

The South African Qualifications Authority

Client Service Standards

A. Punctuality and Professionalism

Clients will know that we are punctual and professional when:

- Standard 1:** SAQA staff arrive a minimum of five minutes before the start of meetings and appointments.
- Standard 2:** All clients are informed at least 24 hours prior to a meeting of any changes in scheduled dates and times of meetings.
- Standard 3:** SAQA staff members adhere to the meeting agenda.
- Standard 4:** SAQA staff members adhere to flexible timeframes for tea and lunch.

B. Conducive and Environmentally Friendly Building

Clients will know that the work environment at SAQA is safe and user friendly when:

- Standard 1:** Safety and security measures are in place and adhered to.
- Standard 2:** The SAQA building and facilities are in a clean condition at all times.
- Standard 3:** Facilities are in good working order and the building is easily accessible.

C. Prompt Response to Clients

Clients will know that we are professional and respectful when we:

- Standard 1:** Place their interests and queries first.
- Standard 2:** Deal with queries and requests within the stipulated timeframe and indicate actions to be taken, including reference to the appropriate person(or directorate/organisation), if required.
- Standard 3:** Post updated and appropriate voicemail messages if out of the office for an extended period, giving alternative contact details, indicating why we cannot answer the call and inviting the caller to leave a message.
- Standard 4:** Check voicemail messages at least daily.
- Standard 5:** Respond to telephone messages within 48 hours of returning to the office.

D. Correspondence

Clients will know that we are efficient when we:

- Standard 1:** Conform to protocols for business-related correspondence.
- Standard 2:** Acknowledge receipt of letters, faxes and e-mails within 12 hours of receiving them.
- Standard 3:** Provide information immediately if it is readily available. If information is still to be found, the acknowledgement will include an indication of the proposed actions to be taken.
- Standard 4:** Sign correspondence in your own name, even if the client is referred to another person (directorate/organisation).
- Standard 5:** Leave an appropriate message if out of the office for extended periods, with alternative telephone numbers and contact persons, as well as e-mail addresses, if required.

E. Generating Reader-friendly Documents

Clients will know that information is current and user friendly when we:

- Standard:** Provide clients and employees with quality, simple, professional and user-friendly information in the form of documents.

This entails:

- Producing quality and professional documents
- Printing only valuable and factual information
- Updating information regularly
- Meeting their needs in terms of published information
- Responding to requests for documents within 48 hours
- Producing documents that are accurate and error-free.

F. Creating Error-free Templates

Clients will know that templates are of high quality, error free and user friendly when we:

- Standard 1:** Use only the approved templates.
- Standard 2:** Regularly update and make available the latest versions of the templates promptly.