

## **SERVICE STANDARDS**

### **“WE COMMIT OURSELVES TO THE BATHO PELE PRINCIPLES”**

#### ***Process Service Standards – Learners.***

1. All approved and recommended learning and teaching support material (LTSM) delivered to public schools before the commencement of each school year.
2. All vulnerable learners in Grades R – 12 in “No fee School” (quintile 1 to 3) provided with one nutritious and balanced meal per school day by 10h00.
3. The number of deserving learners benefiting from scholar transport service increased from the current 92 194 ( this number is 45% of the learners who qualify in 08/09) to 141570 (82% of learners who qualify) in 2011/12.

#### ***Outcome Service Standards and Batho Pele (Access) – Learners.***

4. 100% of learners of compulsory school going age attend school.
5. Public Special Schools catering for learners experiencing barriers to learning to be increased from the current 9696 to 12 000 learners by 2011/12.
6. The number of ABET learners in the province to increase from the current 36 179 to 78 734 by 2011/12.
7. The number of Grade R learners in public schools to increase from the current 141 181 to 169 492 by 2011/12.
8. The number of Orphans and Vulnerable children (OVC’s) gaining access to schools should increase from the current 8000 to 65 000 by 2011/12.

#### ***Outcome Service Standards and Batho Pele (Value for money) - Learners***

9. FET Colleges through put rate increased by 1% per annum from 2009/10 to reach 67% by 2011/12.
10. The number of learners placed in learnerships in FET colleges to be increased from the current 850 to 1000 by 2011/12
11. Throughput rate in Grade R to 12 increased by 2% per annum to achieve 87% by 2011/12.

12. Repetition rate in Grade R to Grade 12 decreased by 2% per annum

13. Drop-out rate in public ordinary schools decrease by 5% per annum.

***Outcome Service Standards and quality***

14. National Senior Certificate (NSC) pass rate improved by 5% per annum .

15. Number of Grade 12 learners passing mathematics increased by 3%

16. Number of Grade 12 learners passing science increased by 3%

17. Number of students successfully completing ABET level 4 increased by 1% per annum from the current 80 students to 130 by 2011/12.

18. The number of NCV students enrolled in technical fields (Civil, Mechanical, Design and Electrical fields) to increase by 8% by 2011/12 from the current number of 3188 students.

***Outcome Service Standards and Batho Pele - Equity and Redress***

19. Number of girl learners enrolled for Mathematics and Science in Grades 10 – 12 increased by 1% per annum from 2009/10 – 2011/12.

20. All prescribed national targets for school funding in all quintiles set for the period 2009/10 to 2011/12 to be met.

21. The number of office based women in Senior Management Service should increase by an average of 6% per annum between 2009/10 to 2011/12.

22. The percentage of women school principals should increase from 34% of the total number of principals in 2008/9 to 42% of the total in 2011/12.

***Process Service Standards - Infrastructure***

23. *To reduce the number of classrooms in public primary ordinary schools with an average of more than 40 learners per class from the current 624 schools to 141 schools in 2011/12*
24. To reduce the number of classrooms in secondary public ordinary schools with an average of more than 35 per class from the current 355 schools to 92 schools in 2011/12
25. *To reduce the number of classrooms in combined public ordinary schools with an average of more than 37 per class from the current 1462 schools to 526 schools by 2011/12.*

***Process Service Standards - Educators***

26. *Increased number of educators who are able to identify and screen learners with barriers to learning from the current 300 to 500 in 2009/10 financial*
27. The number of mathematics, science and technology educators trained annually increase from the current 338 educators to 1352 educators in 2011/12 to bridge the content.
28. The number of under-qualified and unqualified educators qualifications upgraded from the current 2783 educators to 33 185 in 2011/12.
29. All posts at FET Colleges filled by appropriately qualified (both technical and teaching) staff at the start of each academic year to increase from the current 51,2% to 100% by 2011/12.
30. Adult Education and Training (AET) tutors appointed in writing on the first day of each academic year to increase from the current 3011 (08/09) to 4815 in 2011/12.
31. Early Childhood Development (ECD) practitioners trained to improve the quality of education in foundation phase from the current 1100 trained in 2008/9 to 2550 in 2010/11.

***Process Service Standards – Provincial office, District and School and Information systems***

32. The number of schools using SA-SAMS to provide data to the national learner tracking system to increase from the current 131 schools to 3542 schools (60% of schools) by 2011/12.
33. The number of schools fully trained in the core registration modules in the School Administration and Management System (School Information, Learner Information, Educator information) to increase from the current 1560 schools to 5904 schools by 2011/12.
34. All electronic information systems (BAS, LOGIS, EFMS and PERSAL) functional at all times and updated quarterly.
35. An Integrated information management system that can generate accurate electronic reports on request.

**Process Service Standards – Complaints Management**

36. All complaints to be acknowledged within seven (7) working days and resolved within 21 working days to ensure a good and sound relationship is maintained with the education community and the public at large and change negative public perceptions about the Department .

***Process Service Standards and Service Providers***

37. ALL invoices submitted to the Department are paid within 30 calendar days in line with the PFMA.