

**Our Mission statement:**

Every child has quality learning opportunities in a functional and enabling environment to acquire knowledge, competencies, skills and values to succeed in a challenging world.

**Our Vision:**

To ensure quality education

- for every child,
- in every classroom and
- in every school in this province.

The department **has identified several areas** on which it will **focus its energy and resources over the next few years** guided by the following underpinning policy priorities of the department to:

1. Strengthen and expand quality learning opportunities for enhanced learning;
2. Enhance and expand enabling learning environments;
3. Strengthen functionality and accountability; and
4. Strengthen and enhance innovative adaptability and preparedness for a changing context

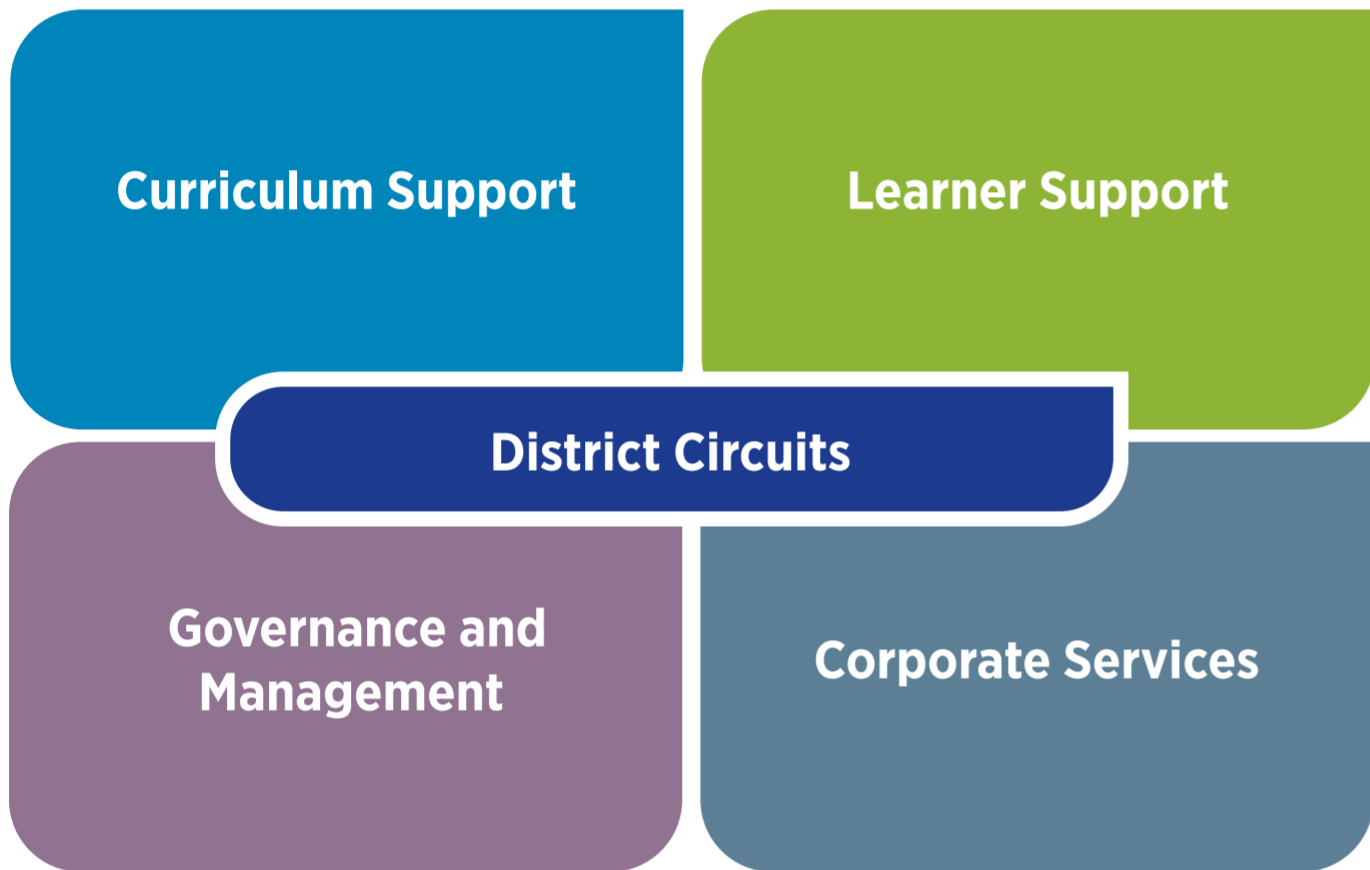
**The basis for Performance Improvement (Standards)**

The four performance areas listed below form a strong base on which the department will measure its performance:

- Improvement in learner performance in Grade 3, 6, 9 and 12;
- Improving the learner retention rate within FET band (Grades 10 to 12)
- Ensuring that learners have access to technical, agricultural, vocational and skills subjects and schools; and
- Ensuring that schools are safer, more secure places of learning.

Our Access Booklets (contact details of our senior management, directorates and units) and Service Standards Schedule are available online at

<https://wcedonline.westerncape.gov.za/wced-services-access-schedule>



**Our education district functions:**

To manage the quality of education and education institutions within the district through the following functions:

- Develop and support education institutions in order to ensure quality education delivery within a circuit
- Manage district business planning, operational processes, information systems, communication, infrastructure planning, management and governance
- Manage, coordinate and support curriculum delivery at institutional level through the circuits
- Render learner support to institutions through the circuits, which includes specialised education programmes and learner health and well – being.
- Render a district level corporate service

**Our education district priority foci**

- Ensure that every school is a functional institution
- Ensure that quality teaching occurs in every classroom
- Ensure enabling School Governing Bodies

**Accessibility:**

Our buildings are accessible for people with disabilities.

**Operating hours**

Office staff: 07:30–16:00 (weekdays)

**Our Values:**

The WCED holds the following shared values, that reflect the Batho Pele principles, as guiding beacons to direct the way we pursue our vision and mission:

- **Caring** – we care for those we work with and those we serve
- **Competence** – we pursue the skills, abilities, knowledge in order to execute our tasks effectively
- **Integrity** – we are honest, sincere and consistent in our interactions
- **Innovation** – we seek new solutions to better accommodate the growing demand on our services
- **Accountability** – we hold ourselves accountable for our actions and decisions
- **Responsiveness** – we respond to the needs of our clients timeously and respectfully

**Complaint's Mechanism (Feedback facility)**

This is **our complaints-compliments facility** through which you may:

- express your appreciation to an individual or institution that has provided you with efficient service;
- pay a **compliment** to the WCED for a service;
- **complain** about poor service; or
- **seek redress** because your complaint has been forgotten, received no attention or been treated as unimportant by WCED employees.
- Every complaint registered will receive a **written response within 14 days.**

**Write to us:** WCED Feedback, Directorate:

Communication, Private Bag X9114, Cape Town, 8000, or

<https://wcedonline.westerncape.gov.za/give-us-your-feedback>

**Contact Details:**

<b>Minister of Education</b> Private Bag X9161, Cape Town, 8000 2nd Floor, Vunani Chambers, 33 Church Street, Cape Town, 8001 Tel no. 021 483 6574 Fax no. 021 425 5689	<b>Head of Department</b> Private Bag 9114, Cape Town, 8000 Lower Loop Street, 1 North Wharf Square, Cape Town Tel. no. 021 467 2000 Fax no. 021 467 2996	<b>District Director</b> Private Bag X4, Maitland, 7705 Gate House 2, Alexandra Provincial Office Precinct, Haven Road, Garden Village, Maitland Tel. no. 021 514 6700, Fax no. 021 514 6953
--	--	--

**Executive authority declaration:**

I, Debbie Schäfer, commit my department in accordance with Chapter 3, Part 3, no. 37 of the Public Service Regulations, published in Government Gazette No. 10621 of 29 July 2016, as amended, to adhere to this Service Charter.



Minister D Schäfer

18/12/2021

Date