

# **MINISTRY OF EDUCATION**

## **SERVICE CHARTER**

### **Introduction**

The policy thrust of government on Education reflects continuity and stability in governance; the vision, mission and policy thrust also reveal the intellectual depth and wisdom of the Lagos State Government. Ministry of Education is poised to provide qualitative and free education and to provide citizens with good quality education in partnership with private sectors, parents, stakeholders, non-Governmental organizations and competent Teachers in a conducive learning environment.

The Government's Policy thrust on Education Upholds;

- Construction of Millennium schools in all Local Government Areas.
- Re-Engineering and Refurbishment of primary schools
- Massive Rehabilitation and Maintenance of Existing schools and Libraries.
- Provision of School Furniture and Equipment
- Curriculum, review/Entrepreneurial Training
- Teachers Welfare Enhancement
- Community Based Vocational Education
- Eradication of Moral Decadence in schools.
- Operation Green and Clean the Environment in Schools.
- Functional Scholarship Scheme.

### **Purpose**

This charter

- sets the standards of service you can expect from the Ministry of Education: *Special Programmes and Schools including the school for Deaf pupils*
- Reflects our commitment to deliver a high standard of service to learners with special needs education including educationally marginalised children at all times regardless of placement (special /resource schools/units or in inclusive settings).
- Guides our customers as to when, how and where to get more information on our services.
- Explains to our customers how to provide feedback, or lay a formal complaint if not satisfied with our service.

### **Vision**

To be a model of excellence in the provision of Education in Africa,

### **Mission**

To provide high quality Education Accessible to all learners through effective and efficient Management of Resources for the Attainment of Self Reliance and Socio-Economic Development.

## Customers and Stakeholder

- i) Pupils/Students.
- ii) Parents.
- iii) Teachers.
- iv) Philanthropists (PPP).
- v) Private institutions
- vi) Tertiary Institutions
- vii) Adult Education Centres
- viii) Vocational Centres
- ix) Corporate Organizations
- x) General public that require our services

## Our Commitment to our Customers

In collaboration with you as partners, we strive at having the educational rights of children with special needs and educationally marginalised groups realised. We are firmly convinced that together we can work towards offering quality education to all our learners. We focus our services on the needs of those we provide services to. This approach builds on our key values of

### ***Customer Service Orientation***

- Always considering the learners' needs as a priority.
- Offering continuous training to teachers/school counsellors/officers charged with the education programmes and psycho-social support of learners with special needs for quality education outcome.
- Conducting continuous educative/informative/awareness campaigns to communities/parents and stakeholders.
- Offering non-discriminating services to those in need and where possible.

### ***Sensitivity***

- Have empathy for the plight of others, i.e. parents/families of children with special needs including psycho-social challenges, and other learners and educators in the field.
- Respect and welcome different views, be supportive, collaborative and caring in our relationships with our clients.

### ***Recognition***

- Always to strive for optimal performance in our services delivery.
- Recognise and maximise the potential of our learners.
- Continuously assess and ameliorate our services to meet demands of the time.

### ***What we ask from our Customers***

The quality of services we can provide to you depends on various issues. This includes the input and the co-operation we as divisions responsible for educational programmes and psychosocial services for learners with special needs and educationally marginalized will receive from you. We, therefore request you to:

- Be honest and timely in providing required information to the Ministry
- Comply with existing Acts, Regulations and Procedures.

- Treat our staff members with the necessary respect.

### Our Standards Applicable to Specific Work Areas

We will:

- Provide specialized teaching/learning equipment for learners with special needs placed in special schools and inclusive schools in accordance to various syllabi requirements
- Review the curriculum offered, adapt and modify syllabi every five years where needed and depending on the severity of the disability.
- Conduct continuous educative / informative, awareness campaigns to communities / parents & stakeholders throughout each year on issues around the right to education for every child.

More standards of service are outlined in the table below

### Service Provision and Delivery

List of services provided	Standards of services to be delivered
Supervision and Control of schools in all agencies and Parastatals.	<p>We:</p> <ul style="list-style-type: none"> <li>i) routinely inspect all schools on land minimum 3ce every term and all off-shore schools at least once a term to enhance performance.</li> <li>ii) Assist private schools to obtain necessary approval/documents within 2 weeks of request.</li> <li>iii) Regulate the activities of Private schools for quality control and standard in compliance with stipulated government guidelines</li> <li>iv) provide information technology with emphasis on Educational Broadcast and Audio visual materials.</li> <li>v) Physically challenged children have improved access to special Education process to meet their various needs (please find procedure on item 7 below).</li> </ul>
Services delivered through Schools	<p><b>Our schools have the following standards;</b></p> <ul style="list-style-type: none"> <li>i) conducive teaching/learning environment</li> <li>ii) instructional materials readily available to enhance teaching/learning.</li> <li>iii) Available textbooks for core subjects through the Curriculum Services Department.</li> <li>iv) guidance and counseling services provided in schools for learners to meet their pressing needs.</li> <li>v) parents/guardians have unhindered access to information</li> <li>vi) parents/guardians are involved in decision making in matters that affect their children/wards through the School Based Management Committee forum</li> </ul>

<p>Services delivered through non-formal sector setting</p>	<p>At our Learning centres:</p> <ul style="list-style-type: none"> <li>• customers will be attended to within 5 minutes</li> <li>• referred to any of the 5 adult literacy centres nearest to your residence or referred on specific request</li> <li>• facilitators are available at our adult literacy centres</li> <li>• instructors are on ground at our vocational training centres to attend to your needs</li> <li>• designated officers will attend to all our Continue Education Centres' supervisors and intending supervisors on request or for enquiries</li> <li>• <b>no fee</b> shall be collected for adult literacy programme at various centres (formal and non-formal education is free at all levels)</li> <li>• adult basic literacy programme is for nine (9) months</li> <li>• post-literacy programme is for three (3) years.</li> </ul>
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### Special needs provision for challenged children.

The Ministry through her special schools for challenged children offers **free education** to both physically and mentally challenged children by placement.

- There are 5 special schools and 31 inclusive units for primary level and 7 for secondary level.
- The placement is done by the Ministry's Referral Assessment Centre, **Child Guidance, School Counseling and Special Education Division.**
- For physically challenged, **wheel chairs** and **crutches** are in place for easy movement, including **stimulation rooms** and **playing equipments.**
- For visually and learning impaired children, **brail machines, hearing aid, speech trainers, audio-metre and physiotherapy** are readily available in the State Schools listed below;
  - Agbowo Senior and Junior Secondary School for visually impaired
  - State Senior and Junior Grammar School Eric Moore for hearing impaired
  - Ipakodo Junior Grammar School Ikorodu for hearing impaired
  - Methodist Junior Grammar School for hearing impaired
  - Ikeja Junior Grammar School for hearing impaired
  - Modupe cole child care and treatment home, Akoka, residential for physical and mentally challenged children, St. Finbarrs road. Pako Bus Stop Akoka
  - Atunda-Olu for physically challenged children, 2-4 adamu Orisa street, off adeniran Ogunsanya, Surulere
  - National Orthopedic Primary school for physically challenged children, Igbobi Orthopedic Hospital Fadeyi

- Wesley I & II for hearing impaired children Ajao road, off Ogunlana Drive, Surulere
- Plus 31 inclusive units at the primary school level
- Placement into all Special Needs School is **FREE, The State is responsible for meeting all their needs**

### Monitoring and Reporting

Performance reports on all the state public and private schools in the education sector will be published annually. Interested individuals who wish to obtain a copy will contact the ministry through the website or written request. This will allow our customer to provide feedback on our services by letters or through email.

Performance management is an integral part of our quality assurance control drive.

### Complaints Handling and Redress Mechanism

If you are not satisfied with any of our services, you are invited to contact our Service Delivery Unit in any of the locations where you are being attended to or contact us on [edunet@lagosstate.gov.ng](mailto:edunet@lagosstate.gov.ng) Customers who are dissatisfied with any of our services or staff are invited to drop their grievances in the complaint boxes at the service window or boxes provided on the 4<sup>th</sup> – 6<sup>th</sup> Floor of the ministry or forwarded to the ministry's website.

### Customers' Responsibility/ Obligations

It is the responsibility of our customers to follow the transfer procedures listed below:

#### Categories of Transfer into Public secondary Schools

- Inter/Intra district transfer
- Private schools within the state
- Inter state transfer
- International transfers

#### a. Transfer into Senior Secondary School (SSI)

Application forms are available at the State Examinations Board located at **Iyana Ipaja** Road near the NYSC camp for transfer into the State Public Senior Secondary School (SSI) will attract payment of some fee into designated accounts which is accessible through the Ministry's Service window office where the form is obtained

#### b. Placement into Junior Secondary School (JSI)

Screening test is the only required assessment for placement into Model/Upgraded schools Payment for registration form is made into the ministry's designated bank accounts and registration of candidates is online via [www.lagosexamsboard.net](http://www.lagosexamsboard.net) & [www.lagosexamsboard.info](http://www.lagosexamsboard.info)

**Only Private Schools are required to pay for registration forms – please confirm amount payable online [www.lagosexamsboard.net](http://www.lagosexamsboard.net) & [www.lagosexamsboard.info](http://www.lagosexamsboard.info)**

**c. Bursary and scholarship award**

Lagos state indigenes in tertiary institutions all over the country are qualified to apply through application forms available online at [www.lagosscholarship.org](http://www.lagosscholarship.org). fees for application form varies between N1,000 – N2,000 payable into the ministry’s designated bank - Skye Bank

Requirements

- i. Evidence of indigeneship of Local Government Area from
  - a. Oba
  - b. Local Government council
- ii. Letter of admission
- iii. Student’s identity card
- iv. Birth certificate
- v. Jamb result slip
- vi. Academic certificate(s) obtained
- vii. Any other documentary evidence

**For more information contact 01-7939252 or 08023202035**

**d. Evaluation of Certificates**

Payments as listed below to be made into designated bank accounts;

Categories of certificates for evaluation -

- **Local certificates – N5,000**
- **Local certificates used in foreign country – N10,000**
- **foreign certificates – N10,000**
- **corporate certificates – N15,000**

**Stakeholders’ Participation**

We involve stakeholders in our policy formulation, in order to improve our standard on how best we can serve you. If you have any comment or suggestion on how to serve you better, kindly contact our Service Delivery Unit in the **Ministry of Education**: Block 5, Service Delivery Unit 4<sup>th</sup> floor.

Interested citizens are welcome to participate in the development of education with the State Government. A letter of intention is written to the Ministry and a detail of the areas of interest are indicated. The Ministry provides the working drawing in case of constructions. For movable and consumable items, the Ministry will supply specifications and type through writing. For a community establishing a school, part of the requirements include:

- i) Donation of the land for use

- ii) Title document on the land
- iii) Survey plan
- iv) Construction of 6 classroom blocks

Non Governmental organizations/individuals are also encouraged to support the Ministry in co-curricular activities participation. Interested supporters are required to come with a letter of commitment from reputable lawyers to guarantee their integrity as failure may result to justice. The State Public Schools and interested private schools are encouraged to participate in all our programmes at the zonal level.

The debate and quiz competitions are fully government sponsored. The best participants move to the district level to compete for the State preliminaries and the state finals.

### Existing Limitations

- The Ministry of Education is located on the 4<sup>th</sup> – 6<sup>th</sup> floors of block 5 - Customers are therefore required to access our offices and services by lift or staircase
- There is presently no wheel chair access at the Ministry
- Some of our MDAs are in different locations outside the secretariat

### Review

Policy, Planning and Management of the education sector;

- i. Holds Public forum annually with stakeholders with a view to incorporate their views and expectations into policies and guideline
- ii. Makes publication of reviewed policies and guidelines available on request through our district offices
- iii. Our Service Charter will be reviewed every six (6) months to improve our services and meet the needs of the citizenry.

### Where to find us:

**Ministry of Education:** Block 5, Service Delivery Unit 4<sup>th</sup> floor

**Agency for Mass Education:** Block 5, Office of the Special Adviser on Education, Service Delivery Unit 3<sup>rd</sup> floor

**State Universal Basic Education Board:** Maryland Schools Complex, Maryland.

**Education District I:** Dairy Farm Schools Complex, Agege

**Education District II:** Maryland Schools Complex, Maryland

**Education District III:** St. Georges Primary School Compound, Falomo, South West Ikoyi.

**Education District IV:** Domestic Centre, McEwen Road Sabo Yaba.

**Education District V:** Agboju Schools Complex, Agboju

**Education District VI:** Ideal Schools Compound, via Adewale Crescent, Oshodi

**Child Guidance and School Counseling and Special Education Division** 4-6 St. Finbarrs Road. Pako Bus Stop Akoka

**Our Officials/Staff:**

We have a team of professional personnel and teachers that will attend to your educational needs. Our staffs are courteous and proficient to meet your needs.

**For more information contact 01-7939252 or 08023202035**