

SCHOLARSHIPS AND ADVANCED TRAINING DIVISION



SERVICE CHARTER





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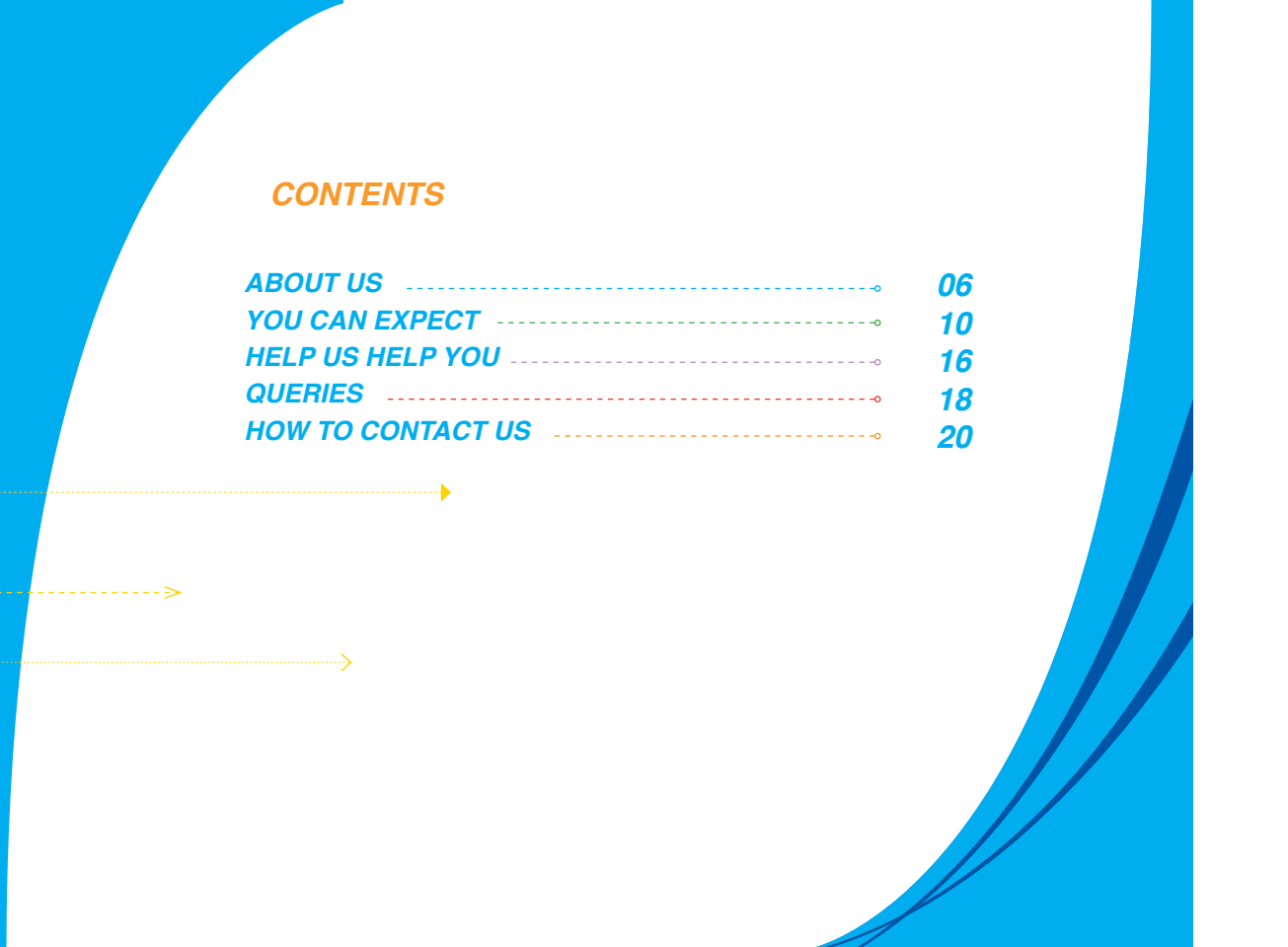
SERVICE CHARTER

February 2014



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ABOUT US

Our Service Charter outlines the standards of service you can expect in your dealings with us. We recognise that there will always be room for improvements and as we establish new and better ways of working, we will formalise processes and procedures and include them here in our Customer Service Charter. This Customer Service Charter is for information purposes only and is not intended to, and does not, create any legally binding rights or obligations.

Who we are:

The Scholarships and Advanced Training Division (SATD) is responsible for the administration of scholarships offered to citizens of Trinidad and Tobago for the purpose of building the human resource capacity critical to the national development of the country. We contribute to the development and advancement of our human resource capital.

Our Clients:

Our clients are applicants for scholarships, scholars or their representatives. Our clients are important to us and we are committed to ensuring that they receive high quality, respectful and satisfying customer service.

Our services include:

- » Receiving applications for scholarships
- » Selecting eligible applicants for the consideration of the Scholarship Selection Committee
- » Ensuring that scholarship recipients begin their studies at the academic institutions
- » Supporting the scholar while on training and monitoring their academic performance
- » Facilitating the placement and employment of returning scholars in suitable jobs
- » Ensuring the recovery of the investment on the scholarships

Our Core Values:

- » Responsiveness
- » Courtesy and respect
- » Fair and impartial treatment
- » Honesty, transparency and integrity
- » Team work



Our Clients can expect:

- » To be greeted warmly and we will identify ourselves clearly and by name
- » Courteous and professional service
- » Scholarship services which are responsive to their needs
- » Fair and equitable access to scholarships and services
- » Prompt responses to their inquiries, comments and complaints. If a response cannot be provided immediately, we will follow up and keep you informed through status updates
- » Clear and accurate information from well trained staff
- » Respect for their privacy at all times by storing and using their personal data in accordance with the laws of Trinidad and Tobago
- » Investigation of their enquiries and the offer of solutions satisfactorily and promptly
- » Twenty four (24) hour access to all our open applications
- » Twenty four (24) hour access to their scholarship profile
- » Published regular reports on our website of programmes and activities that show how we have improved our service
- » Clear explanations on any part of the scholarship administration process that may be unclear
- » Access for persons with special needs
- » That we keep appointments. If you do not have an appointment, we will see you as soon as possible
- » Regular reviews of all scholarship policies to ensure that the stated service objectives and strategies are achieved





YOU CAN EXPECT

Our Standard activities and response time

Activity	Activity Standard/Response Time
Enquiry via email, in writing or via your log-in account	<ul style="list-style-type: none"> » Acknowledge your e-mail within one (1) working day » Acknowledge your letters within five (5) working days
Enquiry by telephone	<ul style="list-style-type: none"> » Answer your calls within four (4) rings » Greet you politely and state who we are and the team you have contacted » Return all phone messages promptly, and by the latest within two (2) working days
Scholarship Advertisement	<p>These will contain information on:</p> <ul style="list-style-type: none"> » The scholarship programme being offered and the funding agency » Commencement date of the scholarship » Eligibility criteria » Selection criteria » Closing date for applications

Activity	Activity Standard/Response Time
Submission of your application for a scholarship	<p>You will:</p> <ul style="list-style-type: none"> » Submit your application online » Receive an electronic acknowledgement of your application within one (1) minute of submission » Receive log-in details when you send in your first application » Use this log-in for all your future applications » Be notified via e-mail of changes in your scholarship application status
Selection of candidates	<ul style="list-style-type: none"> » Selection is conducted via an independent Cabinet appointed Scholarship Selection Committee to ensure transparency and equity » Selection is conducted within two (2) months of the closing date of the application



YOU CAN EXPECT (Continued)

Our Standard activities and response time

Activity	Activity Standard/Response Time
Notification of successful and unsuccessful candidates	<ul style="list-style-type: none"> » Scholarship applicants are notified within sixty (60) and ninety (90) days from the closing date of the application » During this period you will be provided with regular updates on the progress of your application via e-mail. » Successful and unsuccessful applicants will be notified within five (5) days of the confirmed decision of the Cabinet via their application account

Activity	Activity Standard/Response Time
Administration of your scholarship	<ul style="list-style-type: none"> » Once you have accepted your scholarship, your application account changes immediately to your scholarship account » You will be assigned a named Scholar Support Officer from the SATD who will manage your scholarship and any other further requirements for processing your scholarship. » We will monitor your academic performance each semester to determine whether your academic performance is above the minimum standard required for scholars. This assessment will determine whether your scholarship should continue



YOU CAN EXPECT (Continued)

Our Standard activities and response time

Activity	Activity Standard/Response Time
Placement of returning scholars in jobs to fulfil their obligatory service	<ul style="list-style-type: none"> » We will seek to place you in a job within three (3) months of reporting in person in order for you to fulfil your obligatory service » We will seek to place you in jobs/positions where you can utilise the knowledge, training and skills acquired on your scholarship » You may be placed as an Associate Professional (AP) on the Associate Professional Programme and you will be assigned to an agency, under contract for a period of one (1) year in the first instance » We will conduct developmental training programmes for you whilst employed as an AP or a recently placed scholar to assist in your transition to the world of work » We will continue to monitor your performance every six (6) months as a scholar to ensure that you serve your obligation

Activity	Activity Standard/Response Time
Membership in the National Scholars' Alumni Association of Trinidad and Tobago (NSATT)	<ul style="list-style-type: none"> » We will encourage all returning scholars to become members of the National Scholars' Alumni Association of Trinidad and Tobago (NSATT)
Complaints	<ul style="list-style-type: none"> » All complaints will be resolved promptly » We aim to reply to your complaint within seven (7) working days. If we cannot deal fully with your complaint within this time, we will tell you why and let you know if there is anything you need to do and when you can expect a full reply » Complaints will be held confidentially and acted upon in a timely manner » We will investigate your complaint and inform you of the way we wish to resolve it » You can assist us by providing clear and accurate details of relevant facts and persons pertaining to the complaint



HELP US HELP YOU

How we will be accountable

We undertake to:

- » Monitor our performance against the standards set out in the Charter
- » Be open to receiving feedback from you
- » Publish information in a timely manner
- » Ensure your application processing is done in an efficient manner

How you can help us - Your Responsibilities:

As an Applicant or Scholar:

- » Provide us with accurate information
- » Allow sufficient time for the processing of your requests in their entirety
- » Inform us as soon as possible of any problems or potential problems you may face
- » Wherever possible utilise the e-mail services available or utilise the log-in account that you are given
- » Treat us with courtesy and respect
- » Provide feedback to enable us to improve our services
- » Log-in to your account regularly and check your application and the accuracy of all documents related to your application or profile
- » Liaise with your named Contact or Scholar Support Officer for information and all your requests

- » Submit your academic reports each year on or before August 31 unless otherwise stated by your Scholar Support Officer

As a Scholar:

- » Comply with the policies and guidelines of the academic institutions and that of the SATD
- » Apply yourself diligently to your course of study, with a view to completing the approved degree programme within the stipulated period
- » Seek approval to have the terms and conditions of your Scholarship Agreement amended, if required
- » Respond to requests to upload information pertaining to your scholarship as requested by the SATD, by logging into your scholarship account
- » Report to the SATD, in person,
 - » for overseas scholars: within one (1) month of the final examination or the end of the semester (whichever is the sooner)
 - » for local scholars: within fourteen (14) days of the final examination or the end of the semester (whichever is the sooner)
- » Fulfill your period of obligatory service to Trinidad and Tobago
- » Repay the Government of Trinidad and Tobago, the full sum expended on your scholarship if you are in breach of your Scholarship Agreement



QUERIES

What to do if things go wrong or if you are not happy with our decision:

We want to find solutions to your problems quickly and stop them from happening again. This is why it is helpful if you can tell us exactly what happened and at what stage of the process. Your Scholar Support Officer will try to resolve issues right away. If you are still not satisfied with the solution or decision received from your Scholar Support Officer and want to take your matter further, we have a formal complaint system.

You can write to:

**Director
Scholarships and Advanced Training Division
Ministry of Public Administration
5th Floor, National Library Building
Corner Hart and Abercromby Streets
Port of Spain, Trinidad and Tobago
directorsatd@mpa.gov.tt**



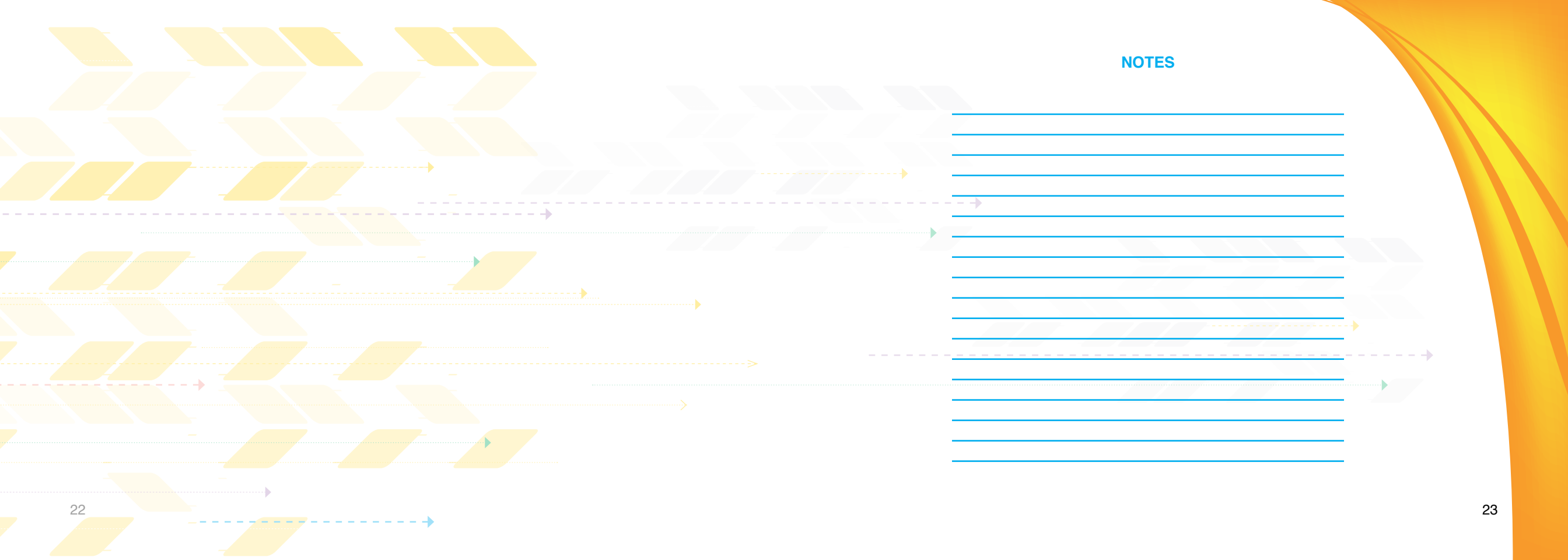


HOW CONTACT US

There are a number of ways in which you can contact us:

- » For many individuals, the most convenient way is by email: scholarshipenquiries@mpa.gov.tt;
- » You can telephone us during our opening hours, between 8:00am and 4:15pm Monday to Thursday (and up to 4:00pm on Fridays), at (868)623-4724; (868)625-8578 ext. 2016. 2070. 2022
- » You can fax us on (868) 623-7197;
- » You can write to us at: The Permanent Secretary, Ministry of Public Administration, Scholarships and Advanced Training Division, National Library Building, Corner Hart and Abercromby Streets, Port of Spain;
- » You can visit our Head Office at the National Library Building during our opening hours, 8:00am to 4:15pm Monday to Thursday (and up to 4:00pm on Fridays)
- » You can also view information on our scholarships website at www.scholarships.gov.tt;
- » You can provide feedback online via the Feedback Form available on our website and at our office.





NOTES



GOVERNMENT OF THE REPUBLIC OF TRINIDAD AND TOBAGO
MINISTRY OF PUBLIC ADMINISTRATION

CONTACT US

Any questions related to Scholarships or the use of
SATIS, please contact the Scholarships and Advanced
Training Division at:

Tel: 625-6724 / 4724

Ext: 2097 • 2070 • 2064 • 2093

Scholar Support: 2097 • 2070 • 2064 • 2093

Email: Scholarshipenquiries@mpa.gov.tt

www.scholarships.gov.tt