

REPUBLIC OF RWANDA



RWANDA EDUCATION BOARD

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RWANDA EDUCATION BOARD SERVICE CHARTER

December, 2011

Foreword

It is my pleasure to present to you this Service Charter for the Rwanda Education Board (REB).

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of the Rwanda Education Board and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view of creating a better understanding and enhancing our service delivery.

RUTAYISIRE John

Director General of Rwanda Education Board/REB

The present Citizen's Charter reflects the service provided by REB to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the REB which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the REB:
 - Specification of services provided by REB,
 - Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
 - Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
 - Clear information about the required document and procedures to get a service in REB. For example, the documents to be shown, the available forms to be filled in.
- Details of the 'Citizens', groups/end users or People who are eligible for each service offered by REB
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Citizen's Charter is a tool to increase the information available to customers of REB and sets standards for transparency in public services. It is expected that through Citizen's Charter, REB's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, REB commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Realizing that REB cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Citizen's Charter, REB expects continuous interaction with citizens seeking its services. For this, REB has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, REB encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the REB takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The REB is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the REB and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-

based system that permits the REB to identify “real-time” trends in the data.

- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, REB commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, REB is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen’s Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, REB will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;

- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website

- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include students (and pupils), teachers, researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public.

Commitment to our clients:

This charter is a commitment by the REB to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

Expectations from customers:

In order to serve you better, you can help us improve performance by:

- Treating REB staff with courtesy and respect;
- Abiding by the regulations governing the education services;
- Suggesting ways of improving our services at REB;
- Providing the REB with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

Contact:

Rwanda Education Board

Po.Box: 3817 Kigali RWANDA

E-mail: info@reb.rw or webmaster@reb.rw

Website: www.reb.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

I. INTRODUCTION

Rwanda Education Board was established by Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning. It also determines its responsibilities, organization and functioning. REB is managed by a Director General (DG) reporting to a Board of Directors. The DG chairs a Management Committee which comprises five Deputy DDGs responsible for each of the policy areas set out below:

- **Curricula and pedagogical materials**, taking over the responsibilities of the National Curriculum Development Centre (NCDC) for all levels of education except TVET and higher education.
- **Teacher Education Management and Professionalisation**, taking over the responsibilities of the Teacher Service Commission Task Force, including programmes aimed at improving the welfare of teachers at all levels of education except TVET and higher education and establishing conditions of service and guiding appointments, career development, evaluation, promotion and transfer of teachers except those in TVET and higher education.
- **Education Quality and Standard**, with responsibility for setting and monitoring educational standards at all levels except TVET and higher education, and taking over the responsibilities of the General Inspectorate of Education.
- **Examinations and accreditation**, responsible for national examinations at all levels of education except TVET and higher education, and taking over the responsibilities of the Rwanda National Examinations Council.
- **Higher education student financing**, responsible for modalities of selecting students receiving loans for higher education and taking over the responsibilities of the Student Financing Agency of Rwanda.
- **ICT in Education and Open distance and e-Learning**, responsible for overall implementation and supervision of ICT in Education and ODeL activities, Infrastructure and Technical Support, Content Development and ODeL, Capacity Development and Teacher Training, EMIS and GIS.

II. VISION

To improve Rwanda Education quality, building the capacities and management of teachers, loans and scholarships, monitor the distance learning program, and promote the use of information and communication technology in education.

III. MISSION

Fast tracking education development in Rwanda by enabling education sector growth. The scope of our work includes all aspects related to the development of the education sector This involves working with and addressing the needs of schools of all sizes (Public, Private) and bring education on the same range as the East African Community.

IV. CORE FUNCTIONS:

The mains core functions of Rwanda Education Board are following:

- To contribute to determining education policy;
- To coordinate and fast track education programmes and activities aimed at providing to all categories of Rwandans a qualitative education;
- To design and distribute curricula, teaching materials, guides, methodologies and establish teaching methods for REBsery, primary secondary, specialized schools and adult literacy education in accordance with the current educational development;
- To establish and monitor the distance learning program;
- To promote the use of information and communication technology in education;
- To coordinate programs and activities aimed at developing teachers, building their capacities and improving their management;
- To prepare the educational standards and monitor their implementation;
- To establish regulations determining how national examinations are conducted in various levels of education, except in vocational and technical training and in higher learning institutions;
- To coordinate programs and activities related to loans and scholarships provided to higher education students;
- To cooperate and collaborate with other regional and international institutions having similar responsibilities
- To advise Government on all activities which can fast track education development in Rwanda.

V. CORE VALUES

The core values promoted by Rwanda Education Board are:

- Access and retention
- Quality of education
- School-based teacher training and in-service training
- Professional Development
- School Management

SERVICES PROVIDED BY THE RWANDA EDUCATION BOARD

1. Type of service: Acquiring/Providing Curriculum booklets and instructions for users

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| What is the Service? Am I eligible? | Acquiring/providing Curriculum booklets and instructions to users : Once a curriculum is developed /revised: <ul style="list-style-type: none"> ▪ Printed copies and/or soft copies are distributed to users ▪ Instructions and other useful information related to the curriculum are given to users |
| Department to be approached | One of 3 Units in charge of the Curriculum Development: <ul style="list-style-type: none"> - Science and Arts Unit - Languages and Humanities Unit - Pedagogical Material Production and Distribution Unit |
| When can I access the service? | Distribution is done from Monday to Thursday 7:00 am to 5:00 pm, Friday 7:00 am to 3:00 pm |
| Once a request is made or an application is submitted, how long will it take? | Immediate response |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | <ul style="list-style-type: none"> ▪ Application Letter ▪ Approval from REB authorities |
| What is the procedure? | <ul style="list-style-type: none"> ▪ Go to Subject Desk of the Curriculum Unit concerned to get a soft copy or other useful information ▪ Go to Materials Production and Distribution Unit (storekeeper) to get printed copies |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaints can be addressed either in writing or in person to the Deputy DG of the Curriculum Department; and when not solved contact the DG of REB. To request an appointment with the Deputy Director General of the Curriculum Department or with the Director General of |

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| | REB, call 0788777562, or send an email to info@reb.rw or webmaster@reb.rw |
| Is there any additional information regarding this service that is useful to know? | <p>Curricula used in ECD, primary and Secondary schools and information related to them are available on the website www.reb.rw</p> <p>Always visit REB website: www.reb.rw for information. For further information call on this telephone number: 0788777562 during office hours.</p> |
| Available forms | None |
| Relevant legal documents | <ul style="list-style-type: none"> ▪ Law N°44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning ▪ Law N° 29/2003 of 30/08/2003 establishing the organization and the the functioning of REBsery, Primary and Secondary Schools ▪ State Minister in charge of primary and secondary schools letter N° 426/12.00/2009 of 02/03/2009 ▪ State Minister in charge of primary and secondary schools letter No 360/12.00/2010 of 21/01/2010 ▪ State Minister in charge of primary and secondary schools letter No 2683/12.00/2010 of 30/09/2010 ▪ State Minister in charge of primary and secondary schools letter No 410/12.00/2011 of 18/02/2011 |

2. Type of service: Acquiring Pupil's books, Teacher's guides and Teaching aids

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| What is the Service? Am I eligible? | Providing Pupil's books, Teacher's guides and Teaching aids to the users Once a textbook is edited, printed copies are distributed to users |
| Department to be approached | Pedagogical Material Production and Distribution Unit |
| When can I access the service? | Monday to Thursday 7:00 am to 5:00 pm, Friday 7:00 am to 3:00 pm |
| Once a request is made or an application is submitted, how long will it take? | Immediate response |
| What, if any, are the costs for accessing the service? | <ul style="list-style-type: none"> ▪ Free of charge for public institutions ▪ Private institutions have to pay some fees |
| What documents are required? | <ul style="list-style-type: none"> ▪ A mission clearance for public institution's representative ▪ Receipt of payment for textbooks for private institutions/schools |
| What is the procedure? | Go to Pedagogical Material Production and Distribution Unit (storekeeper) to get textbooks and/or other Teaching Aids |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | Rwanda Revenue Authority for payment of textbooks fees for institutions/schools |
| Is there a complaint procedure? | Complaints can be addressed either in writing or in person to the Deputy DG of the Curriculum Department; and when not solved contact the DG of REB. To request an appointment with the Deputy DG of the Curriculum Department or with the DG of REB, call 0788777562, or send an email to info@reb.rw or webmaster@reb.rw |
| Is there any additional information regarding this service that is useful to know? | <ul style="list-style-type: none"> ▪ After the decentralization of textbook procurement, books bought and other instructional materials are directly delivered to schools by the approved publishers. ▪ Private Institutions get prices of approved books from Pedagogical Material Production and Distribution Unit (Storekeeper) and go to Rwanda Revenue Authority for payment. And thereafter collect the books from the |

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| | <p>Storekeeper: Always visit REB website: www.reb.rw for information. For further information call on this telephone number: 0788777562 during office hours.</p> |
| Available forms | <p>Forms are available on the website www.reb.rw.</p> <p>Order forms are filled in by schools to indicate the books they wish to purchase and sent to REB/Curriculum Department for verification.</p> |
| Relevant legal documents | <ul style="list-style-type: none"> ▪ Law N°44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning ▪ 2010 - 2014 official list of approved textbooks and other supplementary materials ▪ Instructions regarding the Pedagogical Material Production and Distribution |

3. Type of service: Issuing a definitive license to start a school or a combination

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| What is the service? Am I eligible? | Licence to start a school or a combination to the Public School or to Private who needs to open up as school: <ul style="list-style-type: none"> • Advice on how to improve quality of education • Inspect and approval of new schools and combination |
| Department to be approached | Education Quality and Standard Department/ Headquarter |
| When can I access the service? | Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | One month |
| What, if any, are the costs for accessing the service? | None |
| What documents are required? | - Application Letter - Project/Concept note - District authorization |
| What is the procedure? | Submit the Application Letter to DG of REB School visit by inspectors from REB Report in writing by inspectors Response by Minister to the schools/person who requested a service |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | District : to see the school map and obtain authorization from the Mayor |
| Is there a complaint procedure? | The complaints can addressed to the DDG Education Quality and Standard Department, and when not solved, contact the DG of REB; and when not solved, contact the Minister of State in charge of Primary and Secondary Education |
| Is there any additional information | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: 0788763013 during office hours. |

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| regarding this service that is useful to know? | |
| Available forms | <p>Inspection forms:</p> <ul style="list-style-type: none"> - School inspection and lesson observation sheets - Lesson observation sheets |
| Relevant legal documents | <ul style="list-style-type: none"> ▪ Law N°44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning ▪ Law N° 29/2003 of 30/08/2003 establishing the organization and the the functioning of REBsery, Primary and Secondary Schools ▪ Policy, Norms and Standards of Education |

4. Providing Technical support of ICT infrastructure

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| What is the service? Am I eligible? | Providing technical support (maintenance and management) of ICT infrastructure including fiber, wireless, internet connectivity, computer equipment, power and other technological infrastructure within the Education sector to the Schools |
| Department to be approached | Infrastructure and Technical Support Unit |
| When can I access the service? | The technical support of ICT infrastructure is provided annually depending on the budget allocated to these activities. The selection of the schools to benefit the service is based on the request made and priorities will be established depending on the type of school (Science schools, ICT schools, School of excellence etc.) |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 5 working days : After receiving the application, the school will be informed on the time to get the support. However, the time to provide the support depends on the type of the support needed. When a school appears on the priority list of the year the school should receive the service requested before the end of the year. Priorities are given to science schools, schools of Excellence and ICT schools. |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | To get the service the interested institution will make a written application addressed to the Director General of the REB |
| What is the procedure? | An application letter addressed to the Director General of REB through the Central Secretariat of REB determining the kind of support needed. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaint can be addressed to the Deputy DG of ICT in Education & ODeL , and when not solved, contact the DG of REB, or send an email to info@reb.rw or webmaster@reb.rw |
| Is there any additional | Always visit REB website: www.reb.rw for |

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| information regarding this service that is useful to know? | information. For further information call on this telephone number: 0788687834 during office hours. |
| Available forms | None |
| Relevant legal documents | <ul style="list-style-type: none"> ▪ Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning ▪ ICT in Education Policy |

5. Providing information on Capacity development and training

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| <p>What is the service? Am I eligible?</p> | <p>Providing information on capacity development of human resource in educational institutions in terms of ICT integration in teaching and learning taking into consideration in-service teacher training at primary and secondary level, and student technology volunteer champions' training.</p> |
| <p>Department to be approached</p> | <p>Capacity Development and Training Unit</p> |
| <p>When can I access the service?</p> | <p>During School holidays:</p> <p>Training of teachers and student technology volunteer champions are normally conducted during school holidays.</p> <p>Training may be organized in order to integrate new learning technology applications in schools. However institutions can present their request for a special training for their staff.</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>5 working days :</p> <p>The applicants receive a response within 5 working days informing them when they will get the training. This will depend on priorities and availability of teachers and student technology volunteer champions</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge for public institutions</p> <p>Private groups may be requested to contribute to the organization of the training</p> |
| <p>What documents are required?</p> | <p>To get the service, the interested institution will make an application in writing addressed to the Director General of REB</p> |
| <p>What is the procedure?</p> | <p>An application letter addressed to the Director General of REB through the Central secretariat of REB determining the kind of support needed.</p> |
| <p>What, if any, other institutions do I need to visit to access the service? (Eg. for</p> | <p>None</p> |

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| payment of service costs or to get additional documents) | |
| Is there a complaint procedure? | Complaint can be addressed to the Deputy DG of ICT in Education & ODeL , and when not solved, contact the DG of REB , or send an email to info@reb.rw or webmaster@reb.rw |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: 0788687834 during office hours. |
| Available forms | None |
| Relevant legal documents | Law N°44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning |

6. Providing Information on Open, Distance and e-Learning (ODEL)

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| What is the service? Am I eligible? | Provide information to the community (or to anybody who need it) about available online courses in different universities. |
| Department to be approached | Content Development and ODeL Unit. |
| When can I access the service? | Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 12:00pm When courses/educational programs are available, interested candidates will be able to access the courses. The eligibility to courses/educational programs will be determined by Higher Learning Institutions and other learning institutions offering the courses. |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | Immediately upon the request |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | None |
| What is the procedure? | Contact the course/educational programs desk |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaint can be addressed to the Deputy DG of ICT in Education & ODeL , and when not solved, contact the DG of REB, or send an email to info@reb.rw or webmaster@reb.rw |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: 0788687834 during office hours. |
| Available forms | None |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda |

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| | <p>Education Board (REB) and determining its mission, organisation and functioning</p> <ul style="list-style-type: none">• Instructions and approved Policies regarding ICT in education |
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7. Type of service: Availing information on REB (Statistical data and other research information) to whoever wants them.

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| What is the service? Am I eligible? | Availing information on REB (Statistical data and other research information) to whoever wants them : These are official documents provided by REB to whoever wants them. |
| Department to be approached | Planning Unit |
| When can I access the service? | Monday to Friday, 7.00am to 5:00pm |
| Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take? | At least 2 days, once the request has been received. |
| What, if any, are the costs for accessing the service? | There is no cost involved. |
| What documents are required? | Request letter channeled to the DG for approval of the release of the requested information. |
| What is the procedure? | - Submit request to the central secretariat in REB; - The central secretariat will orient the request to the DG and then will be forwarded to the planning unit. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | There is no formal complaint procedure in place for this service. |
| Is there any additional information regarding this service that is useful to know? | The time of availability of the requested information will depend on the volume of the information one has requested for. This sometimes requires extracting information from a lot of Data. Also some information may be classified and one may have no access to it, but will be informed accordingly. Your request should be clear so that one would know exactly what you want. Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | None |

8. Type of service: Registration of candidates and attending to claims arising from Examination results

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| What is the service? Am I eligible? | Examinations registration and management services and a right to receiving your examination results |
| Department to be approached | Examinations and Accreditation Dept |
| When can I access the service? | Monday to Friday, 7.00am to 5:00pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | Immediately |
| What, if any, are the costs for accessing the service? | Registration fee |
| What documents are required? | <ul style="list-style-type: none"> - Academic proof of the previous years, - Passport photos and national Identity card, - Registration fee payment proof, - Registration form filled. |
| What is the procedure? | Submit the required documents to the Unit Fill registration form |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | RRA for payment of registration fee. |
| Is there a complaint procedure? | Tend in your written claim to the DDG Examinations & Accreditation Department indicating what type of your claim whether it is about your results or your examinations registration; and when not solved, contact the DG of REB |
| Is there any additional information regarding this service that is useful to know? | <p>Registration service has a fixed time during which its offered. It has a deadline and people will always be informed about this period on website, radio and Imvaho</p> <p>Your request should be clear so that one would know exactly what you want.</p> <p>Always visit REB website: www.reb.rw for information.</p> <p>For further information call on this telephone number: +250 580293/4 during office hours.</p> |

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| Available forms | None | |
| Relevant documents | legal | <ul style="list-style-type: none"> ▪ Law N°44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organization and functioning ▪ Instructions regarding “registration of candidates and attending to claims arising from Examinations results” |

9. Type of Service: Obtaining certificate issued in place of Certificates lost or stolen diplomas

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| <p>What is the service? Am I eligible?</p> | <p>Obtaining certificate issued in place of Certificates lost or stolen diplomas to anybody who request it If your diploma is lost or stolen you must report it to REB. Your original diploma cannot be replaced; however you will be issued a certificate attesting that you passed national examination. This certificate may be used for application to post-secondary institutions and for employment.</p> |
| <p>Department to be approached</p> | <p>Examinations and Accreditation Department</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>2 days</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Certificate fee payable at RRA offices</p> |
| <p>What documents are required?</p> | <p>When picking up your certificate you must present valid proof of identification such as: - National Identification Card, - Passport, - Driver's License</p> |
| <p>What is the procedure?</p> | <ul style="list-style-type: none"> - Go to the Central Secretariat office of the REB building in Remera - You will be asked to write a letter stating that your documents have been either lost or stolen - Submit your letter to the Central Secretariat - You must then go to the Public Prosecutor's Office to obtain a Certificate of Loss (attestation de perte) - Go back to the Central Secretariat of the REB and submit it along with another letter stating that your documents were either lost or stolen - Once all of your documents have been submitted you will be asked to come back in 2 days to pick up your certificate. |
| <p>What, if any, other institutions do I need to visit to access the</p> | <p>National Public Prosecution Authority/NPPA (for Certificate of Loss /Attestation de Perte) BNR for payment</p> |

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| service? (eg. for payment of service costs or to get additional documents) | |
| Is there a complaint procedure? | There is no formal complaints procedure in place for this service. However, questions and or inquiries may be directed to the Selection and Orientation Desk and when not solved, contact DDG Examinations & Accreditation Department |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organization and functioning |

10. Type of Service: Providing a certificate of confirmation of National Examination results

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| <p>What is the service? Am I eligible?</p> | <p>Providing a certificate of confirmation of National Examination results to the Student who request it:</p> <p>Upon written request the Rwanda National Examinations Council may provide you with a certificate of confirmation of your National Examinations results. Such a certificate may be issued to confirm the results that you attained in any one of the following National Examinations:</p> <ol style="list-style-type: none"> 1) Sr. 6 primary level examinations 2) Sr. 3 Tronc Commun level examinations 3) Sr. 6 Senior Secondary level examinations <p>An Acquis de droit, a certificate attesting that you sat for National Examinations which does not include your actual results may also be issued</p> |
| <p>Department to be approached</p> | <p>Examinations and Accreditation Department</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>2-3 days</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>3, 000 Rwf for Confirmation Letter of your National Examinations Results 1,000 Rwf for « Acquis de droit »</p> |
| <p>What documents are required?</p> | <ul style="list-style-type: none"> - Written request addressed to the DDG Examinations and Accreditation Dept or DG - Your original Diploma (if you have one) |
| <p>What is the procedure?</p> | <ul style="list-style-type: none"> - Go to the Central Secretariat office in the REB building in Remera - Submit your written request and if you are in possession of one, your High School diploma - You will be asked to come back 2 or 3 days later to pick up your letter |
| <p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service</p> | <p>RRA or Bank for payment</p> |

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| costs or to get additional documents) | |
| Is there a complaint procedure? | There is no formal complaints procedure for this service. However, questions and/or concerns can be addressed to the Selection and Orientation Desk and when not solved, contact DDG Examinations and Accreditation Department |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organization and functioning |

11. Type of Service: Orientation of Students who studied outside Rwanda into Rwandan Educational Institutions

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| <p>What is the service? Am I eligible?</p> | <p>Orientation of Students who studied outside Rwanda into Rwandan Educational Institutions :</p> <p>Rwandan nationals who have been attending school outside Rwanda who wish to come back to Rwanda in order to continue their studies and are entering any of the following years; the first year of high school (Sr. 1), the 4th year of high school (Sr. 4) or the first year of University must first register with the Rwanda Education Board.</p> <p>Returning Rwandan nationals who are entering years other than the ones mentioned above must register with District in which they will take up residence</p> |
| <p>Department to be approached</p> | <p>Examinations and Accreditation Dept</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>Registration takes place from January to the beginning of March.</p> <p>Acceptance/rejection letters are sent out beginning in February.</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge</p> |
| <p>What documents are required?</p> | <ul style="list-style-type: none"> - Request letter addressed to the DG - Proof of Rwandan identity such as; National Identity Card, passport or a certificate of identity (attestation d'identite complete) -If you are coming from a country that administers national entrance exams, you must provide proof of having taken and passed such exams -If you are coming from a country that does not administer national entrance exams, you must provide proof of your academic record (report cards, diplomas, etc.) |
| <p>What is the procedure?</p> | <ul style="list-style-type: none"> - Go to the Central Secretariat office in the REB building in Remera - Submit your documents - You may also submit your documents through the post Office - Acceptance/rejection letters may be picked up in person early February |

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| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | <ul style="list-style-type: none"> - Your previous educational institution/for your academic records - Sector (where you live) for Certificate of Identity (certificat d'identité complète) |
| Is there a complaint procedure? | Students who have been accepted to study at a school in Rwanda but are not satisfied with their placement offer can come to the REB and meet with someone from the Selection and Orientation Desk in order to discuss their options. A response regarding available places in other schools should be immediate; and when not solved, contact DDG Examinations and Accreditation Department |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | None |

12. Type of Service: Providing Equivalency of foreign high school diplomas

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| What is the service? Am I eligible? | Providing Equivalency of foreign high school diplomas to the Students who have completed their high school education outside Rwanda and would like to pursue post-secondary studies or work opportunities in Rwanda |
| Department to be approached | Examinations and Accreditation Dept |
| When can I access the service? | Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 2-3 days for students who have completed their studies in the Great Lakes Region 2 weeks for students who have completed their studies in other countries |
| What, if any, are the costs for accessing the service? | Fees for Equivalency Certificate |
| What documents are required? | For students coming from the Great Lakes Region: -Request letter addressed to the DG -O level (Tronc Commun) certificate -Original high school diploma -1 notarised copy of your high school diploma For students coming from other countries: -Request letter addressed to the DG -Original high school diploma -1 notarised copy of your high school diploma - If the country of origin does not administer national examinations at the year 9 level, you must also submit your report cards for every year of high school |
| What is the procedure? | -Go to the Central Secretariat office in the REB building at Remera -Submit your documents -If you are an applicant from the Great Lakes Region you may come back after 2-3 days to pick up your equivalency certificate -If you are an applicant from any other country you may come back after 2 weeks to pick up your equivalency certificate *you may submit your documents by post, however you |

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| | must pick them up in person and show proof of identity |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | <ul style="list-style-type: none"> - Your previous high school for copies of academic record, diploma, examinations results - District Public Notary Service for notarisation of your documents |
| Is there a complaint procedure? | There is no formal complaints procedure in place for this service however questions and/or concerns may be directed to the Selection and Orientation desk and when not solved, contact DDG Examinations and Accreditation Dept . |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | None |

13. Type of Service: Reorientation of Students

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| <p>What is the service? Am I eligible?</p> | <p>Reorientation of Students :</p> <p>In exceptional cases, the Rwanda Education Board will consider requests from students who have taken national examinations at the Sr. 6 primary level and the Sr. 3 Tronc Commun level to be able to attend a school other than the one they have been assigned to provided that they meet certain specific criteria.</p> <p>All students requesting transfers must meet academic requirements as set by the REB. In addition, if claiming the inability to attend a particular school because of a medical condition or financial difficulty for example, supporting evidence must be provided.</p> |
| <p>Department to be approached</p> | <p>Examinations and Accreditation Dept Or District Education Department :</p> <p>In cases where students and their families are unable to travel to the REB offices in Kigali because getting there would involve traveling a considerable distance and/or cost a prohibitive sum of money, requests may be submitted to the District Education Department of where they live.</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>2 weeks :</p> <p>The re-orientation of students takes place from January to the beginning of March. Once a request has been submitted, it should take 2 weeks to receive a response</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge</p> |
| <p>What documents are required?</p> | <ul style="list-style-type: none"> -Written request addressed to the DG of the REB -1 copy of your original school placement -Support documents (e.g. medical certificate from your doctor including details regarding your condition if you are claiming a medical condition) |
| <p>What is the procedure?</p> | <ul style="list-style-type: none"> -Go to the Central Secretariat office in the REB building in Remera -Submit all your documents -You will be asked to come back in 2 weeks to pick up an approval/rejection letter |
| <p>What, if any, other institutions do I need</p> | <p>This will depend on the reason given for your transfer request and the kind of support documents that you must</p> |

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| to visit to access the service? (Eg. for payment of service costs or to get additional documents) | procure. |
| Is there a complaint procedure? | As this process is essentially an appeal made against an earlier decision, there is no mechanism in place for making additional appeals. Decisions taken will be final |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | None |

14. Type of service: Translation of documents

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| What is the service? Am I eligible? | Translation of documents to a student who need it: The Rwanda Education Board will upon request, translate diplomas that it has issued from English to French or from French to English |
| Department to be approached | Examinations and Accreditation Dept |
| When can I access the service? | Monday to Friday 7:00am to 12:00pm and 1:00pm to 5:00pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 2-3 days |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | -Letter addressed to the DG specifying in what language you wish to have your diploma translated -Your original diploma issued by the Rwanda National Examinations Council -1 notarised copy of your diploma |
| What is the procedure? | -Go to the Central Secretariat office in the REB building in Remera -Submit your documents -You will be asked to come back after 2 or days to pick up an official translation of your diploma -You may also submit your documents by post, but you must pick up the official translation of your diploma in person *Note that you will not receive a second diploma in the language that you have specified, but rather an official document translating the details contained in your current diploma. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service) | District Public Notary Service- for notarisation of your diploma RRA or Bank for payment |

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| costs or to get additional documents) | |
| Is there a complaint procedure? | There is no official complaints procedure in place; however questions and or inquiries should be directed to the Selection and Orientation desk and when not solved, contact DDG Examinations and Accreditation Dept. |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | None |

15. Type of service: Offering Local Loan application and disbursement

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| <p>What is the service? Am I eligible?</p> | <p>Offering Local Loan application and disbursement to the student The biggest category of beneficiaries of students loans are senior six (6) leavers. These are selected basing on the academic performance at the high school national examinations. Only students eligible for applying for students loans can apply for loans. Articles 4 and 5 of the Ministerial Order n°002/08 of 03/09/2008 specify the students eligible for applying for the Government loans. These articles can be found on REB website: www.reb.rw</p> |
| <p>Department to be approached</p> | <p>High Education Student Loan Department/Bursary/Loan Disbursement Desk</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00 am to 5:00 pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>From May to August each year: Loan Application Forms are processed and undergo Financial Means Testing (FMT) A Government loan is granted to only academically able but financially deserving students. Not all eligible students will automatically be granted the loan. The Financial Means Testing (FMT) Mechanism is used to determine the students who are unable or able to meet part or all the cost of their studies. The FMT is based on a number of factors including the students and/or parents level of income. The outcome of the Means Testing generally depends on the information provided on the Loan Application Form (LAF) by the loan applicant. After Financial Means Testing process results are announced through REB notice board and at applicants' Institutions</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>LAF costs 500 paid at RRA</p> |
| <p>What documents are required?</p> | <p>Filling Loan Application Forms (LAF) Supporting documents indicating income as stated in the LAF</p> |
| <p>What is the procedure?</p> | <p>Distribution of the Loan Application Forms (LAF) to the all Rwandan students eligible in recognized and registered in Local HLI's done only in April each year. Submission of those Loan Application Forms (LAF) to</p> |

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| | <p>different districts to be brought to REB Office before end of April each year</p> <p>Entry Process of Loan Application Forms (LAF) is done from May to August.</p> <p>Analysis of the information given Loan Application Forms (LAF) using Financial Means Testing (FMT)</p> <p>Publication of results through REB notice board, institutions and REB web site in September each year.</p> <p>Processing of student appeals, done in October.</p> <p>REB processes payment of funds to HLI'S based on the effective lists of students studying, and only paid directly to the institutions.</p> |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | <p>Complaints and claims from students are in two categories:</p> <ul style="list-style-type: none"> - Students not happy with the results of the loan applications. - Loan beneficiaries who miss monthly disbursements. <p>Claim forms are filled and sent directly to the High Education Student Loan Department, and when not solved, contact Director General of REB.</p> |
| Is there any additional information regarding this service that is useful to know? | <p>Bursary/Loan is terminated in case the student repeats the year (except if the Rector of the host institution certifies that the repetition was due to a valid reason that is examined and accepted by REB). Once the student is promoted the following year, he/she may re-apply to REB for continuation of the bursary/loan.</p> <p>Bursary is also suspended in case the student suspends his/her studies (for any reason) during the cycle for which the bursary/loan was granted.</p> <p>Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours.</p> |
| Available forms | Loan application form |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its |

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| | mission, organisation and functioning <ul style="list-style-type: none">• Local Loan application and disbursement Instructions/order |
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16. Type of Service: Foreign Study Loans application and disbursement (Government funded students)

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| <p>What is the service? Am I eligible?</p> | <p>Foreign Study Loans application and disbursement to Government funded students: A Rwandan wishing to apply for a loan to pursue his/her studies in a Higher learning institution abroad shall write an application letter accompanied with all required documents. The loan application Checklist which shows all the required documents can be found on REB website (www.reb.rw) and at REB office (on the notice board)</p> |
| <p>Department to be approached</p> | <p>High Education Student Loan Department/Bursary/Loan Disbursement Desk</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00 am to 5:00 pm Application dossiers are processed three months before proposed intake in the host institution</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>The meeting of Board of Directors held once in every term and at any time it considered necessary. After examination of application dossier results are announced in a period not exceeding fifteen (15) days. In case of delay of results publication, applicants receive information immediately after the meeting of Board of Directors</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>None</p> |
| <p>What documents are required?</p> | <p>Application Checklist can be found on REB website (www.reb.gov.rw) and at REB offices</p> |
| <p>What is the procedure?</p> | <ul style="list-style-type: none"> - REB receives loan/Bursary application (application based on the checklist) - Application dossiers are processed three months before proposed intake in the host institution - Dossier are presented to REB Board for decision - Board examines application dossiers and take decision depending on the budget - Results are announced after confirmation by the Minister of Education (through REB website, REB notice board) - Successful candidates fill and sign loan contract form at least 10 days before travel date - Loan/bursary confirmation letters are prepared and are signed by the Minister of Education, 5 days after publication of the Boards decision |

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| | <ul style="list-style-type: none"> - Funds are processed and disbursed quarterly all together including tuition fees, living allowance, medical insurance, books etc, however tuition is processed based on the official tuition fees invoice provided by the student and disbursed. - Tickets are applied for 21 days before travel and provided 5 days before travel - Transfer of funds is made quarterly only if the student is at the school. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaint can be addressed to the Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB |
| Is there any additional information regarding this service that is useful to know? | <p>Cooperation scholarship: In the framework of bilateral and multilateral cooperation between the government of Rwanda and friendly countries and organizations, REB also manages scholarships offered to Rwanda by these countries and organizations all over the world. The beneficiaries of these scholarships must possess a combination of requirements including the donor's eligibility criteria and Rwandan Government's criteria. Highest priority is given to brilliant students. The available scholarships are advertised on Radio (Radio Rwanda and on FM Radio), Television, REB notice board and on REB website wherever applicable.</p> <p>Partial Exemption on Tuition fees: Quebec offers all Francophonie countries exemption on tuition fees such that they pay like nationals (Rwanda is allowed a quota of ten students at any one time). Application is based on the checklist it can be found on REB website www.REB.gov.rw or at REB offices. Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours.</p> |
| Available forms | None |
| Relevant legal | Law N° 44/2010 of 07/12/2010 establishing |

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| documents | Rwanda Education Board (REB) and determining its mission, organisation and functioning Local Loan application and disbursement Instructions/order |
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17. Type of Service : Providing information on Application for Cooperation Scholarships

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| What is the service? Am I eligible? | Providing information on Application for Cooperation Scholarships to Student who need it There must be an offer made to Rwanda from Countries or Organizations in the framework of bilateral or multilateral cooperation or from particular Universities offering tuition waiver for Rwanda. Canada-Quebec offers all Francophone countries exemption on tuition fees such that they pay like nationals (Rwanda is allowed a quota of ten students per academic year. |
| Department to be approached | High Education Student Loan Department/Bursary/Loan Disbursement Desk Ex Students Financing Agency Office in Rwanda P.O Box 3667, Kigali Tel +250 580293/4 Fax: +250 580292 E-mail: info@REB.gov.rw Website: www.reb.gov.rw |
| When can I access the service? | Monday to Friday 7:00 am to 5:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | Cooperation scholarships: Depends on individual donor country. Quebec- Exemption: takes only 3 days after receiving the application |
| What, if any, are the costs for accessing the service? | Free of service |
| What documents are required? | - Donor prescribed documents - Rwanda government prescribed documents depending on the type of scholarship |
| What is the procedure? | - Interested candidates apply for the offers made - Pre-selection is made based mainly on merit and priority is normally given to science and technology within 5 days after receipt of application files - The final beneficiaries of the scholarships must possess a combination of requirements including the donor eligibility criteria and Rwanda Government's criteria. |
| What, if any, other institutions do I need | None |

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| to visit to access the service? (Eg. for payment of service costs or to get additional documents) | |
| Is there a complaint procedure? | Complaints can be addressed to Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB |
| Is there any additional information regarding this service that is useful to know? | <p>For partial Scholarship: A supplementary fund is disbursed by REB to the students quarterly and transfer of funds is made only if the student is at the school.</p> <p>For Quebec-Exemption: The student should have obtained an entry visa for Canada and is committed to pay for himself/herself all the required fees for his/her studies</p> <p>The approval is subject to the availability of the quota. If the quota is full at a given academic year, there is no room for application.</p> <p>Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours.</p> |
| Available forms | Application form available at REB Office |
| Relevant legal documents | Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning Loan application and disbursement Instructions/order |

18. Type of Service: Application for student's extension of the study period

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| What is the service? Am I eligible? | Application for student's extension of the study period: Students supported by REB may apply for extension of the study period. The request is approved only when the application dossier submitted by the student is complete and if the reasons given are genuine. |
| Department to be approached | High Education Student Loan Department/Bursary/Loan Disbursement Desk |
| When can I access the service? | Monday to Friday 7:00 am to 5:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | Three days after receiving the application |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | The extension application Checklist can be found on REB website (www.reb.rw) and at REB offices |
| What is the procedure? | Submit the request to DG REB |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaints can be addressed to the Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB |
| Is there any additional information regarding this service that is useful to know? | When the extension is approved the funds are processed accordingly within the next quarter Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | Application form |

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| Relevant documents | legal | <ul style="list-style-type: none">• Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning• Loan application and disbursement Instructions/order |
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19. Type of Service : Application for Research Fees

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| What is the service? Am I eligible? | Application for Research Fees for Students : Students conducting research may apply for research fees. Completed application packages are sent to REB offices in Rwanda. |
| Department to be approached | High Education Student Loan Department/Bursary/Loan Disbursement Desk Ex Students Financing Agency Office in Rwanda P.O Box 3667, Kigali Tel +250 580293/4 Fax: +250 580292 E-mail: info@REB.gov.rw Website: www.reb.gov.rw |
| When can I access the service? | Monday to Friday 7:00 am to 5:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | Three days after receiving the application |
| What, if any, are the costs for accessing the service? | Free service |
| What documents are required? | Application Checklist can be found on REB website (www.reb.rw) and at REB offices |
| What is the procedure? | <ul style="list-style-type: none"> • Make a full application package to REB • Processing the application takes three days • The amount of the research fees is processed according to the official cost structure fixed by REB bursary/loan commission. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaints can be addressed to the Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB |
| Is there any additional information regarding | Approved funds are transferred the next quarter. Always visit REB website: www.reb.rw for |

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| this service that is useful to know? | information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | Application form on website : www.reb.rw and at REB offices |
| Relevant documents | <p>legal</p> <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning • Loan application and disbursement Instructions/order |

20. Type of service: Application for the return ticket

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| <p>What is the service? Am I eligible?</p> | <p>Application for the return ticket</p> <p>On completion of studies, REB students abroad must apply for the return air ticket within 21 days before the return date.</p> <p>REB students abroad may apply for an air ticket in case of the death of a direct relative ie (Father, Mother, Brother, Sister, Husband, Wife, Child) to attend burial in Rwanda. For this specific case the ticket is issued to him/her.</p> |
| <p>Department to be approached</p> | <p>High Education Student Loan Department/Bursary/Loan Disbursement Desk</p> <p>Ex Students Financing Agency Office in Rwanda P.O Box 3667, Kigali Tel +250 580293/4 Fax: +250 580292 E-mail: info@REB.gov.rw Website: www.reb.gov.rw</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00 am to 5:00 pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>21 days, ticket issued 5 days before travel</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge</p> |
| <p>What documents are required?</p> | |
| <p>What is the procedure?</p> | <p>Application Checklist can be found on REB website (www.reb.rw) and at REB offices</p> |
| <p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</p> | <p>Application for the air ticket with reasons for travel and specifying the exact name of the airport and date of travel</p> <p>The ticket is issued and sent electronically to the student 5 days before the date of travel.</p> |
| <p>Is there a complaint procedure?</p> | <p>Complaints can be addressed in writing to the to the Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB</p> |

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| | The ticket is sent electronically to the student at least 5 days before the date of travel |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | Application |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning • Loan application and disbursement Instructions/order |

21. Type of service: Loan Recovery

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| <p>What is the service? Am I eligible?</p> | <p>Loan Recovery</p> <p>A student who has received a loan from REB to pay for his/her education, has to pay back the loan received after completion of his/her studies and after getting an employment.</p> |
| <p>Department to be approached</p> | <p>High Education Student Loan Department/ Loan Recovery Desk</p> <p>Ex Students Financing Agency Office in Rwanda P.O Box 3667, Kigali Tel +250 580293/4 Fax: +250 580292 E-mail: info@REB.gov.rw Website: www.reb.gov.rw</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday 7:00 am to 5:00 pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>Any time after completion of studies and getting employment</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge</p> |
| <p>What documents are required?</p> | <p>For the employer:</p> <ul style="list-style-type: none"> • Completed individual staff declaration form for each of your employees • Completed employer declaration form • 1 copy of 2 previous monthly payroll • The Monthly Loan Deduction Schedule (MLDS) forms given after 5 days after receiving the documents above. <p>For individuals:</p> <ul style="list-style-type: none"> • Letter addressed to the Director General including the loan and the intended repayment schedule • Completed individual staff declaration form |
| <p>What is the procedure?</p> | <p>For Employers:</p> <p>As an employer you will have received the following forms from REB:</p> <ul style="list-style-type: none"> - Individual Staff declaration forms (numerous copies) - Employer Declaration form |

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| | <ul style="list-style-type: none"> - You are asked to survey your staff in order to find out whether they have borrowed any funds from REB - Complete the Employer Declaration Form and include relevant details for each individual in your employ who has borrowed funds from REB - Have each individual in your employ who has borrowed funds from REB complete and sign an individual Staff Declaration Form. - Submit the completed forms to REB (either by post or in person) - Once REB has verified the information that you have provided you will be sent a Monthly Loan Deduction schedule form - If you intend to pay by going in person to the REB office in Remera, complete the monthly loan deduction form and submit along with a cheque written out for the total amount of monthly deductions (for all employees) - If you wish to pay your employees' contribution by making a direct deposit to one of REB's loan Recovery collection Accounts: <ul style="list-style-type: none"> - Deposit the total amount of monthly deduction in one of the following banks, BNR, BCR, FINA Bank, or COGEABANQUE. - After making the deposit you must submit to REB (either in person or by post) a Bank slip (bordereau de versement) indicating the amount deposited into the Bank account and complete monthly loan deduction schedule form. - Following the first payment of contributions you may obtain monthly loan schedule forms from REBs' website. <p>For Individuals:</p> <ul style="list-style-type: none"> - If you choose to repay your loan directly to REB you must express your wish to do so in writing, and address your letter to the Director General: - In your letter you must include details regarding your loan (eg amount borrowed, intended repayment schedule) - If you choose to repay your loan directly to REB, you may not take longer to repay than if you have chosen to pay through your employer. - Payment may be made either in person at the REB office in Remera or to one of REB s' Loan Recovery collection accounts at BNR, BCR, FINA Bank or |
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| | <p>COGEBANK.</p> <ul style="list-style-type: none"> - Loan Recovery collection Account Information: - BNR Account no 120.29.93 (for founds in RWF), A/C no 320.77.59 (for founds in USD) - BCR Account no 5032611-01-94 - FINA Bank- Account no 0170454006 - CONGEBANQUE- Account no 130-1053584 |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | <p>BNR Account no 120.29.93 (for founds in RWF), A/C no 320.77.59 (for founds in USD) BCR Account no 5032611-01-94 FINA Bank- Account no 0170454006 CONGEBANQUE- Account no 130-1053584 For payment</p> |
| Is there a complaint procedure? | <p>No formal complains procedure exists, however in case of over calculation or over repayment the loanee may write to the Bursary/Loan Disbursement Desk, and when not solved, contact the High Education Student Loan Department, or Director General of REB to express the complaint. Response is received within 3 days from the date the complaint is lodged.</p> |
| Is there any additional information regarding this service that is useful to know? | <p>Upon satisfactory completion of payment of the entire loan, REB will issue a loan completion certificate of application. This will be presented to any employer to certify that the holder does not have any outstanding loan owed to REB, 30 days after completion of the outstanding loan repayment. Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours.</p> |
| Available forms | None |
| Relevant legal documents | <p>Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning Loan application and disbursement Instructions/order</p> |

Services offered by Teacher Development and Training Unit

22. Type of service: Teacher Training for different subjects area

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| What is the service? Am I eligible? | Teacher Training for different subjects area: <ul style="list-style-type: none"> • In-service and pre-service training of teachers • Career guidance and counselling of teachers • Coordination of all teacher training activities delivered by other partners |
| Department to be approached | Teacher Development and Training Unit |
| When can I access the service? | Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 3 days |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | Records showing professional competency |
| What is the procedure? | <ul style="list-style-type: none"> • Go to the unit concerned for orientation, • Submit all relevant documents and explain the nature of the service needed |
| What, if any, other institutions do I need to visit to access the service? (eg. for payment of service costs or to get additional documents) | Ministry of Education |
| Is there a complaint procedure? | TDM in collaboration with REB and MINEDUC have the authority to make a final decision with regards to complaint cases, there is no other complaint procedure for this service |
| Is there any additional information regarding this service that is useful | Always reb visit website: www.reb.rw for information. For further information call on this telephone number: 0788 574 823 or 0788 642 956 during office hours. |

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| to know? | |
| Available forms | None |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning • Teacher Development and Management Policy • In-service and pre-service training Policy |

23. Type of service: School Management and Leadership

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| What is the service? Am I eligible? | School Management and Leadership : <ul style="list-style-type: none"> • School management training and leadership planning • ICT training • School monitoring and evaluation |
| Department to be approached | School Management and Leadership Unit |
| When can I access the service? | Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 3 days |
| What, if any, are the costs for accessing the service? | There is no charge for this service |
| What documents are required? | Records showing professional competency |
| What is the procedure? | <ul style="list-style-type: none"> • Go to the unit concerned for orientation, • Submit all relevant documents and explain the nature of the service needed |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | Ministry of Education |
| Is there a complaint procedure? | TDM in collaboration with REB and MINEDUC have the authority to make a final decision with regards to complaint cases, there is no other complaint procedure for this service |
| Is there any additional information regarding this service that is useful to know? | Always visit .website: www.reb.rw for information. For further information call on this telephone number: 0788 522 397 during office hours. |
| Available forms | |
| Relevant legal | • Law N° 44/2010 of 07/12/2010 |

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| documents | establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning <ul style="list-style-type: none">• Teacher Development and Management Policy• In-service and pre-service training Policy |
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24. Type of service: **Teacher Management and Staffing**

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| What is the service? Am I eligible? | Teacher Management and Staffing : <ul style="list-style-type: none"> • Teacher management and staffing • Teacher registration and licencing • Teacher professional conduct • Teacher statistics and management information systems |
| Department to be approached | Teacher Management and Placement Unit |
| When can I access the service? | Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 3 days |
| What, if any, are the costs for accessing the service? | There is no charge for this service |
| What documents are required? | <ul style="list-style-type: none"> • Appointment letter from the district mayor • Written letter stating the nature of the service needed • CV |
| What is the procedure? | <ul style="list-style-type: none"> • Start at district level by seeing DEO and Human Resource Officer • Go to the unit concerned • Submit all relevant documents and explain the nature of the service needed |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | Ministry of Education |
| Is there a complaint procedure? | District is the first level,if the complaint is not resolved, TDM in collaboration with REB and MINEDUC have the authority to make a final decision with regards to complaint cases, there is no other complaint procedure for this service |
| Is there any additional information regarding this service that is useful to | Always visit website: www.reb.rw for information. For further information call on this telephone number: 0788 524 476 during |

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| know? | office hours |
| Available forms | |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning • Teacher management and development • Statute of teachers |

25. Type of service: Teacher socio-economic welfare and development

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| What is the service? Am I eligible? | Teacher socio-economic welfare and development: <ul style="list-style-type: none"> • Teacher salaries and social security contributions • Teacher socio-economic and welfare support • Teacher national service |
| Department to be approached | Teacher socio-economic welfare and development Unit |
| When can I access the service? | Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 pm |
| Time limit to access this service?or Once a request is made or an application is submitted, how long will it take? | 3 days |
| What, if any, are the costs for accessing the service? | Free of charge |
| What documents are required? | <ul style="list-style-type: none"> • The person should meet the criteria required to benefit from the current project • The person should show the statement from Social Security Fund office • Appointment letter from the district mayor • Written letter stating the nature of the service needed |
| What is the procedure? | <ul style="list-style-type: none"> • Start at district level by seeing DEO and Human Resource Officer • Go to the unit concerned • Submit all relevant documents and explain the nature of the service needed |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | Rwanda Education Board and the Ministry of Education |
| Is there a complaint procedure? | District is the first level, if the complaint is not resolved, TDM in collaboration with REB and MINEDUC have the authority to make a final decision with regards to complaint cases, there is no other complaint |

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| | procedure for this service |
| Is there any additional information regarding this service that is useful to know? | Always visit website: www.reb.rw for information. For further information call on this telephone number:0788 671 493 during office hours. |
| Available forms | None |
| Relevant legal documents | <ul style="list-style-type: none"> • Law N° 44/2010 of 07/12/2010 establishing Rwanda Education Board (REB) and determining its mission, organisation and functioning • Teacher management and development Policy |

26. Types of Services: Payment by OP and by Cheques

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| <p>What is the service? Am I eligible?</p> | <p>Payment by OP and by Cheques to REB clients.</p> <p>REB gets sometimes services from different persons and/or organisations. The providers of these services (Technical assistance, maintenance services, transports of staff, conferences, restaurants, etc.) may come to look for their payments.</p> |
| <p>Department to be approached</p> | <p>Corporate Services</p> |
| <p>When can I access the service?</p> | <p>Monday to Friday, from 7:00 am to 5:00 pm</p> |
| <p>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</p> | <p>3 days: Payment made by cheques can take more than 3 days; One Week : Payments made by OP (payment Order) can take not more than a week</p> |
| <p>What, if any, are the costs for accessing the service?</p> | <p>Free of charge</p> |
| <p>What documents are required?</p> | <p>- Payment by OP: 1. From service provider (external) Purchase order Contract Delivery note Notification letter Invoice with bank account If exempted from any taxes, please attach evidence 2. From Procurement Officer (internal) a) Requisition note b) Minutes of Internal Tender Committee - Payment by cheque: All those documents could be required or less depending on the nature of payment</p> |
| <p>What is the procedure?</p> | <p>-Submit your invoice accompanied by above documents in the central secretariat; -The central secretariat will process the invoice to the Administration and Finance Unit through the budget officer; -After two days you can call or visit the Director of Administration and Finance or the Accountant to verify if your invoice has been verified, registered and paid (or in process of being paid) {This step is optional} -Payment will be prepared by Accountant, transmitted to DAF Where verification and signature are required, then</p> |

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| | the file will be transmitted to the Budget officer(DG) for final signature and then after to BNR for effecting the payment unto account of client if it is OP or to the client if it is a cheque. |
| What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents) | None |
| Is there a complaint procedure? | Complaint can be addressed to the Director of Finance Unit/ and when not solved contact the DG of REB. REB will address the complaint within 1 to 7 days depending on the nature of the complaint. |
| Is there any additional information regarding this service that is useful to know? | Always visit REB website: www.reb.rw for information. For further information call on this telephone number: +250 580293/4 during office hours. |
| Available forms | None |
| Relevant legal documents | Law N° 12/2007 of 27/03/2007 on public procurement , Ministerial order N° 001/08/10/MIN of 16/01/2008 establishing regulatuions on Public Procurment and standards bidding documents. |

Approved by : **RUTAYISIRE John**

Director General of REB

Date:.....