

OUR SERVICE VALUES

Impartiality: We are unprejudiced, fair, objective and consistent in our actions and our dealings with our customers.

Excellence: We strive to meet or exceed expectations of our customers by providing a first-rate performance that strengthens our customers' trust in our services.

Integrity: We recognise our duty, as regulator, to operate with transparency, openness and impartiality in our engagement with our customers, and to observe strict standards of confidentiality in handling customer information.

Confidentiality: Our customers trust us with their personal and sensitive information, and we live up to this trust by respecting, safeguarding and not divulging our customer information.

Accountability: We take responsibility for problems that arise when dealing with our customers and we do our best to resolve them.

Respect: We accept our customers for who they are. We actively listen to them, we go above and beyond to solve their problems quickly and efficiently.

Ethical: We conduct ourselves professionally to best serve our customers. We operate according to fair and transparent standards that enable us to provide exceptional service to our customers.

OUR COMMITMENT TO LISTENING TO FEEDBACK AND CONTINUOUS IMPROVEMENT

We welcome your feedback on the effectiveness of this service charter and the service we provide. You can provide feedback via email: ceosqa@email.sc; by calling on (+248) 4324055; or by writing a letter to the **Chief Executive Officer of SQA**. We are committed to ensuring our staff members are skilled and client-focused.

We will monitor your feedback as a measure of our compliance with the standards set out in this service charter and of the effectiveness of the service charter itself.

We will report on our performance in our annual report which can be accessed from our website at www.sqa.sc.

YOUR RESPONSIBILITIES

- Treat our staff with courtesy and respect
- Give us accurate, timely and complete information
- Allow us sufficient time to respond to your requests
- Contact us if you believe we have made an error or acted inappropriately, and wish to make a complaint.

CONTACT US

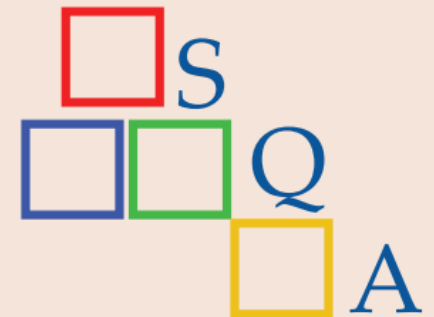


Telephone: (+248) 4324055/4324554

Post: Victoria, Mahé, P.O. Box 1017, Republic of Seychelles

Email: sqa@seychelles.net

CUSTOMER SERVICE CHARTER



Recognising your Competencies

The Seychelles Qualifications Authority (SQA) is the national quality assurance and regulatory body for education and training in Seychelles. Our purpose is to safeguard the interests of learners and the reputation of Seychelles education and training sector by assuring the quality of providers of education and training and their programmes of study, and developing, implementing and maintaining a national qualifications framework.

We are dedicated to ensuring that our national qualifications are accepted as credible and robust, nationally, regionally and internationally, in order to help learners to succeed in their chosen endeavours and to contribute to Seychelles society.



WHO IS THIS SERVICE CHARTER FOR?

This service charter sets out our commitment to providing a quality service with equality of treatment for all our customers. Our customers include providers of education and training, current and prospective learners, graduates, employers and employees, and any person or body impacted by our services.

OUR PRINCIPLES OF QUALITY SERVICE

Everyone who contacts us can expect professional, honest and high-quality service in accordance with this service charter. Our principles of quality service uphold the main principles of Good Governance, Transparency and Accountability.

When dealing with the SQA, you can expect that we will:

- be accessible during office hours
- identify ourselves
- be reliable and consistent in applying our rules and procedures when communicating with our customers
- offer prompt, open, honest and helpful service
- treat you with courtesy and respect
- be fair, impartial, responsible and trustworthy
- provide accurate information
- do the best we can to help resolve your issue
- admit when we get it wrong and resolve to get it right

- be responsive to the needs of people from culturally diverse backgrounds
- be responsive to the needs of people with a disability or special needs as far as possible
- handle your complaint professionally and in a timely manner
- issue correspondence and communications with contact details
- protect your personal information according to the law
- provide an online service through our website
- build effective, positive and productive relationships with our customers based on mutual respect and understanding.

If your query is outside the scope of our responsibilities, we will, as far as we can, refer you to the responsible local organisation.

"Quality is never an accident. It is always the result of intelligent effort."

- John Ruskin