilling its mandate, BQA commits to the following service principles:

- 6.1 Providing services of the highest quality, with professionalism, fairness, and consistency.
- 6.2 Treating all customer information with strict confidentiality, in accordance with applicable data protection legislation.
- 6.3 Communicating clearly, accurately, and in plain language.
- 6.4 Acknowledging receipt of all applications and correspondence within the applicable TAT.
- 6.5 Resolving all complaints within the agreed timelines set out in this Charter.
- 6.6 Conducting all dealings with customers ethically, impartially, and transparently.
- 6.7 Continuously improving service delivery based on customer feedback and performance data.

7 PRIVACY AND DATA PROTECTION

- 7.1 BQA is committed to the lawful, fair, and transparent processing of all personal information in accordance with the Data Protection Act (Cap. 65:06) and any other applicable legislation. Personal information collected from customers is used exclusively for the administration of BQA's regulatory functions and is stored in a secure environment.
- 7.2 Disclosure of personal information to third parties will only occur where expressly authorised by the customer or required by law. Customers who provide personal information to BQA retain the following rights:

TABLE 2

Right to be Informed	You must be informed of the purpose and legal basis for the collection and use of your personal data, typically via a privacy notice.
Right of Access	You may request a copy of your personal data and details of how it is being processed (Data Subject Access Request).

Right to Rectification	You are entitled to have inaccurate or incomplete personal data corrected without undue delay.
Right to Erasure	You may request deletion of your personal data where it is no longer necessary for the purpose for which it was collected, or where consent has been withdrawn.
Right to Restrict Processing	You may request that BQA suspend processing of your data (while retaining it) during the resolution of a dispute.
Right to Data Portability	You may request your personal data in a structured, machine-readable format for transfer to another service provider.
Right to Object	You may object to the processing of your data for specific purposes, including direct communications.
Rights related to Automated Decisions	You have the right to human review of any decision made solely through automated processing that significantly affects you.

Requests for data access or correction should be submitted to Manager Data Protection at email dpo@bqa.org.bw.

8 FEEDBACK AND CONSTRUCTIVE CRITICISM

8.1 BQA actively seeks feedback from its customers as a key driver of service improvement.

This Charter is a living document and will be refined over time in response to customer input, operational learning, and regulatory developments.

8.2 Compliments, complaints, and suggestions may be submitted through any of the following channels:

8.2.1 In person at BQA offices

8.2.2 By telephone: +267 365 7200

8.2.3 By email: customerservice@bqa.org.bw

8.2.4 Via the BQA website: www.bqa.org.bw

8.2.5 By letter addressed to Botswana Qualifications Authority

8.2.6 Via WhatsApp/SMS: +267 756 71114

9 COMPLAINTS HANDLING PROCESS

BQA operates a structured, six-level complaints escalation process designed to ensure that all complaints are resolved at the lowest appropriate level, with clear escalation pathways and defined turnaround times at each stage:

TABLE 3

Level	Responsible Officer	TAT	Description
Level 1 (First point of contact)	Customer Service Officer	5 working days	Officer attempts immediate resolution.
Level 2 (Escalation to Manager)	Manager Customer Service	10 working days	Escalated where investigation is required.
Level 3 (Escalation to Director)	Director	10 working days	Escalated if complainant is not satisfied with Level 2 outcome.
Level 4 (Escalation to Deputy Chief Executive Officer)	Deputy Chief Executive Officer	10 working days	Escalated if complainant remains dissatisfied after Level 3.
Level 5 Escalation to Chief Executive Officer)	Chief Executive Officer	10 working days	Escalated if complainant remains dissatisfied after Level 4.
Level 6 (Escalation to Board)	Board Chairperson	10 working days	Final internal escalation if unresolved at Level 5.

10 BQA's ACCOUNTABILITY

BQA holds itself accountable to the standards set out in this Charter through the following mechanisms:

- 10.1 Regular monitoring of service delivery performance against all stated TATs.
- 10.2 Quarterly internal reporting on service standards compliance to Senior Management.
- 10.3 Publication of annual customer satisfaction results on the BQA website.
- 10.4 Formal annual reporting to the Board of Directors on Charter performance.
- 10.5 Openness to feedback, independent review, and constructive challenge from customers and stakeholders.

11 KEY PERFORMANCE INDICATORS (KPIs)

The following KPIs will be used to measure and report on BQA's service delivery performance:

TABLE 4

Performance Indicator	Measurement Basis	Targets				Reporting Frequency
		Y1	Y2	Y3	Y4	
Turnaround Time Compliance	Percentage of service requests resolved within the stated TAT	60	80	90	95	Quarterly
Customer Satisfaction Score	Score derived from post-service customer satisfaction surveys	50	60	70	75	Annually

12 CONTACT CHANNELS AND SERVICE STANDARDS

TABLE 5

Channel	Contact Details	Service Standard
Telephone	+267 365 7200 (Toll Free: 0800 600 934) Monday–Friday, 07:30–16:30 (Public holidays excluded)	- We shall answer calls within 3 rings. - We shall strive for direct resolution at first point of contact. - We shall give an interim response for complex issues and confirm resolution timeline.
In Person	Block 7, Plot 66450, Gaborone Monday–Friday, 07:30–16:30 (Public holidays excluded)	- We shall greet customers professionally. - Queries shall be resolved at point of contact where possible. - Technical queries shall be escalated to the relevant officer.
WhatsApp / SMS	+267 756 71114	Acknowledgement or response shall be done within 48 hours for general enquiries.
Email	customerservice@bqa.org.bw	General enquiries shall be acknowledged within 48 hours.

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Channel	Contact Details	Service Standard
		Unresolved matters shall be escalated with expected resolution timeline communicated.
Postal	Private Bag BO 340, Gaborone, Botswana	- Written correspondence shall be responded to within 10 working days. - Interim response shall be provided if additional time is required.
Website	www.bqa.org.bw	Accurate and up-to-date information shall be maintained on all services, policies, and forms.
Facebook	BotswanaQualificationsAuthority	Accurate, relevant, and timely stakeholder information shall be published.
Twitter / X	@BQA_BWUpdates	Accurate, relevant, and timely stakeholder information shall be published.

13 PERIODIC REVIEW

This Charter will be formally reviewed every three (3) years from the date of approval, or earlier where necessitated by significant regulatory, legislative, or operational changes. Reviews will incorporate customer feedback, performance data, and emerging best practice in public service delivery.

14 APPROVAL

This Charter was approved by the Executive Committee and signed on behalf by:

Issue No.	Version	Name	Designation	Signature	Date
02	1	Mr. Ofentse Disang	Acting Chief Executive Officer		17/08/2026