

You can help us by:

- Treating our staff members with respect and courtesy.
- Fully cooperating with our staff members in carrying out their duties
- Respecting the NQA policies and procedures.
- Being open and honest, and providing accurate information when contacting the NQA so that we know how best to assist you.

Customer Feedback and Comments:

The NQA is committed to providing a high standard of service to all our customers. As such, we always explore process improvement opportunities in order to enhance service standards. For continuous improvement, we will appreciate your feedback on our service delivery. Similarly, we will appreciate your feedback when our service delivery exceeds your expectations.

Lodging a complaint:

- If you have a service-related complaint, you should first contact the supervisor of the staff member you have been dealing with to resolve the problem.
- If the complaint is not resolved within a reasonable time, please contact:
[NQA Marketing and Communications Office](#)
Tel: +264 61 384100 or
Email: marketing@namqa.org
- We have also placed a suggestion box in our reception area, so please feel free to drop in your comments, feedback or suggestions.



Contact details:

Our office, the NQA House, is located at:

Erf 8892, Corner of Bismarck and
Dr. W. Kulz Street, Windhoek

General and media queries about the NQA:

Tel. +264 61 384 100

Email: marketing@namqa.org

**To report fraud and any unethical activities
involving qualifications, please call:**

0800 411 411 or email nqa@tip-offs.com

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Namibia • Qualifications • Authority

Customer Service Charter

www.namqa.org

Welcome to the NQA Customer Service Charter.

This charter outlines the standards and quality of service that you, our customers can expect from the NQA at various touch points. These standards will serve as the benchmark against which you can measure our service delivery. As an organisation with a strong client-focused culture, we welcome your comments and feedback regarding our service delivery so that we can continue providing a high standard of service. In this regard, the charter also provides information relating to our clients responsibilities, how to give feedback or lodge service-based complaints.



Who we are:

The NQA is mandated to exercise and perform the statutory powers, duties and functions in line with the Namibia Qualifications Authority Act (Act no. 29 of 1996), including but not limited to:

- a) Set up and administer a National Qualifications Framework (NQF);
- b) Be a forum for matters pertaining to qualifications;
- c) Accredite persons, institutions and organisations

- providing education and courses of instruction or training as meeting certain requirements as set out in Section 13;
- d) Evaluate and recognise competencies learnt outside formal education;
- e) Advise any person, body, institution, organisation or interested group on matters pertaining to qualifications and national standards for qualifications.

Our Mission:

To sustain a national qualifications framework that assures quality qualifications.

Our Vision:

Globally reputable Qualifications Authority empowering people in Namibia

Our Values:

- Transparency
- Integrity
- Innovation
- Accountability
- Excellence

Our commitment to our customers:

- To be friendly, polite and treat all our customers with respect.
- To provide prompt, efficient and professional service at all time.
- To provide accurate and timely information.
- To be fair, understanding and empathetic to all our customers.
- To ensure that all our staff members are knowledgeable, well trained and able to respond to your queries.



- To treat all information shared with us with the strictest of confidentiality.
- To serve you in a clean, welcoming and professional environment which is socially inclusive through physical access.

In ensuring that we provide high quality of service, we pledge to:

- Acknowledge our walk-in customers immediately with a friendly and warm welcome.
- Ensure that all our customer-facing employees are easily identifiable by name tags bearing the NQA logo and the respective staff member’s full name.
- Answer the telephone within three rings.
- Acknowledge all written correspondence, including email and via social media, within 24 hours. In cases when we cannot respond to your query, we will give you an estimated time when you can expect a more detailed response and/or solution to your problem.
- Respond to all accreditation status verification enquiries within seven (7) working days.
- Finalise evaluation of qualifications within 30 working days.
- Respond to all customer queries, complaints or suggestions within seven (7) working days.