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# **NATIONAL COMMISSION FOR COLLEGES OF EDUCATION (NCCE), ABUJA**

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## **INTEGRATED SERVICE CHARTER**

**2<sup>nd</sup> EDITION, 2025**



**NATIONAL COMMISSION FOR COLLEGES OF EDUCATION (NCCE), ABUJA**

***INTERGRATED SERVICE CHARTER***

***2<sup>nd</sup> EDITION, 2025***

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### **FOREWORD BY THE EXECUTIVE SECRETARY**

I am pleased to present to you the second edition of the National Commission for Colleges of Education (NCCE) Service Charter. This document epitomizes our core mandate and commitment to delivering excellent services to our esteemed clients and stakeholders.

Our Mission is the Production of Skilled, Professionally Trained, well - Motivated and Model Teachers for the Basic Education Teacher Needs of Nigeria.

Accordingly, we have developed this Service Charter to clearly state our statement of service, values, information dissemination, and grievance redress mechanism to guide our stakeholders on service delivery windows of the Commission.

Furthermore, this charter underscores our targets in terms of service delivery timelines and accountability in the workplace.

I wish to appreciate the efforts of our dedicated SERVICOM Committee, who have put in their best to the review of this document.

To this end, I firmly recommend this service charter to all Staff of the Commission and our esteemed Stakeholders to go through with a view to accessing quality Services rendered by the Commission.

**Prof. Paulinus Chijioke Okwelle**  
Executive Secretary.



## 1.0 INTRODUCTION

The National Commission for Colleges of Education (NCCE) was established by the promulgation of Decree No 3 of 17<sup>th</sup> January, 1989, as amended by Act No. 12 of 1993 (now Act No. 30 of 2022 Laws of the Federation), as a fulfillment of the recommendation of the Ashby Committee of 1960. The Ashby Committee had earlier emphasized the need and recommended the establishment of a specialized body to be charged with the responsibility of supervising Teacher Education at the sub-degree level in Nigeria.

Before the establishment of the Commission in 1989, Colleges of Education were appendages of different Universities running various programmes. However, the advent of the Commission put a stop to the discordant programmes at NCE awarding institutions. Since 1990, Colleges of Education have been running programmes that are enshrined in the NCE Minimum Standards.

## 1.1 PURPOSE OF THE SERVICE CHARTER

This charter reiterates the Commission's Mandate and commitment to promptly deliver services to all our internal and external Stakeholders. It further establishes clear Service Standards, realistic targets, feedback and complaint processes, as well as the mechanism for addressing Service failures.

## 1.2 MOTTO

The Motto of the Commission is "Excellence in Teaching and Learning."

## 1.3 VISION STATEMENT

Make the Colleges of Education Centers of Excellence in Teaching, Learning, and Research to Facilitate the Production of Top-Class Teachers, Highly Motivated and Fully Prepared for Teaching at the Basic Education Level.

## 1.4 MISSION STATEMENT

Production of Skilled, Professionally Trained, well -Motivated and Model Teachers for the Basic Education Teacher Needs of Nigeria.

## 1.5 CORE MANDATE

In line with the Enabling Act and in compliance with SERVICOM principles, the NCCE is committed to providing the following basic services to its customers in a friendly, timely, and transparent manner.

- i) Advise the Federal Government through the Minister of Education and coordinate all aspects of teacher education falling outside the Universities and Polytechnics;
- ii) Make recommendations on the National Policy necessary for the full development of teacher education and training of teachers;
- iii) Lay down minimum standards for all programmes of teacher education and accredit their certificates and other academic awards after obtaining prior approval of the Minister;
- iv) Approve guidelines setting out the criteria for accreditation of all Colleges of Education in Nigeria;
- v) Determine, after consultations with the National Manpower Board and other bodies it considers appropriate, the number of qualified teachers needed for the country for planning, training, facilities, and in particular, prepare periodic master plans for the balanced and coordinated development of the Colleges of Education;
- vi) Inquire into and advise the Federal Government on the financial needs, both recurrent and capital, of Colleges of Education to enable them meet the objectives of producing the trained teachers of the country;
- vii) Receive block grants from the Federal Government and allocate them to Colleges of Education in accordance with such formula as may be laid, from time to time, by the Federal Executive Council;
- viii) Act as an agency for channeling all external aids to all Colleges of Education in Nigeria;
- ix) Advise on and take steps to harmonize entry requirements and duration of courses at the Colleges of Education;



- x) Lay down Minimum Standards to be attained and continually review standards;
- xi) Review methods of assessment of students and trainees and develop a scheme of National Certification for the various products of Colleges of Education in collaboration with the Ministry of Education and Universities to which the Colleges are affiliated;
- xii) Undertake periodic review of the terms and conditions of service of personnel in Colleges of Education and make recommendations thereon through the Minister to the Federal Government;
- xiii) Collate, analyze and publish any information relating to Teacher Education in Nigeria;
- xiv) Consider any matter about Teacher Education as may be referred to it from time to time by the Minister; and
- xv) Carry out such other activities as are conducive to the discharge of its functions under the Act.

## 2.0 LIST OF CUSTOMERS

The numerous clients of NCCE include:

### 2.1 Internal

- i. Colleges of Education and other NCE- awarding institutions (Management, Staff and Students).
- ii. NCCE Staff.

### 2.2 External

- i. Federal/State Ministries of Education
- ii. Ministries, Departments, and Agencies (MDAs) such as NUC, NBTE, JAMB, UBEC, NTI, NERDC, TRCN, TETFUND, etc.;
- iii. Professional Bodies/ other Stakeholders;
- iv. Contractors /consultants;
- v. Development Partners; and
- vi. National Assembly
- vii. The general public.

## 3.0 SERVICE PROVISION AND DELIVERY STANDARDS

Depending on the type of service rendered, there are various targets and time frames, among which are;

| S/No | Services                                                                | Processes                                                                                                    | Delivery Standards                 |                  | Department Responsible             |
|------|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|------------------------------------|------------------|------------------------------------|
|      |                                                                         |                                                                                                              | Timeline                           | Cost             |                                    |
| 1    | Lay down Minimum Academic Standards                                     | Formulate, Review, Stakeholders Inputs, and Harmonization                                                    | 5 Years                            | To be determined | Academic Programme                 |
| 2    | Carry out Resource Inspection to prospective NCE Awarding Institutions. | Subject experts are invited to evaluate the facilities, Personnel and programmes to be mounted.              | 5 Months on receipt of application | To be determined | Academic Programme                 |
| 3    | Undertake Accreditation of NCE Awarding Institutions.                   | Subject experts are invited to evaluate the Institution programmes thereafter, and seek Management approval. | 5 Years                            | To be determined | Academic Programme                 |
| 4    | Staff conditions and schemes of service                                 | Development and review in line with Public Service Rules.                                                    | 5 Years                            | To be determined | Human Resource Management          |
| 5    | Training of NCE teachers                                                | Pre-Service training.                                                                                        | Annually                           | To be determined | Colleges                           |
| 6    | Liaison with sister Parastatals on best practices                       | Sensitization/Advocacy and Workshops                                                                         | Annually                           | To be determined | Special Duties                     |
| 7    | Visits and Monitoring for Quality Assurance                             | Physical Inspection, Use of Templates for Evaluation                                                         | Quarterly                          | To be determined | Planning, Research, and Statistics |





|    |                                                            |                                                                                            |                                    |                  |                                    |
|----|------------------------------------------------------------|--------------------------------------------------------------------------------------------|------------------------------------|------------------|------------------------------------|
| 8  | Publication of Statistical Digest on Colleges of Education | Online Submission, Collection, Collation, and Analysis                                     | Annually                           | To be determined | Planning, Research, and Statistics |
| 9  | Publication of The Nigeria Teacher Today Journal           | Collection of Articles, Assessment, Corrections, and Editing                               | Annually                           | To be determined | Planning, Research, and Statistics |
| 10 | NCCE News-Letter                                           | Information gathering on NCCE activities and others.                                       | Quarterly                          | To be determined | Information and Corporate Services |
| 11 | Publication of Annual Reports                              | Submissions from Departments, Collation, and Editing                                       | Annually                           | To be determined | Special Duties                     |
| 12 | Printing of NCE Certificates                               | Liaise with the Nigerian Security and Minting (NSPM) PLC.                                  | Quarterly                          | To be determined | Special Duties                     |
| 13 | Verification of Final Year Students Results                | Verification of students graduation results/list and programmes submitted by the Colleges. | Two Weeks                          | To be determined | Academic Programme                 |
| 14 | Issuance of signed and sealed NCE Certificates             | Confirmation of programme accreditation status and vetting of results.                     | Two Weeks                          | To be determined | Special Duties                     |
| 15 | Procurement                                                | Advertisement, Pre-qualification, Bid submission/opening, Bid evaluation, Tender's Board   | Two weeks, six weeks, and annually | To be determined | Procurement                        |



|  |  |                         |  |  |  |
|--|--|-------------------------|--|--|--|
|  |  | Approval, and Execution |  |  |  |
|--|--|-------------------------|--|--|--|

#### 4.0 PERFORMANCE MONITORING AND REPORTING

- Yearly Assessment and Evaluation;
- Routine visits and assessments of Departments to ensure compliance with the service charter;
- Publication of relevant materials to inform Commission staff, stakeholders, and customers; and
- Feedback mechanism of stakeholders' level of satisfaction of Commission services.

#### 5.0 OBLIGATIONS OF CUSTOMERS, STAFF, AND MANAGEMENT

##### 5.1 Customer Obligation

It is the Customer's Responsibility to:

- Reach out to the specific Service Department for guidance.
- Request for intended Service at the designated Service Window.
- Contact the SERVICOM help desk at the reception if the service is unreasonably delayed.
- If you had a bad experience or are dissatisfied with our service, make a formal complaint to the Complaint Desk Officer/Nodal Officer.

##### 5.2 Staff Obligation

Staff are expected to:

- Greet everyone warmly and provide courteous and efficient Service to all Customers.
- Treat files and Memos within 24 hours.
- Process and pay Customers' bill as due
- Render Services without expectation of reward.
- Wear their Identity Cards while on duty.
- Be punctual and comply with the official working hours of 8: 00 am to 4: 00 pm.





### 5.3 Management Obligation

Management is expected to;

- i. Provide a safe, secure, and conducive atmosphere for all Customers/Stakeholders.
- ii. Equip Staff with the necessary tools for effective Service delivery.
- iii. Process Staff promotions as soon as they are earned.
- iv. Hold regular, targeted Staff training workshops.
- v. Conduct regular stakeholder engagement.
- vi. Adhere to procurement regulations when awarding contracts.
- vii. Collaborate with Staff Unions' concerns to pave the way for a peaceful and conducive atmosphere for teaching and learning in the Colleges of Education;
- viii. Ensure adequate and relevant information geared towards effective communication to Colleges of Education;
- ix. Ensure that aspirations and targets are met within the stipulated framework;
- x. Ensure an effective feedback mechanism.
- xi. Prompt handling of complaints of service failure from staff and customers;
- xii. Ensure Provisions are made for those with special needs; and
- xiii. Call for a reduction in the high attrition rates in the teaching profession through concerted efforts and collaboration with relevant stakeholders.

### 6.0 GRIEVANCE REDRESS MECHANISM (GRM)

Complaints can be made through our service contacts listed in item 11.0. We will acknowledge your complaint within three (3) working days of receipt and take appropriate steps to resolve it within one (1) Month if the issue needs to be investigated.

Depending on the nature of the grievance, the following processes are involved:

- i. Sponsorship of Meetings with Negotiations of FGN & COE Staff Union;
- ii. Petitions on policy are sent to the Government via Governing Councils, FME, JCCE, and NCE;



- iii. Complaints on Publications are sent to the National Library and Federal Ministry of Education; and
- iv. Matters on policy reforms for improving Teacher Education are addressed through the Provost, Executive Secretary, Governing Councils, Honourable Minister of Education, and Civil Societies.

## **6.1 DESIGNATED OFFICIALS RESPONSIBLE FOR HANDLING COMPLAINTS**

- i. SERVICOM Committee
- ii. Executive Secretary/Provosts and Members of the Management Committees of NCCE and Colleges of Education;
- iii. Members of College Governing Councils/NCCE Governing Board; and
- iv. FGN, Honourable Minister of Education/FME visitation and administrative panels.
- v. Where a Complainant is not satisfied with how the complaint was resolved at the service point or at the Commission's level, the under-listed will be administered:
- vi. Apologies
- vii. A repeat of the Service will be required
- viii. Punitive measures where applicable.

## **7.0 STAKEHOLDERS' PARTICIPATION IN SERVICE PROVISION**

Stakeholders' participation in service delivery is sacrosanct, as their involvement ensures services are user-centered, fosters Community engagement, and build trust between service providers and users.

Also, it enhances collaboration, leading to more effective service delivery and a responsive feedback mechanism. Consequently, the Commission collaborates with Stakeholders through interaction, Seminars and Workshops to analyze current trends and challenges impacting on the development of Teacher education in Nigeria.





The under-listed stakeholders meet to provide information, suggestions, and collaborate with the Commission to enhance service delivery either quarterly, annually, or as the need arises.

- i. Federal and State Governments;
- ii. Federal Ministry of Education, Sister Parastatals, Colleges of Education, and NCE awarding Institutions; and
- iii. Donor Agencies such as the World Bank, UNESCO, Commonwealth of Learning, African Development Bank, etc.

## 8.0 SPECIAL NEEDS PROVISION

The Commission supervises the training of teachers who are physically challenged in Federal College of Education (special), Oyo, and has made provision in the NCE Curriculum for people with special needs in other Federal Colleges of Education. At the Commission's Secretariat, there is an operational Lift to support the physically challenged and a Creche for Nursing Mothers.

## 9.0 EXISTING LIMITATIONS

- i. As soon as the necessary information from clients are received, our services are provided within the specified delivery timelines. Otherwise, the service will be provided at a later time.
- ii. Under-funding and late release of grants after the budget has been approved;
- iii. Inadequate advocacy on SERVICOM initiative in the Colleges.
- iv. General apathy towards Teacher Education studies and poor students' enrolment for the NCE programmes;
- v. Inadequate funds for capacity training for lecturers to share best practices with counterparts around the globe;
- vi. High attrition rate from the Teacher Education system due to inappropriate Conditions of Service; and
- vii. Non-employment and retention of NCE graduates by the NCE awarding institutions.

## 10.0 REVIEW OF SERVICE CHARTER

This service charter would be reviewed every two years or as the need arises.

## 11.0 SERVICE CONTACTS:

Please call or visit our service contacts below:

[servicom@ncce.gov.ng](mailto:servicom@ncce.gov.ng) or <https://ncce.gov.ng/servicom>

Phone: 07078535620

### For further inquiries:

Nodal Officer

Room No; 126

E- Mail: [danieloyah@ncce.gov.ng](mailto:danieloyah@ncce.gov.ng)

Phone No; 08052758336

Customer Relations/Complaint Desk Officer

Room No; 008

E-Mail: [abdulkadirumar@ncce.gov.ng](mailto:abdulkadirumar@ncce.gov.ng)

Phone No; 08069630658





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