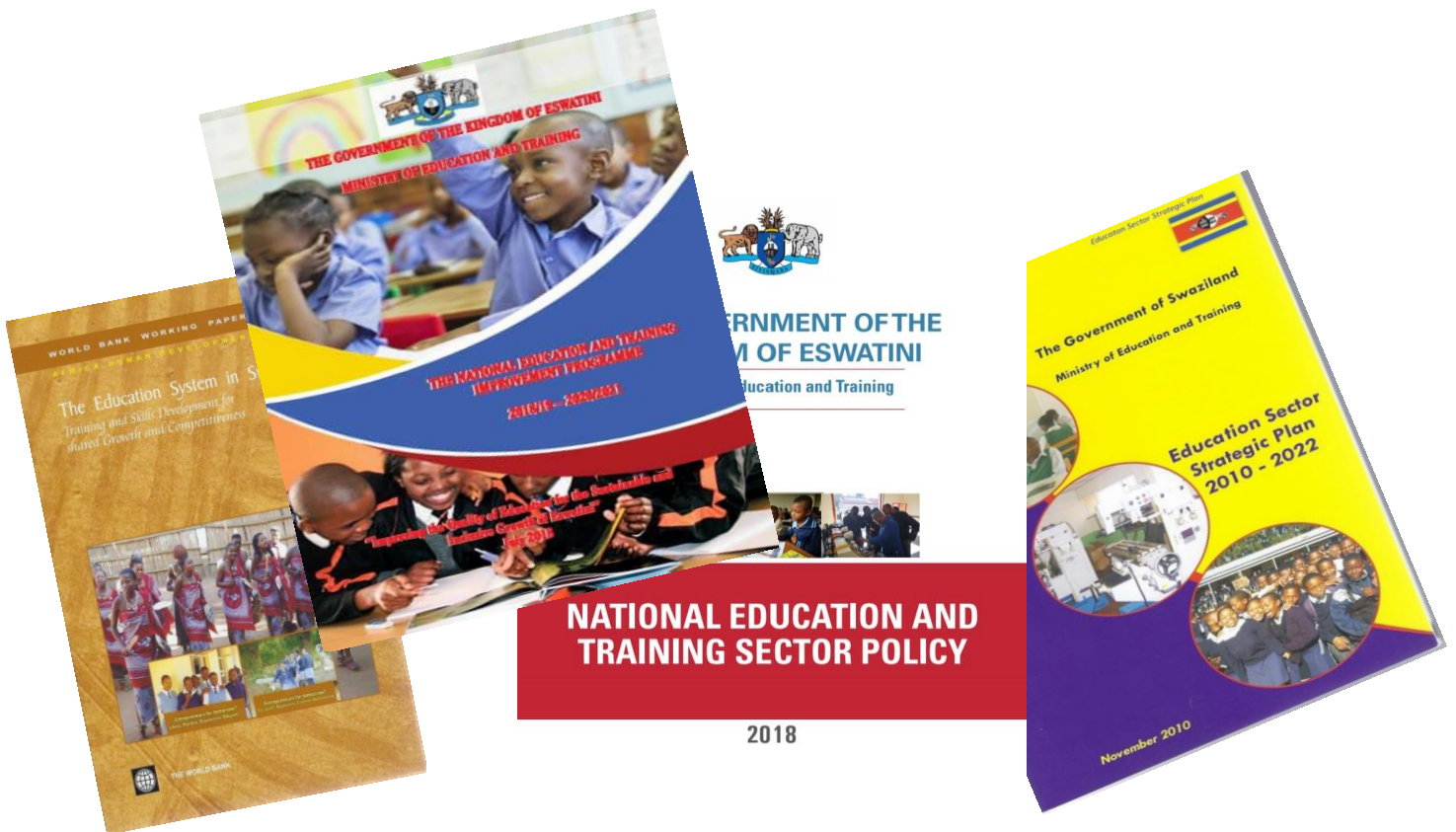


# THE KINGDOM OF ESWATINI



## MINISTRY OF EDUCATION & TRAINING



**“Providing access to relevant quality education at all levels to all Eswatini citizens”**

**2020-2026**

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## **ACRONYMS**

<b>AU</b>	African Union
<b>CIE</b>	Cambridge International Education
<b>CMAC</b>	Conciliation Mediation and Arbitration Commission
<b>CSTL</b>	Care Support for Teaching and Learning
<b>ECCD</b>	Early Childhood Care Development/Education
<b>ECoE</b>	Examination Council of Eswatini
<b>EFA</b>	Education for All
<b>EDC</b>	Emlaladini Development Centre
<b>EMIS</b>	Education Management Information System
<b>HoD</b>	Head of Department
<b>ICT</b>	Information, Communication and Technology
<b>M&amp;E</b>	Monitoring and Evaluation
<b>MDGs</b>	Millennium Development Goals
<b>NCC</b>	National Curriculum Centre
<b>NDS</b>	National Development Strategy
<b>NERCHA</b>	National Emergency Response Council on HIV and AIDS
<b>NETIP</b>	National Education and Training Improvement Program
<b>NQAS</b>	National Qualifications Authority of Eswatini Quality
<b>SACMEQ</b>	Southern and Eastern Africa Consortium for Monitoring Education
<b>SADC</b>	Southern Africa Development Community
<b>SANU</b>	Southern Africa Nazarene University
<b>ECU</b>	Eswatini Christian University
<b>SHEC</b>	Eswatini Higher Education Council
<b>SNAT</b>	Swaziland National Association of Teachers
<b>SNI</b>	Sebenta National Institute
<b>SWAP</b>	Sector Wide Approach

<b>EWATA</b>	Eswatini Training Authority
<b>TSC</b>	Teaching Service Commission
<b>UNESCO</b>	United Nations Educational Scientific and Cultural Organization
<b>UNICEF</b>	United Nations International Children's Emergency Fund
<b>UNESWA</b>	University of Eswatini
<b>REC</b>	Rural Education Centres

## PREFACE



The Ministry of Education and Training wishes to take this opportunity to express our profound gratitude to His Majesty's Government for prioritizing Government Ministries' Services Charter and Pledges development project which we view as a critical strategic move which will enhance a more customer centric approach in our service delivery. The Ministry of Education & Training also appreciates the Ministry of Public Service for leading this process with unwavering commitment and skill.

The Ministry of Education and Training has a mandate to develop policies and implement programs that provide the country's citizens with access to inclusive quality, relevant and

efficient education and training from pre-primary to tertiary level, as well as Adult and Non-formal education. The Ministry is further mandated to support academic and research interests of the country particularly in science, technology, innovation and ensure access, equity and quality in technical and higher education.

We believe that education is the main pillar of Eswatini's economic growth and social development. We therefore commit to providing accessible, affordable and relevant inclusive education which is of high quality to our clientele. Our clients are essential to our success; therefore, by having a Client Service Charter, we will be able to keep our clients informed about the services they can access from our departments and sections. This is very critical successfully meet our objectives.

The purpose of this Charter is to explain to you what we do and how we provide our services. This Charter is Government's effort to ensure our customers and clients are informed of the services provided by the Ministry, their rights and obligations.

Furthermore, the charter has set out our service commitments to you, and we seek your feedback to help us improve our services. This will enable us to achieve our main goal which is to please our customers, through service excellence.



.....  
**HON. LADY HOWARD MABUZA**  
**MINISTER OF EDUCATION AND TRAINING**



## ACKNOWLEDGEMENT

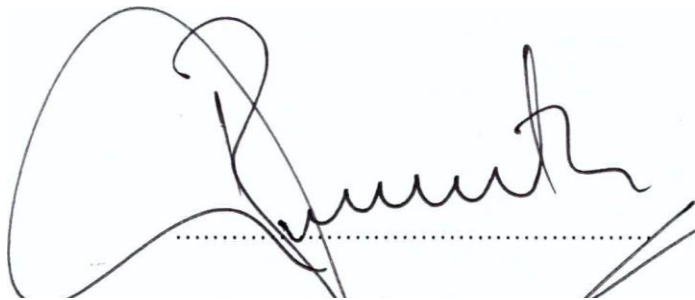


The process leading to the development of the Ministry of Education and Training Customer Service Charter and Service Pledge has been an exciting yet educative experience for many of us in the Ministry. It is evident that success is built into the culture of working together towards influencing the quality of life through education.

The MoET would like to take this opportunity to sincerely thank His Majesty's Government, and Cabinet for spear heading the charter development process, which is a great strategic thrust that will leverage our efforts towards effective service delivery, as we work towards delivering our nation's Vision 2022. I also wish to appreciate the dedication and guidance of the Ministry of Public Service's Management Services Division, at the same time acknowledge with

gratitude, the collective contribution and efforts made by all staff members of the Ministry throughout the development process of this charter.

Our Ministry is committed to ensure the adoption of a customer centric culture and promise to do our work to the best of our abilities, in order to ensure to give our customers a wonderful customer experience. This means doing things differently for we are going to a new future where we will join the rank of first world nations, it is thus time we walk the steps that got others there. One thing is evidently clear, first world nations are customer centric hence we are committed to take our customers feedback seriously as that's the only valuable mirror that will enable us to continue to do well what we already doing well and improve on what we still need to improve on.

A handwritten signature in black ink, appearing to read 'Bertram B. Stewart', written over a horizontal dotted line. The signature is fluid and cursive, with a large initial 'B'.

**BERTRAM.B. STEWART**  
**PRINCIPAL SECRETARY-MINISTRY OF EDUCATION & TRAINING**



## **THE MINISTRY OF EDUCATION AND TRAINING SERVICE PLEDGE**

### **We pledge to;**

- Design and develop a curriculum that adequately reflects the National Development Goals of the country.
- Appoint qualified and relevant persons to hold office in the teaching service.
- Ensure increased access, retention and provision of quality education to all Primary and Secondary education learners.
- Develop sound policies, guidelines and instruments that promote inclusive and quality teaching and learning.
- Ensure that the country participates effectively in programs of development under UNESCO areas of competency.
- Manage and promote all educational data and statistics for the education sector.
- Provide quality aid to rural development through offering a comprehensive program of education to all members of the communities in which Rural education Centres are located.
- Authorize and approve the establishment of private schools after recommendation by the Regional Education Advisory Boards.
- Provide and supply quality free study material and stationery to all Primary School learners in public primary schools.
- Provide adequate psychological services in form of counselling and psychosocial support.
- Ensure the development of quality, relevant and inclusive textbooks for the Primary and Secondary school levels by the NCC.
- Provide adequate information and technical support to all Established Tertiary Institutions in the Kingdom of Eswatini.
- Develop, implement and maintain a national qualifications framework.
- Ensure that standards and registered qualifications are internationally comparable,

## **1.0. EXECUTIVE SUMMARY**

The Government of the Kingdom of the Kingdom of Eswatini committed itself to improving the lives of the Swazi Citizens by extending education opportunities since independence, in 1968. Education is one of the critical ingredients and the main pillar for economic and social development. It is the only pathway through which the country can realize its dreams, as articulated through the Kingdom of Eswatini's vision 2022.

Through Education people can acquire skills and knowledge to help them secure employment; create employment for themselves and others. They can also live a healthy, safe and productive life; and contribute positively to the development of the economy of Eswatini.

This charter is considered as a significant milestone by MOET, as it integrates functions and inputs from all Departments and sections within the Ministry. It is meant to ensure that all customers, clients, critical stakeholders are informed of all the services and operations that the ministry renders. It is also meant to influence quality service at all levels.

Clients are therefore encouraged to compliment the ministry and its officials when the occasion calls for it or make suggestions on how services could be improved. These compliments and complaints will thus feed into the ministry's planning and reporting Process.

### **1.1. OBJECTIVES OF THIS CHARTER;**

This charter is intended to achieve the following objectives:

To inform our clients and stakeholders of the quality of services the Ministry of Education (MoET) offers,

To clarify the relative rights, expectations and obligations of our clients and the service commitments,

To provide a framework for defining service delivery standards to be provided by Ministry of Education (MoET),

To act as a tool towards enhancing performance across all departments,

To professionalize and encourage excellence in the MoET.

## **1.2. VISION**

“Attainment of equality in educational opportunities for all pupils of school going age and adults irrespective of their socio-economic background, with the ultimate goal of enhancing their productive capacity, thus improving the quality of their lives.”

## **1.3. MISSION**

“To provide relevant, quality and affordable education and training opportunities for the entire populace of the Kingdom of Eswatini in order to develop all positive aspects of life for self-reliance, social and economic development and global competitiveness.”

## **1.4. OBJECTIVES OF MoET**

To provide education opportunities for all pupils of school going age and adults to develop themselves in order to improve the quality of their own lives and the standard of living of their communities.

To offer a wide range of practical subjects so that more pupils would be made aware of their value. This would help change attitudes towards these subjects and develop their intellectual, moral, aesthetic, emotional, physical and practical capacities that are needed to shape and adapt to a fast-changing complex and uncertain socio-economic environment.

To engender a sense of civic mindedness and foster the skills that are necessary to participate effectively in the development of the country.

### **1.4.1 PORTFOLIO RESPONSIBILITIES;**

1. Early Childhood Care and Development,
2. Primary Education,
3. Junior and Senior Secondary Education
4. Technical and Vocational Educational Training
5. University Education
6. Teacher Training
7. Special Educational
8. Adult and Non- Formal Educational
9. Open and Distance Education

10. In –service Education and Training
11. Inspectorate and Advisory Services
12. Quality Assurance and Accreditation

#### **1.4.2 SUBVENTED ORGANISATIONS**

1. Sebenta National Institute (SNI)
2. Eswatini Christian University (SCU)
3. Southern Africa Nazarene University (SANU)
4. The University of Eswatini (UNESWA)
5. Eswatini Higher Education Council (ESHEC)
6. Examination Council of Eswatini (ECOS)

#### **1.5. CORE VALUES AND PRINCIPLES**

The implementation of this service charter/commitment will be guided by the following principles and values which are as follows;

**Professional excellence:** We shall be committed to building a Ministry of professionals. We shall constantly search for the best ways to meet the requirements of Government and benefit citizens and client Ministries and Departments. We shall adhere to the code of conduct as illustrated in the Public Service Bill and further adhere to ethics and high degree of competence.

**Innovation:** We shall focus on doing things differently and better build the capability to pursue results through the application of better services, processes, technologies, or novel ideas.

**Transparency:** We shall be open and accountable as possible about all the decisions and actions taken in a uniform, impartial and reasonable manner.

**Integrity:** We shall be honest, truthful and driven by strong values and moral principles in conducting all public affairs. We shall ensure that proper rules are in place, and that these are aligned with the principles and policies of Government, and strictly followed and enforced.

**Fairness:** We shall treat people equally without favoritism or discrimination.

**Loyalty:** We shall be committed to the policies and programs of the Government of the Kingdom of Eswatini.

## **2.0 DEPARTMENTS OF THE MINISTRY OF EDUCATION AND TRAINING**

### **2.1 MINISTER'S OFFICE**

The Minister's office is responsible for the policy and political administration of the Ministry in areas of providing relevant, quality and affordable education and training opportunities for the entire populace of the Kingdom of Eswatini. The Minister has the mandate to supervise ten parastatals/ institutions.

### **2.2 PARASTATALS UNDER THE MINISTER OF EDUCATION & TRAINING:**

#### **i) ESWATINI HIGHER EDUCATION COUNCIL (EHEC)**

Eswatini Higher Education Council is a public enterprise under the Education Sector as established by the Higher Education Act 2013.

The Council has the mandate for the accreditation, promotion coordination and determination of higher education, maintain teaching standards, examination and higher education research in tertiary institutions as well as vet sources of funding of higher education institutions. The council is amongst others also responsible for the following:

- Higher education Policy formulation
- Advise the minister on matters related to higher education such as; quality, fees to charge in higher education, student aid, structures and research in higher education,
- Coordinate long term development plans for higher education,
- Plan for the funding of higher education and research,
- Audit physical facilities in higher education institutions,
- Audit quality to ensure quality in higher education institutions,
- Ensure quality procedures are in place and followed,
- Receive, review and make granting decisions on applications to establish higher education institutions,
- Accredite public and private higher education institutions.

#### **ii) SEBENTA NATIONAL INSTITUTE (SNI)**

Sebenta National Institute is a category "A" Public Enterprise with the mandate to provide the following services:

Basic Literacy,

Non-Formal Education-Primary and secondary education and,

Vocational Skills Training.

Physical Address: Gilfillan Road, Sandla, (Adjacent to ECOT)

Contact Telephone:(+268)24042644. Mail Address: Postal Address: P.O. Box 64 Mbabane

Email: [sebenta@swazi.net](mailto:sebenta@swazi.net)

**iii) ESWATINI CHRISTIAN UNIVERSITY (SCU)**

Eswatini Christian University is a Christian international privately owned University that offers a diversified curriculum with a special focus in Medicine. It is dedicated to the advancement of the Health and ICT sectors in Eswatini, Africa and beyond by promoting Christian faith, excellence through education, healthcare, innovation, community engagement and research.

Physical Address: Portion 69/1/73 Lomkiri Farm, Mbabane, Eswatini

Mail Address: P.O. Box A624, Swazi Plaza, Mbabane

email : [scumedicalict@gmail.com](mailto:scumedicalict@gmail.com) Phone : (+268) 2472 8157

**iv) SOUTHERN AFRICA NAZARENE UNIVERSITY (SANU)**

SANU is a private University that affirms the Wesleyan-Holiness heritage and commits to shape and model persons of Christ-like character for community service through high quality innovative, inquiry based-interactive teaching and learning and transformational leadership.

Physical Address: Manzini Nazarene Mission Station

**Email Address: [admin@sanu.ac](mailto:admin@sanu.ac).**

Contact Telephone Numbers: +268 25055749/ +268 76673802

**v) UNIVERSITY OF ESWATINI(UNESWA)**

The University of Eswatini (UNESWA) is owned by the Government of Eswatini. UNESWA has three campuses located at Kwaluseni, Luyengo and Mbabane.



- The University offers a diverse curriculum through the **Kwaluseni Campus**, from Certificate, Diplomas, degrees, Master's and PhD degree programs.
- **Luyengo Campus** specializes in Agriculture oriented diploma, degree, masters and PhD certificate programs.
- **Mbabane Campus** on the other hand specializes in health oriented diploma, masters certificate programs.

**vi) EXAMINATION COUNCIL OF ESWATINI (ECOE)**

The Examinations Council of Eswatini (ECESWA) is a quasi-Government organisation with the mandate to administer examinations and issue certificates to primary, junior secondary and senior secondary school graduates in Eswatini.

**Physical Address:** Ngonini Road, Emlaladini Ezulwini

**Postal Address:** P.O. Box 1394, Mbabane, Eswatini. **Tel:** (+268) 24178000 **Fax:** (+268) 2416 2862  
**Email Address:** [registrar@examescouncil.or.sz](mailto:registrar@examescouncil.or.sz)

**vii) TEACHING SERVICE COMMISSION (TSC)**

The Teaching Service Commission (TSC) oversees all matters related to the terms and conditions of teacher services as regulated by the Teaching Service Act 1988 (Consolidated to no. 20 of 1995).

The commission has the mandate to appoint (including promotions and transfers) and selection of candidates for appointments, confirmation of appointments, termination of appointments, disciplinary control and removal from office of teachers,

Ensures that every position is filled by the right person timeously and effectively,

Maintain integrity, trust, justice, peace and the highest ethical standards.

**Physical Address:** Ministry of Education and Training Building Hospital Hill Road, Mbabane

**Postal Address:** P.O. Box 39 Teaching Service Commission Executive Secretary

**Email Address:** [smmmtshali@gmail.com](mailto:smmmtshali@gmail.com)

**Telephone Number:** (+268) 24042491/ (+268) 24088300

**viii) LIMKOKWING UNIVERSITY OF CREATIVE TECHNOLOGY**

This is a privately owned Malaysian University provides technical oriented courses leading to certificates and diplomas and degrees.

**Physical Address:** MR3, Mbabane, Eswatini

**Telephone Number:** (+268) 2422 0532

**Email Address:** <https://www.limkokwing.net/Eswatini/>

**ix) ESWATINI NATIONAL COMMISSION FOR UNESCO**

Eswatini National Commission for UNESCO is an Eswatini Government office which was established in line with the Constitution of UNESCO (United Nations Educational Scientific and Cultural Organisation) regarding all its Member States. The constitution requires all its Member States to set up a National Commission for UNESCO which is responsible for liaison between UNESCO and the Member State.

The Office of the National Commission in the country is led by a Secretary General who works with (2) Program Officers and reports to the Honourable Minister of Education and Training who is the President of the National Commission.

- It is based at the Ministry of Education and Training, due to education being the major field of UNESCO's mandate, however the National Commission for UNESCO also works with other Ministries responsible for Culture, Sports, Youth, Communication, Science and Technology, Housing and Urban Development due to their mandate being related to UNESCO's fields of competency.
- It acts as an agency of consultation, liaison and information,
- It mobilizes and coordinates partnerships with governmental and non-governmental organizations in UNESCO Fields of competency, which are Education, Sciences, Culture and Communication and Information,
- It also liaises with other National Commissions for UNESCO in the region and globally to form partnerships for cooperation on common goals and programs.
- It ensures UNESCO's mandate of contributing to the promotion of peace and development through Education, the sciences, Culture, Communication and Information in the country occurs,
- It advises Government Ministries and monitors implementation of UNESCO related programs.
- It also contributes to the achievement of the Sustainable Development Goals as defined in Agenda 2030, adopted by the UN General Assembly in 2015.

**Physical Address:** Ministry of Education Building 5th Floor.

**Contact Number:** (+268) 24042491.

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## **MoET ADMINISTRATION:**

### **2.2.1. PRINCIPAL SECRETARY'S OFFICE**

The Principal Secretary is the administrative head of the Ministry. The principal Secretary's Office provides strategic direction and further interprets and implements policies to guide the Ministry's direction. The Principal Secretary further ensures that the resources of the Ministry are used in a manner that is in accordance with the provisions of Public Finance Management law; examining and developing means that will improve the provision by the ministry or department of cost-effective public services.

### **2.2.2. UNDER SECRETARY'S OFFICE**

The Ministry has two Under Secretaries who assist the Principal Secretary in the leading of the Ministry, namely US Administration and US Schools Management.

### **2.2.3. UNDER SECRETARY ADMINISTRATION**

Under Secretary Administration is in charge of the administration and management of the Ministry's Human Resource.

### **2.2.4. UNDER SECRETARY SCHOOLS MANAGEMENT**

Under Secretary Schools Management is responsible for technical support in the management of schools in the country, which also includes resolution of conflicts in schools.

### **2.2.5. HUMAN RESOURCES DEPARTMENT**

The Human Resources department (HR) is responsible for general administration duties, interpretation and implementation of HR policies in the Ministry. Provide HR Management advice and technical support for the provision of quality education to all citizens of the country.

### **2.2.6. COMMUNICATIONS OFFICE**

The Communications office is responsible for official internal and external communications with stakeholders and clients as directed by the Government's Spokesperson in the Prime Minister's Offices.

### **2.2.7. PLANNING UNIT**

This Unit also works hand in hand with the Sector Wide Approach in Planning and Budgeting for the Ministry and is also responsible for the implementation of programs and capital projects.

The Planning Unit is also responsible for the preparation of reports: performance Targets Report, Parliament Performance Reports, Regional and international Reports on Education development and performance on regional and international policy targets or goals.

### **2.2.8. ACCOUNTS DEPARTMENT**

This department is headed by a Financial Controller, who plays a pivotal role in budget preparation for the Ministry and its parastatals. This section provides accounting and financial services to the Ministry and its Public Enterprises.

### **2.2.9. LEGAL ADVISOR'S OFFICE**

The legal Advisor's office advises the Ministry of Education and Training on all legal matters. It furnishes the office of the Attorney General (AG) with instructions whenever there are legal proceedings which have been instituted against the Ministry.

## **2.3. DIRECTORATE OF EDUCATION AND TRAINING**

The Director of Education's office is responsible for the development of policies, guidelines, instruments and other documents that promotes inclusive and quality teaching and learning in the country. The directorate is also Chair to the Curriculum Coordinating Committee.

## **2.4. INSPECTORATE AND ADVISORY SERVICES**

The Inspectorate and Advisory Services department is responsible for evaluating the quality of education and training in Eswatini. These issues include quality assurance of teaching and learning in the following categories: (Pre-schools)-Early Childhood care and development, Primary Schools, Tertiary, Secondary and high School. The department also gives professional advice required on the formulation, development as well as the execution of educational policies and standards.

#### **2.4.1. TERTIARY EDUCATION INSPECTORATE**

This unit is headed by the Chief Inspector Tertiary Education. The tertiary level is also responsible for national curriculum development in the country as well as resolving all education and training issues within tertiary institutions.

#### **2.4.2. SECONDARY & HIGH SCHOOL EDUCATION INSPECTORATE**

The secondary and high school inspectorate is responsible for all education issues within this level, as well as quality assurance of teaching and learning in the secondary/high school level.

#### **2.4.3. CHIEF INSPECTORATE – PRIMARY:**

The Primary Education Inspectorate is responsible for Early Childhood Care and Development/Education (ECCD/E), as well as the primary school level education. These include quality assurance of teaching and learning at the primary and Early Childhood Care Development/Education (ECCDE/E) level.

#### **2.5. DEPARTMENT OF NATIONAL QUALIFICATIONS (NQA)**

The department of national qualifications has the following mandate:

- Develop, implement and maintain a national qualifications framework,
- Ensure compliance with provisions for registration and accreditation,
- Ensure that standards and registered qualifications are internationally comparable,
- Ensures institutions are not merely producing substandard qualifications but results in proper human capital development,
- Implements the qualifications framework,
- Verifies local & foreign qualifications.

**Physical Address:** Ministry of Education and Training Building- Basement floor, Mbabane

**Contact Tel:** +268 24049021. Address: P. O. Box 6582, Mbabane.

**Email:** [info@shcc.org.sz](mailto:info@shcc.org.sz) , Website: [www.shcc.org.sz](http://www.shcc.org.sz)

#### **2.5.1. NGWANE TEACHER TRAINING COLLEGE**

Ngwane college is a Government owned Teacher Training College which offers diverse teaching subjects at diploma level in the following subject areas:

1.Mathematics, Science and ICT.	2. Home Economics and Agriculture.
---------------------------------	------------------------------------

3. History, Geography & Religious Studies.	4. Music, Physical Education, Art & Craft.
5. English, SiSwati, French	6. Foundations, Special Education, Curriculum and Methodology)

### 2.5.2. WILLIAM PITCHER TEACHER TRAINING COLLEGE

William Pitcher Teacher Training College is a Government owned college which offers diverse subjects areas of specialization as follows:

1. Mathematics, Science and ICT.	2. Home Economics and Agriculture.
3. History, Geography & Religious Studies.	4. Music, Physical Education, Art & Craft.
5. English, SiSwati, French.	6. Foundations, Special Education.
7. Curriculum and Methodology.	

### 2.5.3. ESWATINI COLLEGE OF TECHNOLOGY (ECOT)

ECOT is a government owned college. ECOT offers courses in engineering, science and education.

Website: <http://www.scot.co.sz/>

Location Somhlolo Road, MBABANE ESWATINI. Mbabane. Sandla, Mbabane.

**Contact number: +268 2404 2681**

### 2.5.4. GWAMILE VOCATIONAL AND COMMERCIAL TRAINING INSTITUTE (VOCTIM)

VOCTIM is a Government owned skills training center which offers vocational and commercial courses.

Location: Kwaluseni -Opposite University of Eswatini Kwaluseni Campus.

Contact number (+268) 25186361, Email Address: [principal@gwamilevoctim.ac.sz](mailto:principal@gwamilevoctim.ac.sz)

### CERTIFICATE COURSES;

Certificate in Automotive Systems	Certificate in Vehicle Body Repairs	Certificate in Automotive Systems
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## **DIPLOMA COURSES;**

Diploma in Vehicle Body Repairs.	Diploma in Electrical Engineering.
Diploma in Secretarial Studies.	Diploma in Business Finance & Accounting.
Diploma in Mechanical and Manufacturing Engineering.	Diploma in Bricklaying & Plastering.
Diploma in Plumbing.	Diploma in Automotive Systems.

### **2.5.5 EMLALATINI DEVELOPMENT CENTRE (EDC)**

The center provides school subjects upgrading services to all people who want to pursue the Junior Certificate (JC), O'Level and the Higher International General Certificate of Secondary Education (HIGCSE) subjects.

EDC is located @ Ezulwini Valley, opposite junction to Mantenga falls and Lodge Postal Address: **P.O. Box 547 Mbabane Telephone: ( +268)24161171/2 Fax:(+268)24161983.**

### **2.6 ADULT AND NON-FORMAL EDUCATION (LIFE LONG LEARNING) INSPECTORATE**

This department is headed by the Senior Inspector Adult and Non-Formal Education. The inspectorate is responsible for policy development at this level as well as quality assurance for programs provided at this level. The department is responsible for the provision of Adult and Non-Formal Education based programs throughout the lifespan of members of Eswatini communities.

The main objectives of the department are to:

- Provide opportunities to empower and broaden knowledge and skills according to communities and or client's needs,
- Provide Education for self-reliance in order to enhance community members' ability to afford a descent standard of living, in order to contribute meaningfully towards the socio - economic development of Kingdom of Eswatini.

The department also fulfils its mandate through Rural Education Centre's which are attached to a number of High Schools and Primary Schools spread within the four regions of the country:

## **2.7. RURAL EDUCATION CENTERS (REC's)**

- **Entfonjeni Rural Education Centre** is within Entfonjeni High School: 24317186/76138325/ 76110751

- **Ekuphakameni REC**, is within Ekuphakameni High School; 76344808

- **Big Bend Rural Education Centre** within Mndobandoba High School; 76082422

- **Dvokolwako Rural Education Centre** is within Dvokolwako High School, 76129138

- **Elulakeni Rural Education Centre** is within Elulakeni High School, 76116348

- **Ngwane Rural Education Centre** is within Ngwane High School, 76578104

- **Vuvulane Rural Education Centre** is within Vuvulane High School, 76235306 /76140705

- **Sithobelweni Rural Education Centre** is within Sithobelweni Primary School, 76696384 / 76071118

- **Nhletjeni Rural Education Centre** is within Nhletjeni High School, 76188952

- **Nyakatfo REC** is within Nyakatfo High School, 76370723 / 76276060

- **Esitjeni Skills Centre** is within Esitjeni Primary School. 76176693 / 76776952



The REC's achieve its mandate through a variety of programs, and more importantly in accordance with each specific community's needs. This therefore makes each centre's programs unique in the different centres since they are demand based but fall under the following operational areas:

<p><b>(2.7.1) VOCATIONAL SKILLS TRAINING</b></p> <ul style="list-style-type: none"> <li>• Examples of courses: Entfonjeni REC; offers the underlined courses: <u>Computer training: City &amp; Guilds –</u> <u>1.0 Diploma in Business Skills:</u> <u>1. word Processing, Spread Sheeting,</u> <u>2. Data Base Management,</u> <u>3. Internet &amp; Email,</u> <u>4. Desk Top Publishing,</u> <u>5. Visual Presentation,</u> <u>6. Office Procedures,</u> <u>7. Customer Service,</u> <u>8. English for Business Communication,</u> <u>9. Bookkeeping &amp; Accounting,</u> <u>10. Short Hand,</u> <u>11. Building Construction</u> <u>12. Welding, 13. Baking.</u> <u>15. Business Studies.</u></li> </ul>	<p><b>2.7.2 COMMUNITY DEVELOPMENT</b></p>
<ul style="list-style-type: none"> <li>16. Electrical Installations,</li> <li>17. Plumbing &amp; Drainage Work</li> <li>18. Secretarial Studies: Typing</li> <li>19. Sawing</li> <li>20. Knitting, 21. Carpentry.</li> </ul>	<ul style="list-style-type: none"> <li>21. Water projects</li> <li>22. School projects</li> <li>23. Clinics</li> <li>24. Dip-tanks</li> <li>25. Community development Centers</li> </ul> <p><b>(2.7.3) INCOME GENERATION PROGRAMES:</b></p> <ul style="list-style-type: none"> <li>26. Examples</li> <li>27. Simple bookkeeping</li> <li>28. Farming</li> <li>29. Entrepreneurship Skills</li> <li>30. Chicken rearing: broilers, layers and free range chickens</li> <li>31. Bee keeping</li> </ul> <p><b>(2.7.4.) CAPACITY BUILDING:</b></p> <ul style="list-style-type: none"> <li>32. Family planning</li> <li>33. Diseases control, management and prevention</li> <li>34. Traditional leaders training on the dual legal system of Eswatini.</li> <li>35. Food hygiene</li> </ul>

## 2.8. FREE PRIMARY EDUCATION (FPE) UNIT

The Unit is responsible for the coordination of all activities under the FPE program through Regional Education Offices, in ensuring increased access, retention and provision of quality education to all primary education learners.

## 2.9. REGIONAL EDUCATION OFFICES

These are decentralized officers of the MoET situated in the four regions of the country. They mainly look into education issues in each region i.e. inspections, career guidance and or Teacher education etc.

<b>LUBOMBO REGIONAL OFFICE</b> Regional Education Office P.O. Box 104 Siteki L300 Tel: (+268) 2343 4127	<b>SHISELWENI REGIONAL OFFICE</b> Regional Education Office P.O. Box 112 Nhlangano S400 Tel: (+268) 2207 8239
<b>MANZINI REGIONAL OFFICE</b> Regional Education Office P.O. Box 190 Manzini M200 Tel: (+268) 2505 2248	<b>HHOHHO REGIONAL OFFICE</b> Regional Education Office P.O. Box 229 Mbabane H100 Tel: (+268) 2404 3056

## 2.10. GUIDANCE AND COUNSELING SERVICES:

Career Guidance and Counselling is responsible for all cross cutting issues such as life skills and reproductive health issues (testing and health education), career development, guidance and counselling for learners at all levels of the education system.

## 2.11. TEACHING SERVICE COMMISSION (TSC)

The Teaching Service Commission is a department responsible for the recruitment, deployment, promotion, discipline and welfare of teachers in Eswatini. Its mission is to maintain a sufficient professional teaching service to ensure that the education system is responsive to national teacher requirements. The TSC's policy goal is to provide conditions of service and improved service to all teachers in Eswatini in partnership with Stakeholders.

### **2.11.1. TEACHING SERVICE COMMISSION (TSC) SECRETARIAT**

The TSC Secretariat provides Secretariat support to the Teaching Service Commission as well as administration of the Teaching Service Act of 1982 and the Teaching Service Regulation for recruitment, promotion, disciplinary and the employment of Teachers.

### **2.12. NATIONAL CURRICULUM CENTRE**

The National Curriculum Centre's main purpose is to evaluate, design, prepare and coordinate the curricula development for schools in line with the Education Act, 1981.

### **2.13. ESWATINI NATIONAL COMMISSION OF UNESCO (UNESCO Netcom)**

The National Commission for UNESCO (UNESCO Natcom) plays a coordination role to ensure that the country participates in programs of development under UNSECO's areas of competency namely, Education, Natural Sciences, Social and Human Sciences, Culture and Communication and Information.

The UNESCO Natcom is a specialized office which helps MoET and the Kingdom of Eswatini be up to date with emerging global issues in Education, Sciences, Culture and Communication and Information, therefore contribute to the building of peace, sustainable development, and alleviation of poverty through intercultural dialogue.

### **2.14. EDUCATION MANAGEMENT INFORMATION SYSTEM (EMIS)**

EMIS is responsible for the Management and promotion of all Educational Data and Statistics for the Education Sector for use internally and externally by all education stakeholders and civil society. Keeps updating the capacity of the EMIS unit in the Ministry in areas of data collection (surveys) data (administration, processing and management) both in terms of hardware and software.

## **3.0. LIST OF SERVICES PROVIDED BY THE MINISTRY OF EDUCATION AND TRAINING THROUGH ITS DEPARTMENTS:**

### **3.1. ADMINISTRATION AND HUMAN RESOURCES**

- Oversee programs implementation and monitor the Ministry's strategic plan and other reviews.
- Reviews Ministry strategic goals and objectives on a monthly basis.

- Conduct a culture audit of the Ministry.
- Ensure proper co-ordination, team work within the ministry.
- Implement measures to enhance the image of the ministry,
- Supplies the basic requirements for equipment, up-grading of ICT, and modernization of the operations of the Ministry.
- Receive all incoming mail and dispatches it to relevant departments.
- Responsible for all procurement and purchasing activities paying all suppliers and issuing out tenders for procurement needs of the Ministry.
- Gives media briefings and press statements on behalf of the ministry.
- Keeps the Ministry's Government website updated.
- Ensures MoET radio programs and announcements are made on time.
- Coordinate and advise all departments and public enterprises on all budgetary requirements.
- Advise on how to access services available in schools within all Government and Non-Government structures.

### **3.2. PLANNING UNIT**

This is a planning and budgeting unit which works closely with the Planning and budgeting department in the Ministry.

- Principal liaison between the Ministry of Education and Training (MoET), Education and Training Sector Partners, Government Central Agencies and the Aid Coordination and Management Sections.
- Establishment of Education Sector Technical Working Group and thematic groups
- Technically support the organisation and coordinate the Sector Wide Approach meetings at every level.
- Develop and maintain a database of the Education and Training Sector Partners.
- Participate in the Coordinating Committee on National Education and Training Improvement programme (NETIP).
- Coordinate preparations for the periodical progress review meetings on NETIP implementation.
- Work with the planning unit to ensure integration of the NETIP activities into the MoET budget for submission to central agencies.

- Part of the organization of pledging conferences for Education and Training Sector Partners
- Establish and produce a quarterly report of SWAP activities.
- Advocate for the Sector Wide Approach to all education stakeholders at all times.

### **3.3. DIRECTORATE OF EDUCATION AND TRAINING**

- Advise the Ministry on professional matters of education and training component of the education sector.
- Chair the Curriculum Coordinating Committee which is a body responsible for:
- Advise the Teaching Service Commission on the hiring and deployment of teachers through:
  - Verification of academic qualifications.
  - Vet and check authenticity of all other academic documents of prospective teachers before they are hired by the TSC.
- Authorize and approve the establishment of private schools after recommendation by the Regional Education Advisory Boards.
- Supervise Chief Inspectors of Schools and the Guidance and Counselling Department.

### **3.4. INSPECTORATE AND ADVISORY SERVICES**

- Plan and undertake rigorous evaluations of schools by conducting annual program inspections
- Maintains quality assurance in relevant fields of specialty in schools
- Ensure that educational institutions follow to the prescriptions of the Education Sector Policy
- Promote quality through audit of education providers
- Supervise the implementation of the curriculum and promote provision of infrastructure and teaching and learning equipment in schools
- Assess standards and quality of education in schools
- Provide high quality, independent professional advice and guidance to all stakeholder groups and partners in the education sector
- Establish and maintain partnerships with stakeholders that provide funding, to enhance the management and delivery of quality education

### **3.5. REGIONAL EDUCATIONAL OFFICES**

- Coordinate activities relating to Schools/Institutions.
- Co-ordinate Head-Teachers, Grantees, School Managers activities.
- Advise the ministry of Education on matters and issues affecting education in the region
- Contribute to the formulation of policies.
- Conduct elections of School Committees in the region and supervise their operation.
- Compile and submit transfer requests for teachers (Head teachers).
- Establish the Regional Education Advisory board.
- Supervise Professional staff in the Region.
- Prepare capital and Re -current budgets for the region and monitor implementation.
- Monitor and control finances and expenditure for the regional office.
- Attend to school disturbances and conflict make decisions for amicable solutions and inform the ministry on results or recommendations.
- Consult and advise communities on all educational matters.
- Work with the Regional Administration on all matters of National interest which pertains to education.
- Coordinate and liaise with the Non-government organizations (NGOs) on all matters related to education.
- Facilitate the employment of teachers in each region (HRM).

### **3.6. COLLEGES**

- Ngwane Teacher Training College
- William Pitcher Teacher Training College
- Eswatini College of Technology (SCOT)
- Gwamile Vocational and Commercial Training Institute (VOCTIM)
- Mlatini Development Centre

### **3.7. FREE PRIMARY EDUCATION UNIT**

- Provide and supply free text books, exercise books and stationery to all primary school learners in public primary schools
- Pay Educational Grants to all learners in public schools
- Provide physical infrastructure in the form of classrooms, teacher's houses, feeding kitchens, water and sanitation to all primary schools
- Ensure that qualified teachers are hired for all public primary schools

### **3.8. GUIDANCE AND COUNSELLING SERVICES**

- Provide psychological services in the form of counselling (trauma and bereavement, psycho-educational, career) psychosocial support
- Provide toll-free line services/telephone counselling
- Conduct Health promotion/education in partnership with MoH
- Provide information education communication (IEC) materials to schools on learners' guidance and counselling and health promotion, plus life skills.

### **3.9. TEACHING SERVICE COMMISSION**

- Hires Teachers (make appointments on promotion, transfer and or confirm appointments)
- Exercise disciplinary control over Teachers
- Collects evidence under oath where necessary
- Provides services that address the needs of public schools
- Establish and maintain a record of all teachers in the Teaching Service
- Compile and publish a code of conduct and discipline binding on all teachers

#### **3.9.1. TEACHING SERVICE COMMISSION SECRETARIAT**

In exercise of the powers and functions of the TSC the TSC secretariat renders the following services on behalf of the Commission;

- Review and implement measures to enhance transparency in recruitment and promotion
- Implements decisions pronounced by the TSC
- Facilitate probationary, temporary and contract appointments, recruitment, confirmations, promotions, retirements on medical grounds, Transfers, Acting Appointments, Suspensions, and Dismissals as per the decision of the TSC.
- Advertise vacant positions, short listing and forwarding applications of the qualifying teachers for a job related test to the TSC
- Attend to grievances submitted by Teachers, Head teachers, Deputy Head teachers, HOD's and School Grantees and give advice as per relevant procedures and regulations
- Represent the Ministry of Education at CMAC on cases involving Teachers
- Represent the TSC in the Medical Board during Teachers hearings

### **3.10. NATIONAL CURRICULUM CENTRE**

- Prescribe good quality teaching and learning materials in schools
- Ensure National Curriculum Centre (NCC) and the Examination Council of Eswatini(ECoS) develops quality syllabuses.

- Ensure the development of quality, relevant and inclusive textbooks for the Primary School and the Secondary schools.
- Ensure the assessment and accreditation standards for all external examinations (Standard 5, Form 3, and Form 5).
- Design and develop a curriculum that adequately reflects the national development goals of Eswatini.
- Design, produce and procure relevant and high quality instructional materials in line with the national education goals.
- Train and provide support to the NCC staff and stakeholders on new curricular and instructional materials.
- Coordinate all curriculum development activities.
- Evaluate curriculum development at all stages.

### **3.11. EDUCATION MANAGEMENT INFORMATION SYSTEM (EMIS)**

- Produce educational profiles through collecting data from all educational institutions in the country e.g. the Annual Education Census Report, educational indicator reports for the Ministry school codes and print outs
- Produce education indicators for the sector, under the umbrella of Monitoring and Evaluation, these reports feed into the national and international agenda such as United Nations Educational Scientific and Cultural Organization (UNESCO), Education for ALL (EFA) and Millennium Development Goals (MDGs) etc.
- Updating the Sector Eswatini Development Index, the EMIS calculates the three indicators for the Education Sector. The set indicators are as follows; Net Enrolment Ratio, Completion Rate, Pupil Teacher Ration.
- Disseminate the educational statistics and information to schools, regions and national Government.
- Support research agenda for the Ministry, and all stakeholders in research including students and the general public.
- Support the development of policy and decision making process through provision of realistic evidence of the sector.
- Focal point for educational research in the Ministry and in charge of all surveys in the sector.
- Focal point for Monitoring and Evaluation for the Ministry of Education and Training, programs such as Care Support for Teaching and Learning (CSTL), National Development Strategy (NDS) and National Education and Training Improvement Program (NETIP).
- Coordinating the Southern and East Africa Consortium for Monitoring Education Quality Coordinator (SACMEQ) research agenda for the country.



- Focal point for all educational statistics under the SADC, AU and UNESCO.
- Fully participate in activities that promote the use of information system for policy and decision making.

### **3.12. UNITED NATIONS EDUCATIONAL SCIENTIFIC AND CULTURAL ORGANIZATION (UNESCO Natcom)**

- Disseminate all information from UNESCO to Government Ministries and Departments and other organizations.
- Provide technical advice to Government Ministries, Departments and organizations that have mandates that relate to UNESCO's five field of competency, i.e. Education, Natural Science, Social and Human Science, Culture and Communication.
- Disseminate information on vacancies at UNESCO, prizes and Fellowships available at UNESCO and responsible for forwarding and recommending application for consideration and approval of such to UNESCO.
- Advertise calls for proposals for funding to UNESCO to conduct activities/projects/programs for the advancement of education, the sciences, culture and communication and information in the country.
- Approves proposals at local level, and forwards and recommends them to UNESCO for consideration and approval.
- Conduct monitoring and evaluation of all UNESCO related to UNESCO activities, projects and programs.
- Hosts a reference library which has UNESCO publications and other publications. This library is open to all clients, especially relevant to conducting doing research related to the specialized fields of UNESCO.

## **4.0. KEY STAKEHOLDERS AND CLIENTS**

### **4.1. STAKEHOLDERS**

Students/ Pupils	Teachers
Parents	Academics
All learning institutions	Eswatini National Association of Teachers (SNAT)
Eswatini Association of Head Teachers	Researchers
Civil Society	Private Sector
Government Ministries/ Departments	Legislators

Non-Governmental Organizations	International and National Development Partners
United Nations International Children's Emergency Fund (UNICEF)	United Nations Educational Scientific Cultural Organization (UNESCO)
National Emergency Response Council on HIV and AIDS (NERCHA)	

## 4.2. CLIENTS

Students/ Pupils	All Teachers
SNAT	Government Ministries/ Departments
Parents	Civil Society

## 5.0. OUR COMMITMENTS

### 5.1. WHAT THE CUSTOMER SHOULD EXPECT FROM US;

#### We shall;

- Advise parents and students on opening and closing of schools timeously
- Develop quality syllabuses and training guides for use by schools in the Kingdom
- Provide schools with qualified Teachers.
- Treat members of the public seeking services with respect, understanding, patience and courtesy
- Serve Clients promptly and courteously at all service delivery points
- Ensure confidentiality in the treatment of public information
- Provide friendly and helpful service
- Help service users make the right choices in accessing services
- Provide appropriate signage and information desks
- Ensure her officers are easily identified
- Answer calls promptly and professionally (within three ring)
- Increase the drive to ensure shorter queues at service delivery points
- Respond to queries and complaints promptly
- Respond to mail and email correspondence promptly
- Resolve customer complaints fairly, consistently and promptly
- Encourage service users to make suggestions on how to better the services offered
- Provide prompt redress and remedial action where applicable
- Show sensitivity to timeliness

### 5.2. WHAT THE CLIENT SHOULD DO;

#### Client must;

- Treat MoET employees with courtesy, respect, patience and understanding.
- Desist from offering gifts, favours and inducements to or exerting undue pressure on them
- Respond to requests for information comprehensively and promptly

- Punctually attend scheduled appointments
- Contribute to service provision in accordance with laid down policies and regulations
- Contribute to solutions towards arriving at recommendations
- Abide with the legal requirements that make them eligible for the services sought
- Be presentable when visiting offices
- Timely and appropriate delivery of services and goods by suppliers
- Neutrality in dealing with Government
- Submit all required documents when applying for employment, transfer, promotion.

## 6.0. PHYSICAL ADDRESS

The Ministry's Headquarters is located along Hospital Road/ Mhlambanyatsi Road Mbabane, Ministry of Education Head Office next to the Government Treasury. Our Postal Address is:

<b>6.1. MINISTRY OF EDUCATION &amp; TRAINING DEPARTMENTS</b>	
<b>OPERATION HOURS</b>	
<b>Monday- Thursday</b> 0800 – 1300 1400 – 1645 with one hour lunch break between 1300 to 1400	<b>Friday</b> 0800 – 1300 1400 – 1630 with one hour lunch break between 1300 to 1400
Our offices are closed on Saturdays and Sundays, and on public holidays	

## 7.0. COMPLAINTS, COMPLIMENTS AND SUGGESTIONS REPORTING OFFICE & CONTACTS:

We encourage you help us improve our products and services by contacting us to offer suggestions on what we might do differently compliment us on the service we do well send a complaint and tell us what we can do better. Compliments should be forwarded to the following offices;

<b>1.</b> <b>PRINCIPAL SECRETARY</b> Mr. Bertram Stewart Ministry of Education & Training P.O. Box 39 Mbabane H100 Tel: (+268) 2404 2491 Fax: (+268) 2404 3880 Cell: (+268) 7606 3201 <b>Email: <a href="mailto:ps_education@gov.sz">ps_education@gov.sz</a></b> <b><a href="mailto:stewartb@gov.sz">stewartb@gov.sz</a></b>	<b>2.</b> <b>UNDER SECRETARY- SCHOOLS MANAGER</b> MS. Macanjana. C. Motsa P.O. Box 39 Mbabane H100 Tel: (+268) 2404 2491 Fax: (+268) 2404 3880 Cell: (+268) 7606 4560 <b>Email: <a href="mailto:mcmmts@gmail.com">mcmmts@gmail.com</a></b>	<b>3.</b> <b>UNDER SECRETARY- ADMINISTRATION</b> Mr. Bhekithemba Gama P.O. Box 39 Mbabane H100 Tel: (+268) 2404 2491 Fax: (+268) 2404 3880 Cell: (+268) 7606 3725 <b>Email: <a href="mailto:gamabhe@gmail.com">gamabhe@gmail.com</a></b>
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[bstewart@realnet.co.sz](mailto:bstewart@realnet.co.sz)

## 8.0. APPEALS

If you have a complaint that you do not wish to raise directly with us, or after dealing with us, if you are not satisfied with the outcome, you may refer the matter or appeal to:

### 8.1. SECRETARY TO CABINET

**C/o Private and Cabinet Offices**

**Acting: Secretary To Cabinet**

**Victor Nxumalo**

**Tel: (+268) 2404 2251**

**Cell: (+268) 7606 2003**

**Email: [nxumalov@gov.sz](mailto:nxumalov@gov.sz)**

## ANNEXURE 1

### **SEBENTA NATIONAL INSTITUTE**

Sebenta National Institute is a category “A” Public Enterprise whose main mandate is to provide training in Basic Literacy through Non-Formal Education and vocational skills training. The mandate has recently been expanded with the challenges that were brought by the HIV & Aids pandemic, the institution now provides Primary and secondary education.

### **SEBENTA INSTITUTE’S DEPARTMENTS:**

**Administration** - incorporates the core business of Sebenta.

**Accounts** - administration and management of finances

**Curriculum** - management of curriculum activities which includes materials production, training of facilitators, monitoring and evaluation of programmes, etc.

**Printing** - print and publish materials used in Sebenta programmes

**Field Work** - manages and supervises activities in the field, mobilises communities, strengthens partnerships with stakeholders.

### **REGIONS SERVED BY SEBENTA**

Sebenta is divided into nine regions namely Manzini, Sithobela, Big Bend, Mhlume, Pigg’s Peak, Mbabane, Mankayane, Hluti and Nhlanguano. The regions are so divided to enable easier management of programs in the country.

There are five Regional Officers in charge of the regions; each taking two regions with the exception of Mankayane.

### **PROGRAMMES:**

#### **BASIC LITERACY**

This programme is meant for people who have not had the chance to attend formal school or dropped out in the lower grades.

Siswati - 12 months

This provides learners with the skill of reading and writing, doing simple mathematics, and writing short paragraphs in SiSwati.

Basic English -12 months

This provides learners with the skill of speaking, reading and writing, doing simple mathematics, and writing short paragraphs all in English.

Post Basic English - 12 months

This provides learners with the skill of reading and writing, doing mathematics, and writing short essays in English.

### **Siswati Setfu (Eswatini Mother - Language)?**

This is a six months programme meant for expatriates who want to learn the language to enable them to carry out meaningful conversation with local people, emphasizing mainly on the spoken language. It also informs them of the culture of Eswatini.

### **(c) NON-FORMAL EDUCATION**

The programme was introduced in 2012 after the extension of Sebenta's mandate to include Non-Formal Primary Education (NPE). The call came in response to the national crisis created by the HIV and AIDS pandemic which left many children of school going age out of school. The program falls under the Ministry of Education and Training's Free Primary Education (FPE) benefitting children under the age of 18 years. From the ages 19 years and above learners pay a minimal fee to enroll.

In 2016 the mandate was further extended to include Non-Formal Secondary Education (NSE).

Sebenta awards certificates on successful completion of each programs offered by the Institute while under Non-Formal Education learners sit for the same examinations as those in formal education and receive the same certificates awarded by the Examinations Council of Eswatini.

### **NON-FORMAL PRIMARY EDUCATION**

The programme is divided into two levels; Non-formal Lower Primary Education (NLPE) and Non-Formal Upper Primary Education (NUPE).

#### **NON-FORMAL LOWER PRIMARY EDUCATION (NLPE)**

Level 1 (Equivalent to Grades 1 and 2)-12 months

Level 2 (Equivalent to Grade 3) -12 months

Level 3 (Equivalent) -12 months

#### **NON-FORMAL UPPER PRIMARY EDUCATION**

Level 4 (Equivalent to Grades 5 and 6) - 12 months

Level 5 (Equivalent to Grade 7) - 12 months

Learners freely re-integrate into formal education at any stage and after they have obtained their Eswatini Primary Certificate (SCP) examination.

### **NON-FORMAL SECONDARY EDUCATION (NSE)**

This programme came as a result of the failure of some graduates of Sebenta to re-integrate into formal education or enroll with Emlalati Development Centre due to various reasons.

Currently the programme is sponsored by UNESCO Korea under the Bridge Africa Project. The sponsor pays volunteer secondary school teachers and provides teaching and learning materials. Learners only pay examination fees.

Junior Secondary (Write JC examination) - 2 years

Senior Secondary (Write SGCSE examination) - 2 years

### **VOCATIONAL SKILLS TRAINING**

From inception Sebenta provided livelihood skills training integrated in the Basic Literacy programs. These included candle making, chicken rearing, etc. A need was identified for the full provision of vocational skills training to increase participation of Sebenta graduates in community development and economic growth for their families, communities and the country.

Block laying and Plastering - 12 months

Carpentry and Joinery - 12 months

Fence making -2 days

Computer Literacy and ICDL - 3 months

Plumbing - 12 months

Sewing - 12 months

Welding - 12 months

On successful completion of all the courses but Fence making, Sebenta awards learners with certificates. Block laying, Carpentry, Plumbing and Welding graduates may then proceed to the Directorate of Industrial and Vocational Training (DIVT) for grade testing. Computer Literacy graduates may sit for an internationally accredited certificate, the International Computer Driving License, ICDL, at an additional cost.

