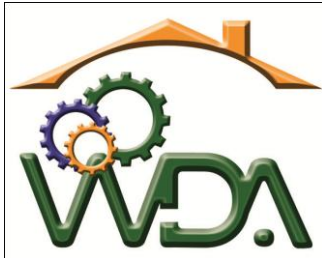


REPUBLIC OF RWANDA



WORKFORCE DEVELOPMENT AUTHORITY – WDA

Empowering people with employable skills and entrepreneurship capacity

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WDA SERVICE/CLIENT CHARTER



Quality Service from the Ground Up

December, 2011

ACRONYMS

BTC	Belgian Technical Cooperation
EAC	East African Community
ICT	Information and Communication Technology
IPRCs	Integrated Polytechnic Regional Centers
KOICA	Korean International Cooperation Agency
PPMU	Planning and Management Unit
PRSP	Poverty Reduction Strategy Paper
RRA	Rwanda Revenue Authority
TOT	Training of Trainers
TVET	Technical and Vocational Education Training
VTCs	Vocational Training Centres

Foreword

The Workforce Development Authority (WDA) recognises the prospective benefit of using client charters as instruments to drive change towards a more client-focused approach thro

ughout the Public Service. In its effort to provide a strategic response to the skills development challenges facing the country across all sectors of the economy, WDA has embarked on providing support to upgrade skills to the Rwandan labor market through Technical and Vocational Education Training (TVET). The issue of capacity which largely constrained the implementation of the programmes under PRSP 1 has been among the most important priorities addressed by WDA. Since skills development strategies in all sectors constitute an important ingredient across all sectors of development, strengthening the demand side of accountability through the use of client charters is vital. In compliance with this, WDA is pleased to publish its client charter.

This client Charter is a social contract between the Workforce Development Authority as a service provider and the recipients of its services. It specifies a standard role of WDA, and highlights the services offered to clients and requirements therein. It also lists the areas at which our services can be accessed and 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.

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

Jerome GASANA

Director General/WDA

PREAMBLE

Human capital development accelerates economic growth and developing countries must invest necessary resources in developing human capital for a greater impact on performance. TVET has the potential to enhance human capabilities and its success in Rwanda means advancement in human capital development. WDA has since 2008 been spearheading the implementation of technical education across the country with the aim of promoting hands on skills especially among the youth. Under WDA's vision of becoming a regional center of excellence in workforce development, the ultimate goal has been that of ensuring that the benefits of TVET are more equitably distributed between men and women, and between rural and urban areas. Thus, through TVET Rwanda could have a consistent strategy for human resource development linked to the country's economic development vision.

This charter spells out our main clients, the services we offer and the standards of service our clients should expect. The charter also provides the mechanisms for channeling complaints and other feedback from clients and stakeholders.

The objectives of this Charter are:

- To inform our clients and stakeholders of the services WDA offers, the rights, expectations and obligations of the clients, and the service commitments.
- To provide an accountability framework for WDA to account to its clients and stakeholders and,
- To act as a tool for continuous performance improvement.

I. INTRODUCTION

The establishment of WDA was formally approved by the Cabinet on January 18th, 2008 as an institutional framework to provide a strategic response to the skills development challenges facing the country across all sectors of the economy. The Workforce Development Authority provides support to upgrade skills to the Rwandan labor market through innovative approaches for further training. The Law establishing the Workforce Development Authority, its missions, organisation and functioning puts it under the category of public institutions which are entrusted with regulatory responsibilities, development of economic and social activities, implementing Government programmes and other activities of general interest intended to improve the welfare of Rwandans.

II. VISION

To become a regional center of excellence in workforce development

III. MISSION

To promote, facilitate and guide the development and upgrading of skills and competencies of the national workforce in order to enhance competitiveness and employability.

IV. CORE MISSIONS

- To regularly identify Technical Vocational Education Training (TVET) subjects recognized in Rwanda.
- To develop curricula and standards on technical and vocational Education in Rwanda.
- To conduct inspections of observance of standards.
- To set up a labour market information collection system in order to develop curricula and standards tailor-made to labour market needs.
- To teach and train vocational and technical trainers at all levels.
- To train workers in various positions in order to upgrade their technical and hands-on skills.
- To set up a streamlined system for conducting exams, vocational and technical certification and accreditation.
- To sensitize and facilitate investors to invest in vocational and technical training in Rwanda.

- To promote employment through entrepreneurship development in collaboration with relevant authorities.
- To establish a National TVET qualification framework that ensures vertical and horizontal mobility and one that is well integrated in the national qualification framework.
- To establish relationships with other regional and international agencies carrying out similar missions.

V. CORE VALUES

The cores values promoted by WDA are:

- Excellence
- Integrity
- Professionalism and continuously upgrade skills in further training to deliver better quality in service and product quality.
- Respect and Teamwork.

6. SERVICES PROVIDED BY THE WORKFORCE DEVELOPMENT AUTHORITY

1. Type of service: Providing information and Customer care

What is the Service? Am I eligible?	Providing information and Customer care : Consulting with customers about their needs, getting feedback from them in regard to WDA services and advising on how to promote WDA image
Department to be approached	Customer care Desk
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Other requests are responded to instantly depending on their nature.
What, if any, are the costs for accessing the service?	No cost required
What documents are required?	In case of accessing the payroll for VTCs , teachers' appointment letter, academic documents, in case of accreditation.
What is the procedure?	-From the customer front Desk a customer is oriented to the Department in charge of the issue that brought him/her.
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)	-Districts in case of VTC - Ministry of Education in case a private VTC wants to be taken up by Government.
Is there a complaint procedure?	Complaints can be addressed either in writing or in person to the Director General having passed through concerned offices. To request an appointment with the

	Director General, call (+250) 255113365, write to info@wda.gov.rw , or through the address on the cover page.
Is there any additional information regarding service that is useful to know?	Information can be got from our web site indicated above or call senior members through their contacts as also indicated on the web site. Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365, during office hours.
Available forms	None
Relevant Legal Documents	None

2. Type of service: Providing Training materials to TVET Schools

What is the Service? Am I eligible?	Providing Training materials to TVET Schools : (Coordinating TVET planning through expansion and rehabilitation of TVET schools for skills development.)
Department to be approached	TVET Schools Development Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Depends on the process of assessments since the unit receives requests for training materials and has to go on the ground to check what is required to train a student.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	An official request letter or application for the materials needed is usually necessary.
What is the procedure?	Writing officially to the Director General of WDA
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 and development partners like KOICA, Belgium Technical Cooperation/BTC
Is there a complaint procedure?	Approaching the Department through officials relevant to the issue at hand
Is there any additional information	Information can be got from our web site indicated above or call senior members through their contacts as also

<p>regarding this service that is useful to know?</p>	<p>indicated on the web site.</p> <p>Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365, during office hours.</p>
<p>Available forms</p>	<p>Form available on website www.wda.gov.rw</p>
<p>Relevant Legal Documents</p>	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

3. Type of service: Access to Training in Hospitality

<p>What is the Service? Am I eligible?</p>	<p>Training in hospitality to the hotel and restaurant employees all over the country to equip them with professional and technical skills and quality customer service. The training focuses on practical skills in the following hotel operation areas:</p> <ul style="list-style-type: none"> - Culinary skills, - Food and beverage service skills, - Housekeeping operations - Front office Operations, etc
<p>Department to be approached</p>	<p>Hospitality Unit</p>
<p>When can I access the service?</p>	<p>Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday</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>This depends on training schedules for different groups/trainees</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge (currently)</p>
<p>What documents are required?</p>	<p>Each person to be trained is required to provide :</p> <ul style="list-style-type: none"> - a recommendation from the employer - other document related to hospitality training
<p>What is the procedure?</p>	<p>Submit an application letter to DG WDA</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>Association of Hotels & Restaurants</p>

Is there a complaint procedure?	The complaints are addressed to the Director of Hospitality Unit, and when not solved, contact the DG of WDA and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365, during office hours.
Available forms	None
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

4. Type of service: Recommendation Letter

What is the Service? Am I eligible?	Recommendation Letter to TVET in order to strengthen and initiate relationships aiming at seeking technical and financial support and exchanging information on TVET as well as benchmarking Rwanda`s TVET standards
Department to be approached	Partnership Building Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	It depends on the nature of partnership and procedures involved in analyzing it
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Proposals regarding the partnership in question
What is the procedure?	Approaching the unit with the proposal which is then passed to top management for further discussions.
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)	Private sector, Development partners, civil society, public institutions (ministries, local government, etc), TVET institutions in EAC and abroad, etc.
Is there a complaint procedure?	The complaints are addressed to the Director of Partnership Building Unit, and when not solved, contact the DG of WDA and when not solved, contact the Minister of Education

	Approaching the Department as first step before the top managers.
Is there any additional information regarding this service that is useful to know?	Information can be got from our web site indicated above or call senior members through their contacts as also indicated on the web site.
Available forms	None
Relevant Legal Documents	None

5. Type of service: Financial Support to TVET

What is the Service? Am I eligible?	Financial Support to TVET in order to strengthen and initiate relationships aiming at seeking technical and financial support and exchanging information on TVET as well as benchmarking Rwanda`s TVET standards
Department to be approached	Partnership Building Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	It depends on the nature of partnership and procedures involved in analyzing it
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Proposals regarding the partnership in question
What is the procedure?	Approaching the unit with the proposal which is then passed to top management for further discussions.
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)	Private sector, Development partners, civil society, public institutions (ministries, local government, etc), TVET institutions in EAC and abroad, etc.
Is there a complaint	The complaints are addressed to the Director of Partnership Building Unit, and when not solved, contact the DG of WDA

procedure?	and when not solved, contact the Minister of Education Approaching the Department as first step before the top managers.
Is there any additional information regarding this service that is useful to know?	Information can be got from our web site indicated above or call senior members through their contacts as also indicated on the web site.
Available forms	None
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

6. Type of service: TVET Accreditation / Provisional operating agreement or license? to TVET Schools

<p>What is the Service? Am I eligible?</p>	<p>Provisional operating agreement or license to TVET Schools: (Provision of information regarding the opening up of TVET schools, advice regarding their operation. Playing a supervisory role in education and training offered by Rwanda's technical, professional and VTC schools.)</p>
<p>Department to be approached</p>	<p>TVET Accreditation & Quality Assurance.</p>
<p>When can I access the service?</p>	<p>Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday</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>One Month</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>Application letter, accompanied by :</p> <ul style="list-style-type: none"> - the denomination of the TVET Schools, its headquarters, its category and the teaching disciplines; - the mission and objectives of the institution; - a detailed document specifying the assets and financial resources of the institution; - a document showing the organization and administration of the institution; - the details on the system of admission of students and on the teaching programmes offered by the institution; - a detailed document specifying the nature of the buildings and equipment connected to the kind of training to be offered; - a document specifying the size of the planned personnel, its category and the classification of its posts;

	- a detailed document describing existing or planned infrastructure;
What is the procedure?	Writing to the Director General (WDA)
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?	The complaints are addressed to the Director of Accreditation Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	Application form
Relevant Legal Documents	- Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

7. Type of service: TVET Accreditation / Definitive operating agreement or license to TVET Schools

What is the Service? Am I eligible?	Definitive operating agreement or license to TVET Schools (Provision of information regarding the opening up of TVET schools, advice regarding their operation. Playing a supervisory role in education and training offered by Rwanda’s technical, professional and VTC schools.)
Department to be approached	TVET Accreditation & Quality Assurance.
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
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?	No costs
What documents are required?	Application letter, accompanied by : <ul style="list-style-type: none"> - the denomination of the TVET Schools, its headquarters, its category and the teaching disciplines; - the mission and objectives of the institution; - a detailed document specifying the assets and financial resources of the institution; - a document showing the organization and administration of the institution; - the details on the system of admission of students and on the teaching programmes offered by the institution; - a detailed document specifying the nature of the buildings and equipment connected to the kind of training to be offered; - a document specifying the size of the planned

	<p>personnel, its category and the classification of its posts;</p> <ul style="list-style-type: none"> - a detailed document describing existing or planned infrastructure;
What is the procedure?	Writing to the Director General (WDA)
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?	The complaints are addressed to the Director of Accreditation Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	Application form
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

8. Type of service: Providing TVET Programs validation

What is the Service? Am I eligible?	Providing TVET Programs validation
Department to be approached	TVET Accreditation & Quality Assurance.
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
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?	No costs
What documents are required?	Application letter, accompanied by : <ul style="list-style-type: none"> - the denomination of the TVET Schools, its headquarters, its category and the teaching disciplines; - the mission and objectives of the institution; - a detailed document specifying the assets and financial resources of the institution; - a document showing the organization and administration of the institution; - the details on the system of admission of students and on the teaching programmes offered by the institution; - a detailed document specifying the nature of the buildings and equipment connected to the kind of training to be offered; - a document specifying the size of the planned personnel, its category and the classification of its posts; - a detailed document describing existing or planned infrastructure;

	- program to be validated
What is the procedure?	Writing to the Director General (WDA)
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?	The complaints are addressed to the Director of Accreditation Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365, during office hours.
Available forms	None
Relevant Legal Documents	- Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

9. Type of service: Access to training of Trainers

What is the Service? Am I eligible?	Access to training of Trainers or Training / skills upgrading for Trainers
Department to be approached	Training of Trainers (TOT) Unit
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 12:00pm On request and you have to give the unit enough time to process the request
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One to two weeks : Depending on the nature of the request
What, if any, are the costs for accessing the service?	No cost involved
What documents are required?	<ul style="list-style-type: none"> - Application letter, - documents on one's prior qualification, and any other relevant documents that may be needed (to be précised)
What is the procedure?	Request are submitted to DG of WDA and processed
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	Notary

documents)	
Is there a complaint procedure?	The complaints are addressed to the Director of ToT Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	None
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

10. Type of service: Access to Data/information on: TVET operations in WDA & IPRCs,

What is the Service? Am I eligible?	Access to Data/information on: TVET operations in WDA & IPRCs, (policy orientation & strategies on TVET, strategic plans & priorities for TVET implementation.)
Department to be approached	PPMU, Planning, Statistics and TVET information management docketts.
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 12:00pm At all times but preferably on a quarterly basis (Sept, Dec, March & June)
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	2 days to 2 weeks : depending on a nature of information & details required
What, if any, are the costs for accessing the service?	No costs unless when required copyrighted documents like curricula, there are some costs. Conditions for use & access may apply.
What documents are required?	Formal introduction & identification of requesting entity.
What is the procedure?	Simple formal request to the Director General of WDA with attention to the Director of the PPMU.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	None apart from RRA or requisite banks which may apply. Secondment to IPRCs and partners may be recommended on a case-by-case basis.

documents)	
Is there a complaint procedure?	The complaints are addressed to the Director of Project Planning & Management Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	None
Relevant Legal Documents	- Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

11. Type of service: Providing Training in Agriculture

What is the Service? Am I eligible?	Training as facilitation in curriculum development for the teaching of Agriculture
Department to be approached	Agriculture Unit (TOT)
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 12:00pm Depending on the level of the process
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depends on how long the administration treats the matter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Process under progress
What is the procedure?	Normal administrative procedures
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)	Technical training schools
Is there a complaint procedure?	The complaints are addressed to the Director of Agriculture Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	None
Relevant Legal Documents	- Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

12. Type of service: Training on ICT skills in schools

What is the Service? Am I eligible?	Training on ICT skills in schools
Department to be approached	ICT Unit
When can I access the service?	Monday to Thursday: 7:00am to 5:00pm Friday: 7:00am to 12:00pm Depending on the availability of trainees
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depends on availability of funds for training
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Normally it's an initiative of WDA
What is the procedure?	WDA identifies trainees
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)	Technical training institutions with facilities like IPRCs
Is there a complaint procedure?	The complaints are addressed to the Director of ICT Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	None
Relevant Legal Documents	None

13. Type of service: Access or Providing curricula to TVET schools

What is the Service? Am I eligible?	Providing curricula to TVET schools: (explaining their proper use and monitoring their implementation)
Department to be approached	Curriculum Development Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Depends on the nature of the subject or the complexity in the requirements
What, if any, are the costs for accessing the service?	Free of charge for official curricula
What documents are required?	Legal documents about the existence of a TVET institution or identifying a researcher
What is the procedure?	Director of a recognized institution approaches us or any other person through normal administrative channels
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of	IPRCs

service costs or to get additional documents)	
Is there a complaint procedure?	The complaints are addressed to the Director of Curriculum Development Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	None
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N° 03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

14. Type of service: Examination & Certification

What is the Service? Am I eligible?	Examination & Certification to TVET
Department to be approached	Examination & Certification Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	Specify how long (days) it takes from receipt of the request or application letter
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Legal documents about the existence of a TVET institution or identifying a researcher
What is the procedure?	Application Letter to DG of WDA
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?	The complaints are addressed to the Director of Examination and Certification Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education

<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.</p>
<p>Available forms</p>	<p>None</p>
<p>Relevant Legal Documents</p>	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

15. Type of service: Getting Registration for TVET School

What is the Service? Am I eligible?	Getting Registration for TVET School
Department to be approached	Examination & Certification Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	On week
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Specify which documents: Legal documents about the existence of a TVET institution or identifying a researcher
What is the procedure?	Submit the request to DG WDA
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?	The complaints are addressed to the Director of Examination and Certification Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information	Always visit WDA website www.wda.gov.rw for information. For further information call on this

regarding this service that is useful to know?	telephone number: (+250) 255113365 during office hours.
Available forms	Registration form
Relevant Legal Documents	<ul style="list-style-type: none"> - Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA

16. **Type of service: Access to Entrepreneurship Trainings**

What is the Service? Am I eligible?	Access to Entrepreneurship Trainings
Department to be approached	Industry Commercial, Collaboration, Research, Production & Entrepreneurship Unit
When can I access the service?	Monday to Friday (Working hours) From 7am-12noon and from 1pm-5pm Monday to Thursday
Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?	One week
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	Legal documents about the existence of a TVET institution or identifying a researcher
What is the procedure?	Submit a request to DG WDA
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?	The complaints are addressed to the Director of Industry Commercial, Collaboration, Research, Production & Entrepreneurship Unit, and when not solved, contact the DG of WDA ; and when not solved, contact the Minister of Education
Is there any additional information regarding this service that is useful to know?	Always visit WDA website www.wda.gov.rw for information. For further information call on this telephone number: (+250) 255113365 during office hours.
Available forms	Registration form
Relevant Legal Documents	- Law N°03/2009 OF 27/03/2009 establishing the Workforce Development Authority and determining

	its missions, organization and Functioning - Technical and Vocational Education and Training (TVET) Policy in RWANDA
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Client Rights

Our clients have a right to:

- Access to free services
- Access to public information in accordance with the law
- Be treated with respect
- Privacy and Confidentiality
- Lodge complaints
- Appeal in accordance with established procedure

Client Obligations

Our clients have the following obligations

- Attend scheduled appointments punctually
- Respond to requests for accurate and timely information
- Contribute to arriving at solutions or recommendations to address problems
- Abide by legal requirements which make you eligible for services sought.
- Not to offer gifts, favours or inducement to our staff, or to solicit the same.
- Suppliers to provide appropriate and timely goods and services.
- Treat our staff with courtesy

Feedback and complaints

We welcome constructive criticism and feedback about our services. We also welcome suggestions on how we can improve service delivery. We commit our selves to taking your complaints and suggestions seriously and to dealing with them as quickly as possible. In case you have a problem, suggestion or complaint, you can use the following communication channels:

- Speak to the person who has been attending to you
- Speak to that person's supervisor
- Use our suggestion box
- Write to us using the address given at the end of this document or call us on telephone numbers (+250) 255113365
- Use our Email: Info@wda.gov.rw or web site: www.wda.gov.rw

Our offices are open from 7: 00am-12:00 noon and from 1:00pm-5:00pm (Monday to Thursday) and 7:00am-12:00 noon on Friday except on public holidays.

Appeal Mechanism

If you are not satisfied with the response from the action officer attending to you or with the way your complaint is handled, you may refer to:

- Head of Department,
- Director
- Deputy Director General (2) and
- Director General

Your complaints will be acknowledged within two days of receipt including information on the action being taken. All complaints referred to Heads of Departments will be investigated and a response given within five working days.

If you are not satisfied with the response given by the Deputy Director General, you may appeal to the Director General . The Director General's decision will be communicated to you within a period of ten working days.

We will investigate the circumstances leading to complaints and take necessary steps to ensure that similar problems are avoided.

Reporting Performance against the Charter

We commit ourselves to:

- Monitor and evaluate the implementation of the client charter;
- Publish performance against the charter's commitments in WDA's policy statements and Annual Performance Reports;
- Report on performance to clients and stakeholders during the annual review events;
- Publish summary complaints data and our general response in WDA's Annual Report.

We, the staff of the Workforce Development Authority commit ourselves to the above principles values, commitments and service standards. We commit ourselves to implement this Charter

Approved by: **Jerome GASANA**

Director General of WDA

Date:

Workforce Development Authority
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