REPUBLIC OF RWANDA

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MINEDUC SERVICE CHARTER

MARCH , 2020

Foreword

It is my pleasure to present to you this Service Charter for the Ministry of Education (MINEDUC).

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 MINEDUC 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 to create a better understanding and enhance our service delivery.

Dr. Valentine UWAMARIYA
Minister of Education

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I. INTRODUCTION

The Ministry of Education (MINEDUC) is one of the Rwanda Government ministerial departments.

II. VISION

The vision of the Ministry of Education is to provide the citizens of Rwanda with equal opportunities to a high quality education through world-class learning facilities and renowned learning institutions.

III. MISSION

The mission of the Ministry of Education is to transform the Rwandan citizen into skilled human capital for socio-economic development of the country by ensuring equitable access to quality education focusing on combating illiteracy, promotion of science and technology, critical thinking and positive values.

IV. CORE FUNCTIONS:

The MINEDUC core functions are:

- Develop, review and guide the implementation of education sector policies and strategies
- Develop laws and adopt regulations and guidelines for the promotion of education in line with national education policy
- Develop and manage education monitoring and evaluation systems
- Develop strategies for resource mobilization
- Promote the teaching, learning and the good use of information and communication in education
- Develop, review and guide education sector for institutional development and capacity building.

V. RIGHTS OF CLIENTS

Our client has the rights to expect:

- To be received, listened to and severed with courtesy, promptness and respect
- To be given the information they need to meet our service requirements
- To escalate to higher authorities if not satisfied with the services
- To appeal administrative decisions

VI. VALUES

The values promoted by MINEDUC are:

- Access to education for all
- Quality education at all levels
- Equity in education at all levels
- Effective and efficient education system
- Science and technology and ICT in education
- Promotion of positive values, critical thinking, Rwandan culture, peace, unity and reconciliation.

VII. SERVICES PROVIDED BY THE MINISTRY OF EDUCATION

VII.1 Issuance of "A Confirmation of national examinations results"

What is the service? **Am I eligible?**	Confirmation of results (S3, S6) provided by REB, RP for students looking for Higher admission abroad
Department to be approached	Director General of Education Policy and Planning
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?	5 working days
What, if any, are the costs for accessing the service?	FREE
What documents are required?	• Application letter addressed to the minister of Education and submitted to the Central Secretariat
What is the procedure?	Letter addressed to the Minister of State in Charge of Primary and Secondary Education deposited at Central Secretariat
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 in writing to the Minister of State in charge of Primary and Secondary Education. Applicant shall be given a response in not more than 5 working days; when not satisfied, contact the Minister of State by letter.
Is there any additional information regarding this service that is useful to know?	Always visit MINEDUC website: www.mineduc.gov.rw for information. For further information, call MINEDUC hotline 2028.
Available forms	N/A
Relevant legal documents	To be specified.

VII.2. Issuance of Recommendation Letters to INGOs (International Non-Governmental Organizations) wishing to register with Rwanda Governance Board (RGB)

What is the service Am I eligible?	Signing a Memorandum of Understanding (MoU) with INGOs (International Non-Governmental Organizations) wishing to operate in Education Sector. This MoU serves as a recommendation letter to INGOs wishing to register with Rwanda Governance Board (RGB).
Department to be approached	Institutional Change and International Cooperation/ The Permanent Secretary Office
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: before 3 pm
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: once the requirements are fulfilled
What, if any, are the costs for accessing the service?	The service is free of charge
What documents are required?	**Registration of the INGO for the first time**: - Application letter addressed to the Permanent Secretary - Copies of detailed annual action plan and strategic plan in the format provided and aligned with July-June Fiscal year - A copy of project Charter in the format provided - Notarized Statute/By law by competent Authority of the country where that INGO's Head Office is located - Memo presenting the source of funding of the INGO **Requirements for an Extension of Registration:** - Application letter addressed to the Permanent Secretary - Copies of detailed annual action plan and strategic plan in the format provided and aligned with July-June Fiscal year - A copy of project Charter in the format provided - Annual activity report aligned with July-June Fiscal year
What is the procedure?	Avail and submit all required documents to the Ministry of Education/

	Central Secretariat.
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 in writing to the Permanent Secretary. Applicant shall be given response in not more than 5 working days; when not satisfied, contact Minister of State or the Minister of Education.
Is there any additional information regarding this service that is useful to know?	For more information, please contact us: 1. Tel: +250788535045 during working hours 2. Email: vngaboyera@mineduc.gov.rw/info@mineduc.gov.rw 3. Website www.mineduc.gov.rw 4. Hotline: 2028
Available forms	Templates for Action Plan, Strategic Plan, Project Charter and Reporting.
Relevant legal documents	Education Sector Strategic Plan (ESSP), NSTI, SDGs.
Available forms	None
Relevant legal documents	None

VII.3. Request for authorization to set up a school or opening a new combination (New Option)

What is the service Am I eligible?	Request for the authorization (Accreditation) to set up school (Pre-Primary, Primary or Secondary School) in General Education and to open new combination (Option).
Department to be approached	Basic Education Quality Assurance Department (BEQAD)
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm

Time limit to access this service? **Or, Once a request is made or an application is submitted, how long will it take?**	The application should be submitted not later than **31st August** of the year preceding the commencement year. Once requirements are fulfilled and inspection conducted, the response should be available at most **two weeks from the day of inspection.**
What, if any, are the costs for accessing the service?	None
What documents are required?	- Application letter addressed to the State Minister in Charge of Primary and Secondary Education. This application letter should be endorsed (Sous/couvert) by the District authorities of which the school will/is operating, - The applicant should prove that he/she has the capability to establish a school or start an option and should not be profit oriented so as not to compromise the interests of the school. - The applicant must be ready to enrol in his/her students without any discrimination, exceptional schools with special missions have to that seek authorisation first from the Minister in charge of primary and secondary education. - The applicant should produce a proposal detailing the schools‟ objectives. An association applying to set up a school should be legally recognised - Land Title or contract of more than five years for project proponents with no land title for those who want to set up a school
What is the procedure?	Avail and submit all required documents through Central Secretariat of the Ministry of Education.
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 in writing to the Minister of State in Charge of Primary and Secondary Education. Applicant shall be given response in not more than 5 working days.
Is there any additional information regarding this service that is useful to know?	For more information, please contact us: 1. Tel: +250787375045 during working hours 2. Emails:fkubwimana@mineduc.gov.rw/ 3. Website : www.mineduc.gov.rw 4. Call MINEDUC hotline 2028.
Available forms	None
Relevant legal documents	**-**Law No 36/2018 Of 29/06/2018 Determining the Organization of Education -Law N°23/2012 Of 15/06/2012 Governing the Organization and Functioning of Nursery, Primary and Secondary Education - Presidential order nº24/01 of 24/11/2016 establishing special statutes governing teachers in nursery, primary and secondary education -Presidential order nº24/01 of 24/11/2016 establishing special statutes governing teachers in nursery, primary and secondary education -Ministerial order n°007/2016 of 01/03/2016 determining modalities for special treatment of persons with disabilities in schools -Ministerial order n o 005/2016 of 08/01/2016 determining modalities for conducting meetings and making decisions of the sector or the district education council -Ministerial order n° 004/2016 of 08/01/2016 determining rules goververning code of conduct of headmasters, teachers and students -Ministerial order n° 003/2016 of 08/01/2016 determining general rules governing nursery, primary and secondary schools and functioning of school general assembly and its subsidiary organs -Ministerial order no 001/2016 of 08/01/2016 providing sanctions against parents who do not send their children to school and against other persons who employ children in work preventing them from going to or encouraging them to drop out

	of school -Ministerial instructions n°001/mineduc/2018 of 11/07/2018 prohibiting students from using mobile telephones -Ministerial instructions n°001/mineduc/2016 of 01/03/2016 establishing the prize of excellence awarded to the best performing pupils -Ministerial instructions no 001/mineduc/2020 of 21/02/2020 regulating the promotion, repetition, dismissal and transfer -Ministerial Order n°007/2016 of 01/03/2016 Determining Modalities for Special Treatment of Persons with Disabilities in Schools -Ministerial Order N°006/2016 Of 08/01/2016 Determining Curriculum, Teaching Hours and the Language of Instruction in Primary, Secondary and Specialized Schools -Ministerial Instructions Nº 001 of 10/05/2017 Establishing Guidelines for Setting up General or TVET Nursery, Primary or Secondary School's Internal Rules and Regulations -Ministerial Order N° 002/2016 of 08/01/2016 Determining the Responsibilities of School Management Board Members - Prime Minister's Order N°290/03 of 13/11/2015 Determining Special Regulations Governing Government Subsidized Schools -Ministerial Order N° 003/2016 Of 08/01/2016 Determining General Rules Governing Nursery, Primary and Secondary Schools and Functioning of School General Assembly and its Subsidiary Organs, Education Sector Strategic Plan (ESSP), National Strategic Transformation I (NST1), Sustainable Development Goals(SDGs)

VII. 4. Payment of goods and services rendered to MINEDUC

What is the service? **Am I eligible?**	**Payment of goods and services to different suppliers and customers**
Department to be approached	Directorate of Corporate and General Services

When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
Time limit to access this service? **Or, Once a request is made or an application is submitted, how long will it take?**	Not applicable Within eight days after submitting invoices. But when these invoices are not well supported they are returned to the supplier/ company /contractor
What, if any, are the costs for accessing the service?	None
What documents are required?	It depends of the nature of the service rendered
What is the procedure?	Invoices or documents are submitted to MINEDUC Central Secretariat
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)	The Supplier / Company/Contractor/ should contact the Finance Unit
Is there a complaint procedure?	Complaints can be addressed in writing to the Permanent Secretary of MINEDUC
Is there any additional information regarding this service that is useful to know?	For more information, please contact us: Tel: +250788480285 Emails:jpgapira@mineduc.gov.rw/ info@mineduc.gov.rw Website : www.mineduc.gov.rw Call MINEDUC hotline 2028.
Available forms	None
Relevant legal documents	None

VII. 5. Acquisition of a copy of employment records

What is the service? **Am I eligible?**	Individuals who were employed by former MINEPRISEC, MINESUPRESS can obtain a record of their employment from MINEDUC. This record of employment includes all the details regarding the individual's length of service and the post(s) held

Department to be approached	Directorate of Corporate and General Services
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
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
What, if any, are the costs for accessing the service?	None
What documents are required?	Written letter addressed to the Minister of Education
What is the procedure?	Written letter addressed to the Minister of Education and submitted to MINEDUC Central Secretariat
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)	The service is free of charge
Is there a complaint procedure?	Complaints can be addressed in writing to the Permanent Secretary of MINEDUC
Is there any additional information regarding this service that is useful to know?	For more information, please contact us: Tel: +250788857534 Emails:imurangira@mineduc.gov.rw/ info@mineduc.gov.rw Website : www.mineduc.gov.rw Call MINEDUC hotline 2028.
Available forms	None
Relevant legal documents	None

VIII.6. School Data Management System (SDMS)

What is the service? **Am I eligible?**	School Data Management System (SDMS)
Department to be approached	Directorate of ICT in Education Director General of Education Policy and Planning
When can I access the service?	24/24h
Time limit to access this service? **Or, Once a request is made or an application is submitted, how long will it take?**	- No time limit to access the service - The system has a help desk which operates during working hours
What, if any, are the costs for accessing the service?	This service is free of charge
What documents are required?	To be SDMS User requires to be part of school staff
What is the procedure?	To access SDMS, one needs a username and password. A Registration form has to be filled and approved by District authorities.
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)	A number of institutions use SDMS for different reasons: – MINEDUC – MINECOFIN – NISR – REB – WDA – RP – Districts
Is there a complaint procedure?	Complaints can be addressed by using **help desk.** Applicant shall be given a response in not more than 30 minutes; when not satisfied, User contact District SDMS Focal Point by sms, email or phone call.

Is there any additional information regarding this service that is useful to know?	www.sdms.gov.rw for access. Call MINEDUC hotline 2028.
Available forms	SAS Registration Form
Relevant legal documents	

IX. 5. Providing « Good completion certificate » to the successful bidder

What is the service? **Am I eligible?**	Publishing the tender through e-procurement system so that any biider who fullfill the requirements may be given equal opportunity to bid. After the bidder has successfully executed the tender, he/she has the right to request for « Good completion certificate »
Department to be approached	Directorate of Corporate and General Services
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 3:00 pm
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
What, if any, are the costs for accessing the service?	The service is free of charge
What documents are required?	Written letter addressed to the Minister of Education

What is the procedure?	Written letter addressed to PS and submitted to MINEDUC Central Secretariat
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 in writing to the Permanent Secretary of MINEDUC. The letter is submitted to the Central Secretariat
Is there any additional information regarding this service that is useful to know?	For more information, please contact us: Tel: +250784677308/0788524162 Emails: vkayitare@mineduc.gov.rw/rmukamurangwa@mineduc.gov.rw/ info@mineduc.gov.rw Website : www.mineduc.gov.rw Call MINEDUC hotline 2028.
Available forms	None
Relevant legal documents	Contract between the supplier and MINEDUC

Approved by

Dr. Valentine UWAMARIYA
Minister of Education

ANNEXE1: MINEDUC AFFILIATED AGENCIES

S/N	NAME OF AGENCY	KEY RESPONSIBLITIES	PHYSICAL ADDRESS
1	**Rwanda Education Board (REB)**	Fast tracking basic education development in Rwanda by designing and delivering high quality free 12 years of basic education for all children of school going age.	Rwanda Education Board (REB) Stadium Road, Remera P.O. BOX 3817, Kigali, Rwanda Tel: (+250) 255121482/ 3020 E-mail: info@reb.rw Website: www.reb.rw
2	**Rwanda Polytechnic (RP)**	1° To prepare technical and vocational education curricula for their use at various technical and vocational training levels and submit them to the competent authority for approval; 2° To offer technical and vocational courses leading to certificate or diploma; 3° To provide science and technology based technical and vocational training as well as education which enable the beneficiary to create jobs for personal development and contribute to national development; 4° To carry out and promote research and technology in technical and vocational fields and disseminate their findings to foster national development; 5° To participate in the discovery, exchange and preservation of knowledge in technical and vocational field ; 6° To promote education, culture and Rwandan values; 7° To impart knowledge required to provide technical and vocational education and apprenticeship	www.rp.ac.rw

		training; 8° To offer in-service training to practitioners in various fields to develop their technical and vocational skills; 9° To coordinate programmes and activities aimed at developing teaching and research staff within institutions of technical and vocational education, upgrade their knowledge and skills capacities and improve their management; 10° To contribute to finding solutions to other problems related to national development; 11° To cooperate and collaborate with other national, regional or international institutions with similar mission in order to achieve its mission.	
3	**Workforce Development Authority (WDA)**	"Empowering people with employable skills and entrepreneurship capacity" 1. to prepare educational standards in technical and vocational education and training to be established by a Prime Minister's Order; 2. to set standards for accrediting private technical and vocational education and training institutions; 3. to monitor the implementation of technical and vocational education and training standards; 4. to prepare guidelines for collaboration between the General Inspectorate of technical and vocational education and training institutions and District structures in charge of education to be established	Workforce Development Authority – WDA P. O. BOX 2707 E-mail: info@wda.gov.rw Website: www.wda.gov.rw Kimironko/ Gasabo district /Kigari City Near Controle Technique, down Amahoro Stadium

		by a Prime Minister's Order; 5. to disseminate technical and vocational education and training policy and other decisions relating to technical and vocational education and training and monitor their implementation; 6. to advise District and Sector organs, train them and provide them with inspection manuals and documents and assess the way they conduct inspection of technical and vocational schools; 7. to provide other institutions in charge of technical and vocational education and training with advice on how to find solutions to the problems arising in technical and vocational education and training; 8. to prepare an annual report on the situation of technical and vocational education and training in technical and vocational schools to be submitted to the Minister in charge of technical and vocational education and training; 9. to build the capacity of its staff in terms of skills and equipment for them to better perform their duties; 10. to compare, evaluate and grant equivalent status to technical and vocational certificates awarded abroad and those awarded through distance-learning program; 11. to follow up all activities related to learning, teaching, evaluation and performance appraisal in technical and vocational schools; 12. to cooperate and collaborate with regional or international institutions with a similar mission.	

4	**Higher Educaton Council (HEC)**	The primary mission of the Higher Education Council is the maintenance of quality assurance in the provision of higher education to ensure that higher learning institutions in Rwanda produce citizens capable of playing their part in the Rwandan economy. The council will ensure that Higher Education Institutions design programmes that: • Meet the demands of the labour market; • Educate citizens so that they are capable of playing their part in the economy and society at large; • Develop the potential of academic and administrative staff to enable them to provide stimulating intellectual environment; • Facilitate a culture which supports the production of scholarship, research, innovation and knowledge transfer to meet the social and economic needs or Rwanda. The council is further dedicated to promoting a well-planned and regulated education system that meets the development needs of Rwanda; Building the country's human resource capital by providing skilled and educated personnel; supporting social, political, cultural and economic advancement the nation; developing the potential of science and technology; Enhancing the national system of the ensures that graduates are fit for purpose and are internationally credible; contributing to the	Higher Education Council Ministry of Education (Ground floor MINEDUC Building) Kacyiru / Gasabo District P.O Box: 6311 Kigali - Rwanda Email: info@hec.gov.rw

		development of an effective of continuing education and life-long learning; Promoting equal opportunity and gender sensitivity in all higher education programmes; and encouraging regulated private and non-governmental initiatives in establishment, funding and running of higher education institutions.	
5	**University of Rwanda (UR)**	To support the development of Rwanda by discovering and advancing knowledge, committed to the highest standards of academic excellence , where students are prepared for lives of service, leadership and solutions.	**University of Rwanda (UR**) KK 737 Street, Gikondo P O Box 4285 Kigali-Rwanda https://ur.ac.rw/ info@ur.ac.rw
6	**Rwanda National Commission for UNESCO (CNRU)**	1. The Rwanda National Commission for UNESCO provides expert analysis and policy advice on United Nations Educational, Scientific and Cultural Organization (UNESCO) matters to the Rwandan Government; contributes to the development and implementation of programs in support of UNESCO priorities; and promotes and publicises UNESCO's objectives and programmes. 2. The National Commission advances Rwanda's priorities and interests as a UNESCO member state. 3. The National Commission fulfils its function in accordance with Article VII of the Constitution of the United Nations Educational, Scientific and Cultural Organization, the Charter of National Commissions for UNESCO adopted by the UNESCO General Conference at its 20th session, and other relevant decisions of the General Conference and the UNESCO Executive Board. 4. Specifically, the National Commission:	www.unesco.rw

		a. brings together Rwandan Government departments and agencies and experts from the community to assist in the development of policy on UNESCO matters, including briefing for Rwandan delegations to UNESCO General Conferences; b. act as a first point of contact for UNESCO issues within Rwanda. 5. In fulfilling its function, the National Commission should, through engagement with relevant portfolio departments and agencies, consult as widely as possible with individuals, organisations and institutions associated or concerned with strengthening Rwandan engagement with UNESCO.	