

TEVET AUTHORITY

SERVICE CHARTER

	SERVICES RENDERED	CLIENT REQUIREMENTS	USER CHARGES (MK)	TIME LINES
1	Provision of up to date TEVET information (e.g Annual reports, Research, Monitoring and Evaluation reports and any other relevant documentation)	Make a formal request for information through the Executive Director	Free	Up to 5 days
2	Provision of TEVET related research services	• Request for research on a particular topic through the Executive Director • Commit to finance the research	To Be Determined)	Up to 3 months
3	Facilitate development of TEVET Curriculum • Demand justification survey • DACUM charts • Standards • Modules • Sample assessments • Training Manuals • Log Books	• Express demand for curriculum in a particular field • Commit to fund curriculum development (where applicable)	TBD	Up to 10 months
4	Facilitate review of TEVET Curriculum	• Express demand for curriculum review • Commit to fund curriculum review (where applicable)	TBD	Up to 12 months
5	Facilitate curriculum approval • Validation • Approval by the Board	• Request for approval	TBD	Up to 6 months
6	Registration of TEVET providers	• Expression of interest • Submission of application forms • Payment of registration processing fee • Meeting prescribed requirements	To Be Advised (TBA)	Up to 6 months
7	Certification of Informal apprenticeship	• Enroll with a registered TEVET provider • Satisfy all assessment requirements	Free	Up to 1 month
9	Reprinting of certificate	Provide all relevant documents (e.g police report, IDs, logbooks etc)	TBD	Up to 1 month

10	Staff recruitment (from closing date of advert to notification of results)	• Apply for a Job • Meet eligibility criteria for that particular job	Free	Up to 2 months
11	Enquiries /Reception Desk Services/online	• Provision of specific requirements • Request for information • Compliance to internal procedures	Free	Within 24 hours
12	Attend to Public Grievances	• Lodge a formal complaint through the Executive Director;	Free	Up to 2 weeks
13	Address Apprentices' Complaints	• Complainant to complete and submit complaint forms found at Regional TEVET Service Centres or secretariat	Free	Up to 2 Weeks
13	Provide logbooks to apprentices	• Enroll with a registered TEVET provider	Free for government sponsored apprentices	Up to 1 month after registration
14	Provide Information on TEVET levy balance/ statement	• TEVET payers to ask for their levy balances	Free	Up to 3 working days
15	Levy query/ how to calculate and other general information	• Employers to ask for information on how TEVET levy is calculated	Free	Up to 1 day
16	Levy registration	• New levy payer to request for registration	Free	Up to 1 day
17	Provision of Productivity Enhancement service	• Client fills an expression of interest form • Client receives a business performance questionnaire • Client submits a filled business performance questionnaire • TEVETA entry meeting with client management team • TEVETA and Client conducts productivity Enhancement needs assessment (GEMBA WALK)	free free free free free free free	Up to 24hours Up to 24hours Up to 7 days Within 7 days Within 7 days Within 2 weeks Within 2 weeks

		• TEVETA provides a productivity enhancement needs assessment report accompanied with a draft action plan • Client submits final version of the action plan • TEVETA and Client sign an MOU • Implementation of intervention	free	With 7days of submitting the final version of the action plan
			Free when TEVETA is providing the service Cost sharing at 50% on direct intervention cost when a local consultant is engaged to provide the service Cost sharing (TEVETA25% and client 75% on direct intervention cost) When international consultant is engaged TEVETA contribution can only be less or equal to 20% of the levy contribution by the client	Within 7days of signing MOU then follow action plan
18	Initial Dialogue/ Engagement Meetings	• Submission or presentation of an Expression of Interest • Development and Signing of a Memorandum of Understanding (MoU)	Free if it is a visit to the Regional Office	Within one Week
19	Community awareness/sensitization	• Submission or presentation of an Expression of Interest, specifying Project/Initiative concept and Catchment areas	• Sponsored • TEVETA-supported	Within three Months
20	Joint-Training Needs Assessment and Planning Meetings	• Submission or presentation of an Expression of Interest	• Sponsored • Free if it is TEVETA-supported	Within three Months
21	Reviewing, approving and funding of the training proposal/ Requirements	• Submission of Training Proposal/Requirements	• Sponsored • TEVETA-supported	Up to two Weeks
22	Recruitment/ Identification of Trainers and Trainees	• Submission of Training Proposal/Requirements	• Sponsored • TEVETA-supported	Up to two Months

23	Determination/ Packaging of isolated Training Modules for a particular Training Initiative	• Submission of Training Proposal/Requirements through TNA Report or as a result of Entrepreneurship Training component under Market Research.	• Sponsored • TEVETA-supported	Within one Month
24	Procurement and Delivery of Training Requirements	• Submission of Training Proposal/Requirements based on Needs Assessment Report	• Sponsored • TEVETA-supported	Up to two Months
25	Induction/Orientation of Trainers and Trainees	• Submission of an Expression of Interest	• Sponsored • TEVETA-supported	Within one Month
26	Delivery of Entrepreneurship Training	• Submission of Training Proposal/Requirements/ Expression of Interest	• Sponsored • TEVETA-supported	Up to two Weeks
27	Monitoring and Supervision of Entrepreneurship Training Delivery	• Submission of Training Proposal/Requirements	• Sponsored • TEVETA-supported	Within two Weeks
28	Delivery of Skills Training	• Submission of Training Proposal/Requirements/ Expression of Interest	• Sponsored • TEVETA-supported	Up to six Months
29	Monitoring and Supervision of Skills Training Delivery	• Submission of Training Proposal/Requirements	• Sponsored • TEVETA-supported	Within two Months
30	Procurement of External Verification Services	• Submission of Training Proposal/Requirements/ Expression of Interest	• Sponsored • TEVETA-supported	Within two Weeks
31	Production of Certificates	• Completion of training and assessment requirements	Free	Up to one Month
32	Graduation (Presentation of Certificates)	• Submission of Requirements for the Graduation/Expression of Interest	• Sponsored • Cost-sharing	Within one Month after production and delivery of Certificates
33	Preparation and submission of Activity Reports (Partner Accountability)	• Submission of Request for the Report	Free	Within two Weeks
34	Preparation and submission of Quarterly Reports (Partner Accountability)	• Submission of Request for the Report	Free	Within three Weeks
35	Pay apprenticeship training subsidies	• Provide names of learners that have reported for training a week after grace period	Free	Two weeks after head counting exercise
36	Pay apprenticeship training bursaries	• Provide names of learners that have reported for training a week after grace period		Two weeks after head counting exercise

37	Pay scholarship to girls in male dominated trades	• Provide names of learners that have reported for training a week after grace period	Free	Two week after head counting exercise
38	• Support monitoring of apprentices;	• **Industry:** Students to register with the nearest TEVETA service center as soon they find attachment places • **College:** None	Free	**Industry**: • Jan to June: 6 months: 2 times • 9 to 12 months: 3 times **College:** Once a term
39	Support attachment of apprentices	None	Free	As soon as learners are ready to go for attachment
40	Pay attachment upkeep allowances	Be available at the industry	Free	Once a year
	Support external verification of apprentices assessment	• The TEVET Provider shall assess the readiness for external verification at both the industry and institution before requesting for external verification; • The TEVET Provider shall request for external verification from the awarding body in writing; • The awarding bodies shall verify readiness of the institution for external verification;	Free	As soon as a module is fully covered
41	Procure External CBET Delivery	Training provider to report to TEVET Service Centre of modules that need the assistance of an external trainer	Free	A month before the term ends
42	Pay apprenticeship training subsidies	• Provide names of learners that have reported for training a week after grace period	Free	Two weeks after head counting exercise
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WE ARE COMMITTED TO PROFESSIONALISM, EXCELLENCY AND COURTESY IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live up to the commitment to professionalism, excellency and courtesy in service delivery should be reported to the Executive Director on 0888 207 560/0999 971 468 ,email tevet@tevetamw.com.

EXCELLENT SERVICE IS YOUR RIGHT

For more information; TEVET Secretariat; Private Bag B406, Lilongwe , Tel 0888 207 560/0999 971 468 , Email: info@tevetamw.com