



MINISTRY OF EDUCATION, HERITAGE AND ARTS

CUSTOMER SERVICE CHARTER 2015 - 2018



Our Vision

Quality Education for Change, Peace and Progress

Our Mission

To provide a holistic, innovative, responsive, inclusive and empowering education system that enables all children to realize and appreciate fully their inheritance and potential to succeed and contribute productively to a peaceful and sustainable Fiji.

Guiding Principles

The 12 vital phenomena that are used as guiding principles define the Ministry's focus towards enhanced outcomes in the Education Sector. This ensures that the delivery of all our services is guided by our commitment to:

Provide access for all school aged children to enter the education system, Be accountable to our processes, systems, finances and liable to any query or answer, Treat services to our customers as of high priority and paramount importance, Ensure provision of equitable learning opportunities to every students, Provision of innovative learning opportunities to students through research and innovation, Ensure inclusiveness in learning to all students regardless of location, culture or learning need, Maintain a high level of professionalism in all that we do, Ensure quality standards are evident in all spheres of the education sector, Responsive and are prepared to react readily to current and emerging circumstances, Ensure things are relevant, applicable and appropriately contextualized, Recognize and respect the importance of stakeholder partnership with society partners to boost education delivery, Remain student-centred in everything we do.

Our Values

The Ministry values are derived from Fiji 2013 Constitution and are relative to Administration, Citizenship and Character traits pertaining to Accountability, Transparency, Fairness, Honesty, Integrity, Commitment, Impartiality, Loyalty, Teamwork, Patriotism, Peace, Perseverance, Compassion, Cooperation, Respect, Tolerance, Civic Pride and Environment ethics.

Our Roles and Responsibilities

The Ministry of Education is responsible for the design, implementation, monitoring and evaluation of educational legislations, policies and programmes in Fiji. We provide the structures, human resources, budget, administrative which are maintained at a high level.

We are specifically tasked to conduct and deliver education services to the following: Pre-schools, Primary and Secondary, Special Schools for children with special needs and Technical \Vocational Schools, students in the years of compulsory schooling (Year 1-Year 12) and those participating in Year 13 studies, students in vocational education and technical training programmes, teaching personnel, school management committees and controlling authorities.

Our Service Commitment

The Ministry of Education in its effort to promote quality customer care, promises to provide services that will enhance relationships between its staff and all its customers. It aims to provide the best possible services to customers with a high degree of responsiveness, commitment and professionalism.

To facilitate this, the Ministry of Education is committed to:

- ensuring customer satisfaction at all times
- providing friendly, courteous and efficient service
- providing honest and accurate information
- ensuring that promises and appointments are intact
- providing service within a specified timeline
- developing well mannered, competent and reliable service providers
- ensuring that all correspondences are fully acknowledged and responded to in a timely manner
- regular consultations on quality customer care issues
- ensuring transparency and accountability in all dealings
- being culture conscious and receptive to customer needs

Our Expectations from Customers

- It is important that we are provided with clear, honest and accurate information about customer needs, concerns or situations
- Customer identity and contact details are necessary
- Treat our staff in a manner in which you as a customer would prefer to be treated yourself
- Understand that provision of some informations may require a longer time frame

Information Services

- We will ensure sufficient access and availability of our staff to respond to customer service queries and endeavour to provide answers to the questions you may raise
- Our staff will communicate with you in a timely, efficient, courteous and transparent manner
- We will treat all customer enquiries with respect, confidentiality and culture appropriateness
- Public Information sessions will be organised on major policy and operational areas when appropriate
- Our website will be regularly updated to capture vital Ministry's informations, initiatives and activities.

Lodging a complaint, compliment or suggestion

You are required to document the complaint, compliment or suggestion clearly prior to forwarding them to the nearest District Education Office or to the ESU. It is important to highlight all the details surrounding the issue with the inclusion of names, date and time. Some situations will be more complex and may take longer to resolve. In such case we will do our utmost best to keep you informed of the progress.

Handling of Complaints

- We will monitor and evaluate on a regular basis the efficiency and effectiveness of our communications and the services we provide to you
- We will acknowledge all complaints received and respond in a timely manner. If you are not satisfied with the response to your complaint, please do not hesitate to contact the Education Office nearest to you. You can also contact our ESU with the email address emelini.naisele@govnet.gov.fj or **3220409 Ext 332109**.

LOCATION

Phone: 3314477 Fax: 3303511

The Ministry of Education Headquarters is situated at the Education Village which comprises Marela House, Quality House, Waisomo House and Senikau House. We also have 9 district Education Offices strategically located in the major urban centres.

- **Senikau House** (Gordon Street) – Minister for Education, Permanent Secretary for Education, Executive Support Unit, Corporate Services Section.
- **Marela House** (Thurston Street) - Deputy Secretary Corporate Services, Deputy Secretary Professional, Accounts Section, Salaries Section, Human Relation Section, Post Processing Unit, Leave Section, Registry Section, Professional Development Unit, Transport Assistance Unit, Ethics and Disciplinary Unit.
- **Quality House** (Gorrie Street) – Assets Monitoring Unit, Primary Education, Secondary Education, Post Processing Unit, Early Childhood Education, Special Education and Statistics/IT Unit, Suva Education Office.
- **Waisomo House** (Thurston Street) – Curriculum Advisory Services.
- **Harbour Front Building** (Rodwell Road) - Technology & Employment Skills Training, Eastern Education Office and FTRA.
- **Selbourne Street** – Examinations and Assessment Unit, Distance Learning Unit & Schools Broadcast Unit
- **Fiji Red Cross Building** (Gorrie Street) – Fiji Higher Education Commission
- **Nasinu** (Old Delainamasi Government School) - National Substance Abuse Advisory Council
- **Library Services of Fiji** (64 Vuya Road, Veiuto)
- **Takayawa Building** (Toorak Road) – Department of Heritage and Arts
- **District Education Offices** – Nausori (River House), Ra (Kalawati Building), Ba (Koronubu House), Lautoka (Rogorogovuda House), Sigatoka (Keasuna Holdings Building), Labasa (Ro Qomate House), Savusavu (Gulabdas Building).