



# SERVICE DELIVERY CHARTER



CONSULTATION



SERVICE STANDARDS



REDRESS



ACCESS



COURTESY



INFORMATION



OPENESS & TRANSPARENCY



VALUE FOR MONEY



school of government

Department:  
National School of Government  
REPUBLIC OF SOUTH AFRICA

Learn Serve Grow



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## STATEMENT BY THE ACCOUNTING OFFICER



**PROF. BUSANI NGCAWENI**  
Principal: National School of Government

The National School of Government (the NSG) has a mandate to ensure that the capacity of the state is strengthened through capacity development interventions. As such, and in line with priority number one (a capable, ethical and developmental state) of the Medium-Term Strategic Framework (MTSF), the NSG is sharpening its focus on efforts to enhance our business and service delivery functions to ensure maximum efficiency and effectiveness. In creating an enabling environment, we want to ensure that we are responding with agility to our mandate; being responsive and timeous; and being innovative in all functions we perform to find better and cost-effective solutions.

In undertaking our performance, we are guided by the values and principles of public administration as set out in section 195 of the Constitution of the Republic of South Africa, 1996, which requires, *inter alia*, that we promote and maintain a high standard of professional ethics; that we must promote the efficient, economic and effective use of resources; and that services must be provided impartially, fairly, equitably and without bias. Furthermore, we

are guided by the eight principles of *Batho Pele* as outlined in the White Paper on Transforming Public Service Delivery as well as our own institutional values of being professional and respectful.

The Service Delivery Charter is our public commitment in terms of how we will manage the expectations of service beneficiaries, in particular the registered learners of the NSG, who may not be aware of all of the functions and competencies of the NSG. The Charter also clarifies the rights and obligations of service beneficiaries who, in turn, must understand the role they need to play, their rights and the mechanisms by which to exercise these in terms of service delivery commitments. It is another key part of the overall service delivery improvement initiatives, together with the approved Service Delivery Model.

We believe in our motto of: Learn. Serve. Grow.

A handwritten signature in black ink, appearing to read 'B. Ngcaweni', written over a light grey rectangular background.

**Prof. Busani Ngcaweni**

Principal: National School of Government

## INTRODUCTION

The Constitution of the Republic of South Africa, 1996 as the supreme law of our country, provides the legal foundation for the existence of the Republic, sets out the rights and duties of its citizens, and defines the structure of the Government (Department of Justice and Constitutional Development, 2020). Entrenched within the Constitution is the Bill of Rights, which enshrines the rights of all people in our country and affirms the democratic values of human dignity, equality and freedom (section 7 of the Constitution, 1996). In giving effect to the Bill of Rights, the Constitution also sets out how public administration must be governed.

Section 195 (1) of the Constitution provides the basic values and principles of public administration, which include a common ethos and value set in order to engender 'a high standard of professional ethics'. Such professional conduct includes the people-oriented and participatory manner in which policies are developed; transparency, efficiency and impartiality in rendering services; as well as accountability and integrity in management and institutional governance. Government is also entrusted with delivering services through the efficient and effective use of resources, and that services must be provided impartially, fairly, equitably and without bias.

The 1997 White Paper on Transforming Public Service Delivery introduced the eight *Batho Pele* ("Putting People First") principles in order to transform the manner in which public services are delivered. Today, these principles still remain ever so relevant in the quest to continually improve service delivery. This includes continually instilling and rebuilding good ethics and professionalism in how public servants execute their work, recommit and rededicate to the principles of *Batho Pele*.

## BATHO PELE PRINCIPLES



### Consultation:

Citizens should be consulted about the level and quality of the public services they receive and, wherever possible, should be given a choice about the services that are offered.



### Service standards:

Citizens should be told what level and quality of public service they will receive so that they are aware of what to expect.



### Access:

All citizens should have equal access to the services to which they are entitled.



### Courtesy:

Citizens should be treated with courtesy and consideration.



### Information:

Citizens should be given full accurate information about the public services they are entitled to receive.



### Openness and transparency:

Citizens should be told how national and provincial departments are run, how much they cost and who is in charge.



### Redress:

If the promised standard of service is not delivered, citizens should be offered an apology, a full explanation and a speedy and effective remedy; and when complaints are made, citizens should receive a sympathetic, positive response.



### Value for money:

Public services should be provided economically and efficiently in order to give citizens the best possible value for money.

## PURPOSE OF A SERVICE DELIVERY CHARTER

A service delivery charter is a public document that sets out the standards of service that service beneficiaries can expect from a government department, as well as complaints mechanisms. A charter is intended to ensure that there is focus on service beneficiaries, management of their expectations, measurement and assessment of performance, and initiation of service delivery improvement. It also reinforces the institution's commitment to service delivery improvement, delivering services equitably and fairly, and enhancing communications with service beneficiaries through publicised service standards and redress mechanisms.

It is important for the NSG to have a service delivery charter in place for the following reasons:

- i. Management of the expectations of service beneficiaries, (who include learners and organisations such as state owned enterprises, other organs of state and the three spheres of government) in particular the registered learners of the NSG, who may not be aware of all of the functions and competencies of the institution. In this regard, the expectations of service beneficiaries must be managed by ensuring clarity on the services as well as the associated service levels.
- ii. Clarification of the rights and obligations of service beneficiaries who, in turn, must understand the role they need to play, their rights and the mechanisms by which to exercise these in terms of service delivery and governance commitments. It is also important for service beneficiaries to understand their obligations and duties in ensuring that there is good governance, compliance and sustainability in public service delivery.

- iii. A service delivery charter is also a useful learning tool to the NSG management and employees as it presents an opportunity to learn more about the beneficiaries it serves; understanding the circumstances of service beneficiaries as well as their needs and expectations; and improving service delivery through a continuous, progressive process.

## OBJECTIVES

Section 38 of the Public Service Regulations, 2016 states that an executing authority shall establish and sustain a service delivery improvement programme for his/ her institution that must include specifying the service to be improved to the actual and potential service beneficiaries; the existing and future arrangements with the institution's actual and potential service beneficiaries; and the service



### VISION

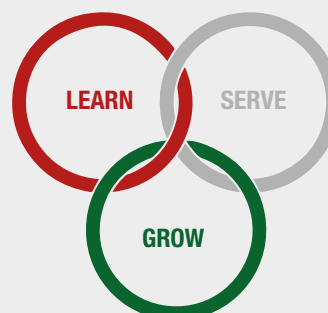
An ethical and capable public sector in service of the people



### MISSION

To empower public servants to be responsive to citizen needs and government priorities, through education, training and development interventions.

### VALUES



beneficiary's means of access to the services. The objectives of the service delivery charter are the following:

- i. Enhance the relationship between the NSG and its service beneficiaries through improving service delivery and clear means of communication.
- ii. Protect the rights and manage the expectations of the NSG and its service beneficiaries through published service standards and commitments.
- iii. Promote the respectful treatment of all service beneficiaries.

This service delivery charter must be read in conjunction with the Public Service Charter (2013), the NSG's five-year strategic plan and the service delivery model. The charter can be amended as and when the need arises.

## ABOUT THE NSG

The National School of Government (NSG) is a part of the portfolio of institutions reporting to the Minister for the Public Service and Administration (MPSA). The other institutions within the portfolio are: Department of Public Service and Administration (DPSA), Centre for Public Service Innovation (CPSI) and the Government Employees Medical Scheme (GEMS). The School is headed by a Principal, who reports to the Minister.

The NSG has a mandate to provide or facilitate the provision of education, training and development (ETD) in the three spheres of government, state-owned entities (SOEs) and organs of state. The mandate is in line with Section 195 of the Constitution of the Republic of South Africa, 1996, which declares public administration to be development-oriented and participatory. The basic values and principles are the basis of interaction between public administration (three spheres of government, organs of state, public enterprises) and society.



Compulsory and demand-led education and training is provided to serving and prospective public servants as well as public representatives through a range of accredited and non-accredited programmes and courses. The courses and programmes are offered directly, facilitated by NSG employees, through contracted training facilitators, currently employed and former public servants who are specialists in their field, as well as by partnering with higher education and other education and training institutions. The curriculum content is continuously evolving to serve the needs of individual public servants as well as the delivery demands of the public service. The design and development strategies address the demands to enhance individual ability and to improve knowledge, values and skills.

As a national government department, the NSG is partially funded by the National Treasury, and manages a Training Trading Account for the purpose of generating revenue through ETD offerings. The Training Trading Account is established in terms of the Public Finance Management Act (Act No. 1 of 1999) and Treasury Regulations.

The revenue generation is informed by the 1998 White Paper on Public Service Training and Education, which determines a competitive environment for public and private training providers operating within a uniformly applied set of national norms and standards to deliver training solutions. This policy option placed public and private training providers in a competitive framework. The NSG, even though it is a public training provider, must compete with other providers on a competitive footing. The NSG, through its Trade Account, funds the cost of training by charging fees to recover costs from clients.

Funding for education and training is informed by section 30 of the Skills Development Act (Act No. 97 of 1998), which provides for public service employers to annually budget one per cent of the employee compensation budget for education and training of its employees.

## WHERE THE NSG CAN BE FOUND

The NSG offices are located in the Tshwane Metropolitan Municipality, in the suburb of Sunnyside. It is located within a precinct that houses other national government departments such as the Department of Trade, Industry and Competition and Department of Mineral Resources and Energy.



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## THE NSG VALUES AND PRINCIPLES

The NSG is guided, foremost, by the values and principles of public administration as set out in section 195 of the Constitution, which requires, *inter alia*, that we promote and maintain a high standard of professional ethics; that we must promote the efficient, economic and effective use of resources; and that services must be provided impartially, fairly, equitably and without bias. Furthermore, the NSG is guided by the principles of *Batho Pele* as outlined in the White Paper on Transforming Public Service Delivery as well as its own institutional values, which are:

- Being professional,
- Being respectful,
- Behaving in an ethical manner,
- Finding innovative ways, and
- Working with integrity.

Finally, the NSG motto is: Learn. Serve. Grow. We define this as follows:

- **Learn:** Expanding learning opportunities for public servants to master state craft.
- **Serve:** Building the capacity (and culture) of public servants to serve society effectively.
- **Grow:** Helping public servants to combine learning and service (experience) to grow professionally.

## THE NSG SERVICES

The NSG services for ETD are charged at a tariff and contribute to the sustainability of the department. Annually, the NSG is required to generate revenue to supplement the budget from the parliamentary appropriation. The tariffs are approved by the National Treasury, and allows the NSG to provide the following services:

Face-to-face  
classroom learning

Virtual  
Learning

Facilitated and self-  
paced eLearning

Bespoke  
programmes

Conferences,  
seminars and  
master classes

Training to  
international  
governments



Virtual learning typically refers to technology-enhanced learning and includes a variety of delivery modes. Synchronous online learning is more accurate. Synchronous learning refers to all types of learning in which learner(s) and instructor(s) are in the same place, at the same time, in order for learning to take place. This includes in-person classes or live online meetings when the whole class or smaller groups get together.

Through the NSG services and products, attention is given to pre-entry to the public service, induction of new public servants and public representatives, and in-service professional development needs of serving public servants and public representatives. This is undertaken through curriculum design and development processes and a delivery approach that embraces a practical application of participatory, people-centred methodologies and indigenous techniques. This approach consciously focuses on the application of the principles and values of the Constitution and the realisation of the public administrative justice to all whom we serve. These services are designed for and provided to public servants and public representatives to enhance their skills, knowledge and competencies to better serve the citizens.



The NSG ETD offerings are packaged to support interventions in the three spheres of government, state-owned entities (SOEs) and organs of state, supporting the occupational bands as follows:

- **Cadet and Foundation Development Level:** This category provides ETD to graduates who wish to join the public service, from internship programmes, lower skilled, skilled and highly skilled occupation levels. Emphasis is placed on understanding rules of government, service delivery excellence (especially as the majority of front line officials are in this occupational level), and building a solid base of occupational skills.
- **Middle Management Development:** This category provides ETD to highly skilled supervisors, junior and middle managers with emphasis on occupational skills (know how), supply chain management, budgeting, supervisory skills and learning pathways to (further) qualifications.
- **Senior Management & Professionalisation:** Providing ETD interventions to senior managers between levels 13 and 14 (Directors and Chief Directors). Chapter 4 of the SMS Handbook determines a set of competencies that employees in these core categories should have. These including analytical skills, problem solving as well managing money and people. This is in addition to the core competencies (expertise) required to perform as a professional – be it in finance, ICT, issuing of licenses/ permits, policy formulation and monitoring, planning and implementing built environment projects like housing, road construction, water provision, etc.
- **Executive Development and Leadership Support:** This category provides ETD to executive managers, leaders and political office bearers. The political office bearers segment will include a focus on building expertise on economic governance, political oversight and accountability, etc. A programme to train board members of state-owned enterprises is also being finalised.

Another key service that the NSG provides is for the enrolment and completion of the Certificate for Entry into the Senior Management Service (*Nyukela*). Government has set a minimum requirement for all

persons wishing to join the Senior Management Service (SMS) to complete a pre-entry certificate. To this purpose, the NSG offers the course fully online. Details are available on the NSG website. Anyone interested will be able to register, pay, access materials and complete the course activities – all conveniently online.

### **International Education and Training**

The NSG also provides international education and training opportunities, which it negotiates and manages through partnerships and for which public servants can apply. Partnerships are secured either through country agreements, with donor institutions or education and training institutions.

Equally so, the NSG can offer training to delegates from international governments who are interested in the NSG offerings. In the past, the NSG has offered products and services to public servants on the African continent.

The NSG is a member of the African Management Development Institutes' Network (AMDIN), which is a network of Management Development Institutes (MDIs) from African Union Member States. The role of AMDIN is to strengthen the MDIs on the African continent to build capacity of developmental public administration. Through AMDIN, the institutes share lessons, research and experiences; and co-create and implement programmes geared towards strengthening the public service across the continent in pursuit of Africa's development aspirations.

### **Training Needs Analysis (TNA)**

The NSG has the capability to undertake, at a fee, analyses within public sector institutions in determining institutional and individual skills requirements through customised training needs analysis (TNA). This is important for both individuals and institutions in terms of capacity development planning and institutional performance management. The NSG has, over the years, undertaken many TNAs, which are used to inform ETD interventions. Furthermore, the NSG can analyse the Skills Audits undertaken by the client departments to address the identified competency gaps and potential training needs.



## HOW THE NSG OFFERS SERVICES

Our hybrid service delivery model provides for services that are offered through a blended approach including face-to-face classroom learning, asynchronous online learning and virtual training. These offerings are facilitated by current and former public servants, independent experts and through partnerships with higher education institutions.

The NSG recognises that learners have varied skills levels and exposure to online learning. The NSG assists learners who may not be familiar with online learning by offering the “Getting started with eLearning”, free of charge. Classroom training (face-to-face ETD offerings), can be organised at different venues including:

- The NSG offices in ZK Matthews Building, Sunnyside, Pretoria;
- External venues such as conference centres;
- Training facilities located within public sector institutions; or
- Higher education institution (HEI) facilities – where there are partnerships with HEIs to roll out specific programmes.

The NSG aims to deliver services of excellent quality. To this effect, training facilitators undergo professional development to ensure that they meet the facilitation standards of the NSG. The NSG

offers facilitation in any official languages when required. The NSG also caters for special needs, aims to resolve barriers to learning, and ensures accessibility to all our learners.

As an accredited training provider, the NSG has to subscribe to minimum requirements as set by the sector education and training authorities (SETAs). These requirements also relate to the services that are provided as a training provider, and as such the NSG is governed by a set of internal quality management system (QMS) policies.

In order to ensure continuous improvement in our services, the NSG monitors and evaluates all ETD offerings. This is done through the completion of reaction evaluation questionnaires by all learners, which is then analysed and recommendations are made for improvement of our services. The NSG is also undertaking studies to assess the impact of ETD offerings on the learner as well as the public sector institution.

On successful completion of courses and programmes undertaken, the NSG issues the following certificates:

- Certificate of attendance;
- Certificate of completion for non-credit bearing and only formative assessment;
- Certificate of competence for credit bearing and summative assessment, and

- Co-branded certificates with HEIs and other institutions, for credit and non-credit bearing courses and programmes.

In line with departmental policies, the NSG advances the standards and requirements of the National Qualifications Framework Act (Act No. 67 of 2008), and ensures the following towards learner competence:

- The quality of assessment and moderation of learner evidence.
- The achievement of learning outcomes against specified criteria, using pre-designed assessment instruments; and
- The assessment processes are guided by principles of a systematic approach, transparency and consistency.

The new modality of business is through the effective maintenance of networks that result in collaboration and partnering. As a result, the NSG engages in a range of delivery options and modalities that are managed through entering into Memoranda of Agreement (MoAs), Memoranda of Understanding (MoUs) and Service Level Agreements (SLAs). These legal documents aim to ease the manner in which contracting is undertaken as well as ensure the protection of the interests of all parties that are signatories thereto. Clients and stakeholders should therefore be mindful that these agreements result in the NSG also having to factor in the timelines that are agreed upon by the parties as a result of these partnerships, strategic alliances and joint ventures.

## THE NSG PRODUCTS

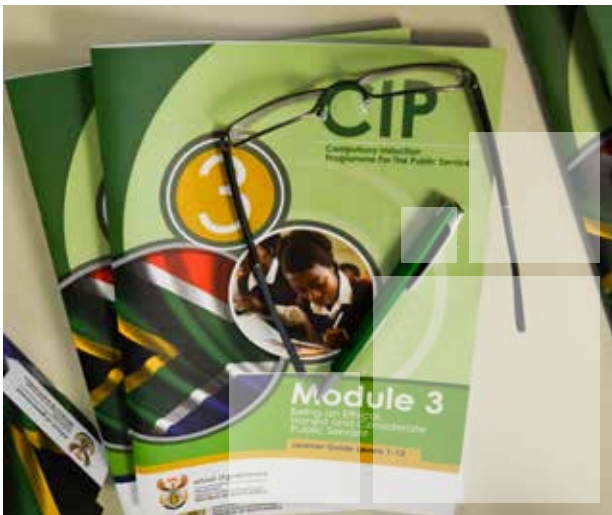
As part of product offerings, the NSG offers a dynamic suite of courses and programmes, which is continuously evolving to serve the needs of individual learners as well as the delivery demands of the public service. The NSG curriculum framework comprises of accredited and non-accredited courses and programmes covering various occupational levels in the public service. The full suite of NSG courses and programmes are available on the NSG website ([www.thensg.gov.za](http://www.thensg.gov.za)) or catalogues, available on site.

All courses and programmes are designed, developed and quality assured, which are aligned to government priorities, competency frameworks and public service policy frameworks. The NSG also works in close co-operation with accrediting bodies such as the Public Service Sector Education and Training Authority (PSETA) and the Quality Council for Trades and Occupations (QCTO) to enable the accreditation of certain programmes/courses aligned to the National Qualifications Framework (NQF).

The design and development strategies address the challenging reality that programmes should be complex enough to enhance and improve knowledge, values and skills yet not demand spending unjustifiable time away from work on coursework. A new curriculum philosophy and approach was adopted which is underpinned by decolonising and social justice theory. Participatory and indigenous methodologies such as storytelling, African leadership, Ubuntu philosophy and peer sharing are used.

The NSG products cover the following occupational





bands within the public sector:

- Cadet and Foundational Management Programmes,
- Middle Management Programmes,
- Senior Management Programmes, and
- Executive Education Programmes.

In addition to these product offerings, the NSG offers the following:

- Seminars/webinars and master classes,
- Workshops/just-in-time interventions,
- Thought leadership platforms,
- Conferences, in particular the Public Sector Trainers' Forum (PSTF) Conference, which brings together human resource development practitioners from all public sectors to discuss and engage on matters of interest; and
- Mentoring and coaching services.

Together with AMDIN, the NSG is publishing the *Africa Journal of Public Sector Development and Governance* (AJPSDG), which is a peer-reviewed scholarly journal investigating a broad spectrum of matters and issues related to policy research and implementation in public sector leadership, management and development in Africa. Contributions can be made in the form of research articles, discussion papers, policy papers, interviews with eminent persons, and book reviews. The NSG encourages scholars, students, public servants and all interested parties to make contributions to this journal, as part of knowledge generation and dissemination.

## HOW THE NSG OFFERS THESE PRODUCTS

The primary market, in terms of the expanded mandate, is to provide ETD to public servants and public representatives serving within the public sector and organs of state. As such, each public sector institution holds an annual budget for education and training of its employees. The NSG deals directly with departmental co-ordinators, for the confirmation of group bookings, payments, as well as scheduling of dates for training. This does not imply that any public servant should not contact or liaise with the NSG, however it is important for co-ordination at an institutional level.

The NSG is working towards enhancing our ICT systems which will, over time, provide for online learner enquiries, generating a quotation, and online learner registration. The NSG is also expanding the market to those individuals and institutions which are outside the public sector and wish to enrol for our courses and programmes or other service offerings. In order to access products and services, kindly refer to **annexure A of the Service Delivery Charter**.





## GENDER, YOUTH AND DISABILITY MAINSTREAMING

A service charter that has inclusivity as one of its grounding principles is key in ensuring that the NSG programmes and services are accessible to persons with disabilities, and is in support of the empowerment of women and youth including those with disabilities. The NSG is committed to ensuring that the inclusion of women, youth and persons with disabilities is at the centre of its programmes by first ensuring that the learning content mainstreams both gender and disability issues and inclusivity through terminology and language that is fully respectful of the human rights and dignity of all the recipients of NSG services, in accordance with the Bill of Rights in the Constitution of the Republic of South Africa. NSG policies such as the Policy on the Management of Bullying, Harassment and Intimidation are in place to ensure that everyone who interacts with NSG staff is protected from possible harassment, bullying and intimidation.

The NSG has also created a space that allows all visitors and training participants to access the physical space through lifts with braille, ramps, bathroom facilities and entrances fitted for persons with disabilities. In the case of external venues, the course co-ordinators identify venues that are accessible to all course participants. The NSG has also trained a core group of employees on SA Sign Language (SASL) who are positioned to assist visitors to the NSG who might require such assistance. In the training environment, these services are provided through partnerships that the department has formed with different service providers.

In addition to accessibility of the physical structure, the NSG's training materials complies with Universal Design Access Plans to ensure that learners with different disabilities are accommodated and can fully participate in the learning process. The NSG further implements an eLearning platform that aims to be fully accessible and usable for the widest range of users. The platform complies with web content accessibility guidelines and authoring tool accessibility guidelines which cover a wide range of recommendations for making web content more accessible to persons with disabilities, including blindness and low vision, deafness and hearing loss, and photosensitivity. The platform is compatible with assistive technologies for the visually impaired, such as screen-readers and screen-magnifiers. Hearing impaired participants are accommodated by providing transcripts for all materials and activities that depend on audio as a feature.

## THE NSG COMMITMENT TO SERVICE

The NSG remains committed to delivering services that are impartial, fair, equitable and without bias. Furthermore, the NSG is committed to being professional and respectful, behaving in an ethical manner and working with integrity, and finding innovative ways of delivering our services.

When visiting the NSG office:

- A service beneficiary will be directed to a reception area whereupon the relevant NSG employee will be contacted to assist.
- An employee who is knowledgeable about the enquiry will address the enquiry and/or assist the service beneficiary in making the right choice(s) when accessing our products and services.
- If the NSG is unable to resolve the enquiry or provide a satisfactory response immediately, we commit to provide a response to the service beneficiary within 10 working days.

When contacting us by telephone:

- Telephone calls shall be answered promptly by the relevant NSG employee.
- The NSG shall be friendly, courteous and professional at all times.
- If the NSG is not able to resolve the enquiry or provide a satisfactory response promptly, we commit to respond to the service user within 10 working days.

When writing to us (including e-mail):

- The NSG will respond to written enquiries within 10 working days, unless timelines are set for specific services (e.g. responses to quotations in 1-3 days).
- Our response will be in professional and simple language, and, if requested, corresponding in the preferred language of the service beneficiary.

When visiting our website:

- The NSG will ensure that the website is fully functional and accessible.
- Information is accurate, timely and relevant.
- The website privacy policy statement will be available so that a service user is aware of the website protocols.

## WHAT YOUR RIGHTS AND OBLIGATIONS ARE

The NSG is committed to the *Batho Pele* principles, and your rights in relation to receiving services are as follows:

- The NSG will inform you of the level and quality of services you will receive so that you are aware of what to expect.
- The NSG will ensure that you have equal access to our services to which you are entitled.
- The NSG will consult about the level and quality of the services you receive and, wherever possible, will give a choice about the services that are offered.
- The NSG will provide you with full accurate information about the services you are entitled

to receive, and be open and transparent in terms of how the NSG is operationalised and cost implications.

- The NSG will offer an apology, a full explanation, and a speedy and effective remedy if the promised standard of service is not delivered.

As a service beneficiary, you also have certain obligations in the manner in which you access our products and services, which are:

- Being professional, respectful and courteous in your communication with us.
- Supporting our commitment to ethical behaviour and working with integrity.
- Providing as much information as possible in order that the NSG is able to assist you; for example, where there are special needs, to communicate these in advance to ensure reasonable accommodation.
- Ensure that all protocols and procedures required are complied with by yourself and your organisation.

Furthermore, as a registered learner of the NSG, you have obligations in the manner in which you undertake our courses and programmes, which are:

- Taking responsibility for your learning and assessment by being active participants.
- Participating in learning and assessment processes in an honest and disciplined manner.
- Contributing towards the learning processes and body of knowledge towards improving and professionalising the public sector.
- Complying with all administrative processes and procedures.
- Timely responding to requests for information and records from facilitators, assessors and administrators.
- Providing timely and correct personal information in line with NSG, PSETA and QCTO protocols and requirements for national learner records.
- Submitting your portfolio of evidence or assignment in time.
- Being honest in the feedback on you provide in the reaction evaluation questionnaires to assist the NSG improve its services.



## THE NSG PARTNERSHIP APPROACH

As part of the NSG service delivery model, partnership management is key to the effectiveness of our value chain. It is for this reason that the NSG has developed a partnership strategy, which embraces the following principles:



Effective partnerships require that all parties work together to ensure successful implementation of such partnership arrangements. All partnerships must be based on a clear understanding of the value each party brings to the relationship. The partnership relationship is sustained on the basis of open communication and openness in areas of mutual obligation and commitment. There also has to be a fairness in the distribution of benefits and the obligations. The NSG ensures that our partnerships are performance focused and contribute towards our mandate. Finally, it is important that partnerships are sustainable.

Already, the NSG has entered into partnerships with international institutions as well as our higher education institutions (HEIs) in order to further its mandate. With regard to the delivery of programmes by HEIs, the NSG follows an open and transparent procurement process to allow HEIs to undertake competitive bidding. The NSG has structured partnerships with provincial training academies and sector-specific training institutions and is seeking to structure more partnerships to cover a wider spectrum of the public sector.



## HOW THE NSG DEALS WITH QUERIES AND COMPLAINTS

The NSG remains committed to dealing with matters of redress, particularly when complaints are levelled against us. Therefore, the NSG aims to address queries and complaints about (a) service(s) not being delivered, immediately. A formal complaint may be lodged in any of the official languages, the mechanisms for which are:

- In writing – by mail, facsimile or e-mail.
- By telephone.
- In person.

For our eLearning courses, we employ a ticketing system to deal with technical inquiries systematically and follow up until an issue is resolved. The help-desk can be reached on [eLearning@thensg.gov.za](mailto:eLearning@thensg.gov.za).

The service beneficiary must provide his/her name, ID number and contact details, in order to allow further communication between the NSG and the person – unless the nature of the complaint is such that it *warrants anonymity*. The complaint must be very specific, providing the reason(s) for the complaint as well as all the important facts, events and communication leading up to the lodging of the complaint.

Where possible, the complainant must provide copies of documents pertaining to the complaint and/or any evidence of any written communication with the NSG. In response to the complaint, the NSG shall follow a three-stage process as follows:

Stage	Complaint Resolution
<p><b>Stage one</b> (immediate attention and resolution)</p>	<p>One of our NSG employees receives and deals with the complaint and attempts to resolve the complaint. Resolving complaints on first contact can save time and money, and will build confidence about our services. Verbal complaints will be acknowledged immediately or within 24 hours and resolved accordingly.</p> <p>If not resolved, a verbal complaint becomes a written complaint which should be referred to stage two.</p>
<p><b>Stage two</b> (maximum 15 working days)</p>	<p>The complaint is received by the NSG in writing, recorded and referred to the responsible manager for investigation, provided that such responsible manager has not been involved in the matter. Further information must be gathered about the complaint for a decision to be taken.</p> <p>There must be an assessment of the action necessary to be undertaken, giving due consideration to the level of seriousness of the complaint, and the course of action that should be followed towards resolutions (i.e. whether it can be resolved informally; through meetings; or further action).</p> <p>When a complaint can be resolved at stage two, but requires more than 15 working days to be resolved, the complainant will be advised accordingly in writing and be provided with an explanation indicating when a response should be expected.</p> <p>If the complaint cannot be resolved within 15 working days, it should be escalated to stage three. The complainant should be advised of the escalation of the enquiry in writing.</p>
<p><b>Stage three</b> (maximum 10 working days)</p>	<p>A person of authority higher than the responsible manager carries out a further investigation and reviews the complaint. This person must take a fresh look at the complaint and evidence, and not only rely on the findings of stage two.</p> <p>Stage three requires that our accounting officer or someone delegated by our accounting officer signs off the solution on stage three. The NSG must also advise the complainant of his/ her right to refer the complaint for independent review, should the complainant not be satisfied with the outcome of stage three. If the complainant is not satisfied after stage three, the complainant may approach the Ombudsman (the Public Protector or any other mandated statutory institution) for an independent review.</p>

The ETD policies are aligned to national policies and procedures, and as such the NSG provides for rights to complain and/or appeal against any aspect of training and assessment, including discrimination, quality of training, assessor performance, process and assessment decision. The appeals process is outlined in our assessment management policy, accessible to all learners and stakeholders.





## CONSULTATIONS ON SERVICE DELIVERY CHARTER

In the development of the service delivery charter, the NSG has undertaken consultations with the following parties to better inform product offerings and service standards:

- A selected group of learners, who are primary service beneficiaries, as well as facilitators of courses.
- Departmental Co-ordinators and public sector training academies.
- Department of Public Service and Administration (DPSA).
- Identified partners and stakeholders.
- The NSG employees, who are responsible for implementing the service delivery charter.

## APPROVAL OF THE SERVICE DELIVERY CHARTER

I, Busani Ngcaweni, Principal: National School of Government, hereby approve the Service Delivery Charter.

Signed on this 29th day of October 2021.

**Prof. Busani Ngcaweni**

Principal: National School of Government

## ANNEXURE A: SERVICE STANDARDS OF THE NATIONAL SCHOOL OF GOVERNMENT (THE NSG)

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
1.	Access to a pre-employment entrance course (Nyukela) for the senior management service (SMS)	<p>The NSG shall provide a course that is quality assured and relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>The course will be reviewed in terms of the NSG quality assurance and the training development cycle.</p> <p>This is the only pre-entry course currently offered, and the NSG online capability allows for multiple learners to access this course at any given time.</p> <p>The cost of the course is available on the NSG website. The course tariff of the course is subject to review by the NSG.</p> <p>Once a learner is registered and payment is made online, you will receive login details. The registration and payment process is managed by the NSG officials responsible for <i>Nyukela</i> and can be reached on <a href="mailto:Nyukela@thensg.gov.za">Nyukela@thensg.gov.za</a>.</p> <p>A certificate of completion can be accessed immediately when all course requirements have been met.</p>	<p>Pre-entry to the SMS Certificate – <i>Nyukela</i>. The successful completion of this course will result in the issuing of a certificate.</p>	<p>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and the NSG Contact Centre.</p> <p>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>Register as an eLearner on the NSG eLearning platform, which will require you to provide personal information.</li> <li>Make direct payment for the course online through a secure payment gateway.</li> <li>Complete the course within the stipulated timelines.</li> <li>Access certificate of successful completion.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
2.	<p>eLearning courses accessible on an online learning platform</p>	<p>The NSG shall provide eLearning courses that are quality assured and relevant to the needs and requirements of the public sector and public servants.</p> <p>The course will be reviewed in terms of quality assurance and the training development cycle.</p> <p>In the event of a customisation of our courses and programmes to suit specific needs, this can be done and may carry additional costs and require inputs from the institution requesting customisation.</p> <p>The NSG offers facilitated and open eLearning courses on its platform, which can be undertaken anytime and anywhere.</p> <p>The eLearning platform is also accessible to learners with disabilities to allow for full participation and inclusivity.</p> <p>The eLearning courses are flexible and allow for anytime, anywhere participation from an internet-enabled device.</p> <p>Some courses are offered free of charge to public servants. For paying courses, the cost thereof is available on the NSG website or through the Contact Centre. The course tariff is subject to review.</p> <p>Self-paced courses are accessible for a financial year and must be completed within the financial year in which a learner enrolled. Facilitated courses must be completed in the agreed time frame for each course.</p> <p>Once administrative and financial processes have been completed, learners are registered within a working day.</p>	<p>For those learners, who are not familiar with eLearning courses, you may enrol for the “Getting started with eLearning” course, which is offered free of charge.</p> <p>eLearners will also form part of a community of practice, which promotes knowledge sharing.</p> <p>Successful completion of this course will result in the issuing of a relevant certificate.</p>	<p>The information on the eLearning courses is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre.</p> <p>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>For paid courses, public sector institutions must request a quotation from the Contact Centre.</li> <li>Once proof of payment is submitted, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>For free courses, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>Complete the course within the stipulated timelines.</li> <li>Access certificate of successful completion.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
3.	<p>Access to compulsory, demand-led and other NSG-initiated courses, programmes and capacity development interventions</p>	<p>The NSG shall provide courses and programmes that are quality assured, accredited (where relevant) and relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>The course will be reviewed in terms of quality assurance and the training development cycle.</p> <p>In the event of any customisation of our courses and programmes to suit specific needs, this will be done and may carry additional costs.</p> <p>We offer a suite of accredited and non-accredited courses and programmes. The suite is available on the NSG website and through the Contact Centre.</p> <p>The online capabilities allow for multiple learners to access this course at any given time. Where virtual learning is provided, learners must ensure that there is stable internet connectivity.</p> <p>The cost of our courses and programmes vary based on the nature thereof, the duration and delivery modality. The full course fee structure may be accessed on the NSG website or through the Contact Centre.</p> <p>The course tariff is subject to review.</p> <p>The NSG shall issue a quotation through the Contact Centre within 1 to 3 days upon request.</p> <p>The NSG shall book a course or programme within 7 days. The confirmation of training date and venue details shall be confirmed within 10 days.</p> <p>The distribution of course material shall be undertaken within 7 days before the training.</p> <p>The submission of portfolio of evidence (where relevant) is determined by the programme and will be communicated by the facilitator.</p>	<p>The NSG suite of accredited and non-accredited courses and programmes covers all occupational levels in the public sector.</p> <p>These courses and programmes are offered either face-to-face, virtually or via eLearning.</p> <p>eLearners will also form part of a community of practice, which promotes knowledge sharing.</p> <p>Successful completion of a course or programme will result in the issuing of a relevant certificate.</p>	<p>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre</p> <p>Departmental Coordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>For <u>paid courses</u>, public sector institutions must request a quotation from the Contact Centre.</li> <li>Once the payment reflects in the NSG account, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>Further information will be provided on dates, venue and course material.</li> <li>For <u>free courses</u>, learners will be allowed to register on our platform, which will require you to provide personal information.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
3.		<p>The NSG shall issue a printed certificate of attendance for face-to-face training within 21 days of the training taking place.</p> <p>Certificates from training offered by partners shall be issued within the timelines of the partner.</p> <p>The issuing of a certificate of completion for non-credit bearing and only formative assessment is within 3 months of the submission of the portfolio of evidence. In cases with no post course assignment, certificates are issued within 30 days of receiving the confirmation of achievement or mark sheet from the facilitator of the course.</p> <p>The issuing of a certificate of competence<sup>1</sup> for credit bearing and summative assessment is within 6 months of submitting a portfolio of evidence, dependant on the approval of the results by the relevant QCTO.</p> <p>The issuing of a co-branded certificate with HEIs and other institutions is within 6 months of the submission of the portfolio, in line with HEI policies and procedures.</p> <p>A certificate of completion for non-accredited eLearning courses can be printed by the learner on the eLearning platform. Access is provided to the certificate as soon as all requirements for the programme have been met.</p>			<ul style="list-style-type: none"> <li>The course may be offered face-to-face and/or through virtual platforms, the latter of which will require you to have internet connectivity.</li> <li>Complete the course within the stipulated timelines.</li> <li>Access relevant certificate on successful completion.</li> </ul>

1 - The time taken for the issuing of certificates of competence and co-branded certificates are outside the control of the NSG as the process involves other external parties. Our commitment is to ensure that we are able to undertake all processes within our control as efficiently as possible.

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
4	International education and training opportunities	<p>The NSG shall ensure that international education and training opportunities are relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>The number of international education and training opportunities are dependent on the partnerships entered into and availability of such international opportunities.</p> <p>Some of the international education and training opportunities may be funded or sponsored, which will therefore not come at a cost to a public sector institution or public servant. The cost of international education and training opportunities may vary depending on the party responsible for providing such an opportunity.</p> <p>The NSG shall issue a quotation through the Contact Centre within 1 to 3 days upon request.</p> <p>The NSG shall book a course or programme within 7 days. The confirmation of training date and venue details shall be confirmed within 10 days.</p> <p>Certificates from training offered by partners shall be issued within the timelines of the partner.</p> <p>The issuing of a co-branded certificate with HEIs and other institutions is within 6 months of the submission of the portfolio, in line with HEI policies and procedures.</p>	<ul style="list-style-type: none"> <li>International education and training programme, which may be accredited with international institutions.</li> <li>Successful completion of a programme will result in the issuing of a relevant certificate</li> </ul>	<ul style="list-style-type: none"> <li>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre</li> <li>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG</li> </ul>	<ul style="list-style-type: none"> <li>Public servants can liaise with the Chief Directorate: International Relations and Partnerships to determine if there are international education and training opportunities</li> <li>Public sector institutions must request a quotation from the Contact Centre, if such education or training programme is not funded.</li> <li>Once proof of payment is submitted, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>The rules and guidelines pertaining to international travel, where necessary, will be strictly applied.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
4.	International education and training opportunities				<ul style="list-style-type: none"> <li>• Further information will be provided on dates, venue and course material.</li> <li>• The training may be offered face-to-face and/or through virtual platforms, the latter of which will require you to have internet connectivity.</li> <li>• Complete the course within the stipulated timelines.</li> <li>• Access relevant certificate on successful completion.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
5.	Training to delegates from international governments	<p>The NSG shall provide courses and programmes that are quality assured, accredited (where relevant) and relevant to the needs and requirements of the public sector and public servants. The course will be reviewed in terms of quality assurance and the training development cycle.</p> <p>In the event of a customisation of our courses and programmes to suit specific needs, this will be done and may carry additional costs.</p> <p>We offer a suite of accredited and non-accredited courses and programmes. The suite is available on the NSG website and through the Contact Centre.</p> <p>Our online capabilities allow for multiple learners to access this course at any given time. Where virtual learning is provided, learners must ensure that there is stable internet connectivity.</p> <p>The cost of our courses and programmes vary based on the nature thereof, the duration and delivery modality. The full course fee structure may be accessed on the NSG website or through the Contact Centre. The course tariff is subject to review.</p> <p>The NSG shall issue a quotation through the Contact Centre within 1 to 3 days upon request.</p> <p>The NSG shall book a course or programme within 7 days. The confirmation of training date and venue details shall be confirmed within 10 days.</p> <p>The distribution of course material shall be undertaken within 7 days before the training.</p>	<p>The NSG has a suite of accredited and non-accredited courses and programmes covering occupational levels in the public sector.</p> <p>These courses and programmes are offered either face-to-face, virtually or via eLearning.</p> <p>eLearners will also form part of a community of practice, which promotes knowledge sharing.</p> <p>Successful completion of this course will result in the issuing of a relevant certificate.</p>	<p>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre</p>	<ul style="list-style-type: none"> <li>International governments can liaise with the Chief Directorate: International Relations and Partnerships and must request a quotation from the Contact Centre.</li> <li>Once proof of payment is submitted, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>Further information will be provided on dates, venue and course material.</li> <li>The training may be offered face-to-face and/or through virtual platforms, the latter of which will require you to have internet connectivity.</li> <li>Complete the course within the stipulated timelines.</li> <li>Access relevant certificate on successful completion.</li> </ul>



NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
5.	Training to delegates from international governments	<p>The submission of portfolio of evidence (where relevant) is determined by the programme and will be communicated by the facilitator.</p> <p>The NSG shall issue a printed certificate of attendance for face-to-face training within 21 days of the training taking place.</p> <p>Certificates from training offered by partners shall be issued within the timelines of the partner.</p> <p>The issuing of a certificate of completion for non-credit bearing and only formative assessment is within 3 months of the submission of the portfolio of evidence. In cases with no post course assignment, certificates are issued within 30 days of receiving the confirmation of achievement or mark sheet from the facilitator of the course.</p> <p>The issuing of a certificate of competence<sup>2</sup> for credit bearing and summative assessment is within 6 months of submitting a portfolio of evidence, dependant on the approval of the results by the relevant QCTO.</p> <p>The issuing of a co-branded certificate with HEIs and other institutions is within 6 months of the submission of the portfolio, in line with HEI policies and procedures.</p> <p>A certificate of completion for non-accredited eLearning courses can be printed by the learner on the eLearning platform. Access is provided to the certificate as soon as all requirements for the programme have been met.</p>			

2 - The time taken for the issuing of certificates of competence and co-branded certificates are outside the control of the NSG as the process involves other external parties. Our commitment is to ensure that we are able to undertake all processes within our control as efficiently as possible.

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
6.	Thought leadership platforms, seminars and webinars	<p>The NSG shall provide thought leadership platforms, seminars and webinars that are relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>Some of the thought leadership platforms, seminars and webinars may be offered free of charge. The cost of thought leadership platforms, seminars and webinars may vary, based on the nature, duration and other associated costs of hosting such.</p> <p>The access link to any virtual event will be made once registration is completed, and provided within 2 days of the event.</p>	Access to knowledge gain, sharing and exchange.	<p>The information on any event will be accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>).</p> <p>Departmental Coordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>For paid thought leadership platforms, seminars and webinars, public sector institutions must request a quotation from the Contact Centre.</li> <li>Once proof of payment is submitted, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>For free thought leadership platforms, seminars and webinars, learners will be allowed to register on our platform, which will require you to provide personal information.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
7.	Workshops and conferences	<p>The NSG shall provide workshops and conferences that are relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>The NSG shall host an annual PSTF Conference, which may be preceded by peer learning exchange workshops.</p> <p>In the event of any customisation of workshops or conferences to suit specific needs, this will be done and carry additional costs.</p> <p>The cost of attending the annual PSTF Conference is subject to annual review, and can be accessed through the NSG website or Contact Centre.</p>	Access to knowledge sharing and exchange.	<p>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre.</p> <p>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>Public sector institutions must request a quotation from the Contact Centre.</li> <li>Once proof of payment is submitted, learners will be allowed to register on our platform, which will require you to provide personal information.</li> <li>Further information will be provided on dates, venue and course material.</li> <li>The workshop or conference may be offered face-to-face and/or through virtual platforms, the latter of which will require you to have internet connectivity.</li> <li>Access relevant certificate on successful completion, where relevant.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
8	<p>Training needs analysis (TNAs)</p>	<p>The NSG shall provide TNAs that are quality-developed and relevant to the needs and requirements of the public sector institutions and public servants.</p> <p>In the event of any customisation of TNAs to suit specific needs, this will be done and carry additional costs.</p> <p>The cost of the TNA can be determined during consultation . Once an institution confirms the TNA process, the NSG will commence with the process, the time for which will be determined with the institution.</p>	<p>Complete TNA of employees in order to inform skills development interventions.</p>	<p>Departmental HRD Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>• Public sector institutions can liaise with the Chief Directorate: Research and Market Intelligence, and must request a quotation from the Contact Centre.</li> <li>• Once the quotation is accepted, we will commence with customising and developing the necessary tools.</li> <li>• The analysis may be undertaken through face-to-face engagements and/or as an online tool.</li> <li>• The completed report(s) will be submitted to the public sector institution <u>and</u> be used to inform our content creation and curriculum design processes.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
9.	<p>Publication of the Africa Journal of Public Sector Development and Governance (AJPSDG) published under the auspices of AMDIN</p>	<p>The NSG shall edit and publish the AJPSG, and ensure it complies with the conventions applicable to scholarly peer-reviewed journals.</p> <p>One journal will be produced annually.</p> <p>There is no cost to the contributor of an article. The publication of the journal is currently sponsored by the EU. The Journal is an open source publication with no cost to the downloading of its content.</p> <p>Any individual who wishes to contribute an article towards the journal will be informed within two weeks if their suggested theme is applicable to the focus of the Journal.</p> <p>After the submission of manuscripts authors will only be informed about the suitability of their manuscripts after the completion of peer review processes.</p> <p>Publication of articles can only occur once all peer review, author corrections and the editing process has been completed and is dependent on the preparation of the next Journal for publication.</p>	<p>Publish the AMDIN Journal (AJPSDG).</p>	<p>Information on the Journal is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), the AMDIN website (<a href="https://amdin.africa/category/publications-resources/journals/">https://amdin.africa/category/publications-resources/journals/</a>) and the SABINET Africa Journals platform (<a href="https://journals.co.za/journal/ajpsdg">https://journals.co.za/journal/ajpsdg</a>).</p> <p>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>Public servants wishing to make contributions to the Journal can liaise with the Chief Directorate: Research and Market Intelligence.</li> <li>All manuscripts will be subjected to further engagements, peer-review and editing processes before being published.</li> </ul>

NO.	SERVICE PROVIDED	SERVICE STANDARD(S)	PRODUCT OFFERED	ACCESS TO PRODUCT	KEY STEPS TO FOLLOW
10.	Access to information	<p>The NSG shall ensure that all departmental publications provide accurate, timely, relevant and accessible information.</p> <p>Publications will be made available on the NSG website as well as in hard copies.</p> <p>There is no cost to any individual who is seeking a departmental publication. However, costs will apply when information is being sought in terms of the Promotion of Access to Information Act (PAIA).</p> <p>Any individual who requests for publicly accessible information will be provided with a response within 3 working days.</p>	<p>Departmental publications (e.g. annual reports, annual performance plans, etc.).</p>	<p>The information on the course is fully accessible on our website (<a href="http://www.thensg.gov.za">www.thensg.gov.za</a>), brochures and our Contact Centre.</p> <p>Departmental Co-ordinators and other public service training providers should have information on how to access this service and product from the NSG.</p>	<ul style="list-style-type: none"> <li>Any individual who requires departmental publications that are for public consumption can liaise with the Directorate: Communication.</li> <li>The NSG will also manage access to information in line with the provisions of the PAIA.</li> </ul>



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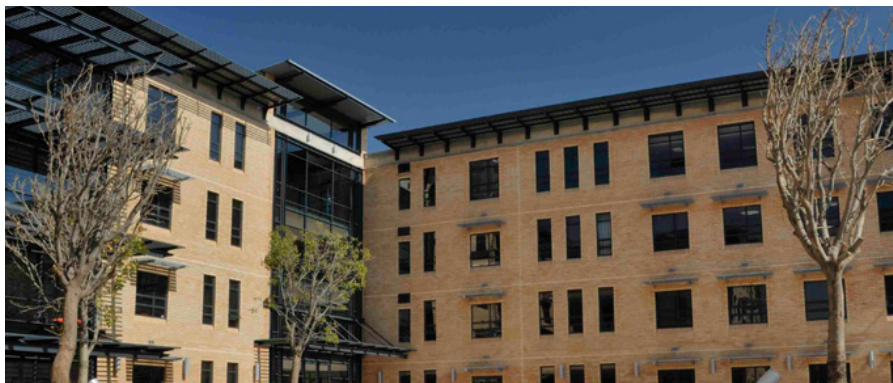
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