



# education

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Department:  
Education  
**PROVINCE OF KWAZULU-NATAL**

## **1. VISION**

To be an innovative hub for quality teaching and learning that produces learners developed to exploit opportunities for lifelong success.

## **2. MISSION**

To facilitate quality teaching and learning in a conducive classroom environment every day.

## **3. SERVICES OFFERED**

- i. Administrative, financial and logistical support to offices and schools.
- ii. Curriculum management and Delivery Services.
- iii. Corporate Management and Accounting Services.
- iv. Primary and secondary school education.
- v. Registering and monitoring of independent and home schools
- vi. Education for learners with special education needs.
- vii. Early Childhood Development.
- viii. Education and learner support.
- ix. Co-curricular and extra-curricular.
- x. School Library Development Programme

## **4. DEPARTMENTAL PRIORITIES**

- i. Youth better prepared for further learning and world of work.
- ii. A competent cohort of educators with the requisite skills for curriculum delivery and assessment in a changing world.
- iii. Improved reading for meaning, numeracy and digital skills.
- iv. A safe, secure school environment for teaching and learning.
- v. Decolonised curriculum in language and history studies.
- vi. Collaborative and responsive infrastructure planning and implementation.

## 5. SERVICE STANDARDS

- i. Attend to all queries promptly.
- ii. Answer telephone within 3 rings.
- iii. Process applications within 60 days.
- iv. Deal with written requests within 14 days.
- v. Reduce absenteeism by 1% per year.
- vi. Increase overall learner attendance to 95% per month.
- vii. Provide learner support material to 100% of non-section 21 schools on the first day of each school year, for each subject, for each learner.
- viii. Provide access to 100% of all school going children in the province.
- ix. Extend the provision of school nutrition from quintile 1 to quintile 3 in primary and secondary school and provide meals on all school days.
- x. Increase the number of learners benefiting from free learner transport to 60 000.
- xi. Progressively increase the number of "no fee" schools to 80%.
- xii. Improve Grade R learner access to 100%.
- xiii. Improve access to gateway subjects such as Mathematics, Science and Technology.
- xiv. Improve performance of learners in grade 12 to 90%.
- xv. Increase percentage of Grade 12 learners passing Bachelor level to 46%.
- xvi. Improve performance of learners in grade 3 to 90%.
- xvii. Improve performance of learners in grade 6 to 90%.
- xviii. Improve performance of learners in grade 9 to 90%.
- xix. Improve ICT laboratories to schools, ensure all schools have computers for administration and are contactable electronically.
- xx. Pay all creditors within 30 days of receipt of invoice.
- xxi. Deal decisively with fraud and corruption.
- xxii. Process payments within 3 days of invoice receipt.
- xxiii. Address grievance and disputes within 90 days.
- xxiv. Appoint and pay new educators within 30 days.
- xxv. Supply 40% of schools with library material.
- xxvi. Eliminate unfair expulsion of learners.
- xxvii. Deal decisively with cases of physical abuse, sexual harassment and bullying of learners.
- xxviii. Resolve appeal cases within 3 months.
- xxix. Implement admission policy to promote integration across racial divides.

## 5.1 COMMITMENT BY THE MEC

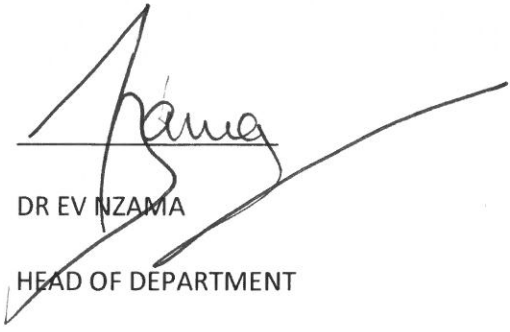
- i. Provide high quality education through effective teaching and learning in all education institutions.
- ii. Improve learner performance in all grades.
- iii. Ensure effective and efficient management of offices and institutions focused on results, high performance, effective communication and quality service delivery.
- iv. Progressively put adequate measures in place ensure safety and security of learners and educators in schools and all employees in all education institutions and offices.
- v. Ensure professional and ethical conduct by all employees through upholding of all departmental values and Batho Pele principles.
- vi. Provide resources to mitigate conditions of poverty.
- vii. Provide quality infrastructure resources.
- viii. Provide adequate LTSM on time each year until each child has a textbook.

## 6. CONTACT DETAILS OF HOD

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7. Official sign off



DR EV NZAMA  
HEAD OF DEPARTMENT

10/09/2020  
DATE