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# FEDERAL MINISTRY OF EDUCATION INTEGRATED CHARTER

## FOREWORD

This Charter is the second edition of the integrated Charter of the Federal Ministry of Education (FM E), since the Ministerial SERVICOM Unit came into being. The first edition was in 2006.

SERVICOM was established to improve Service delivery in all MDAs with Federal Ministry of Education being one of the pioneer Ministries.

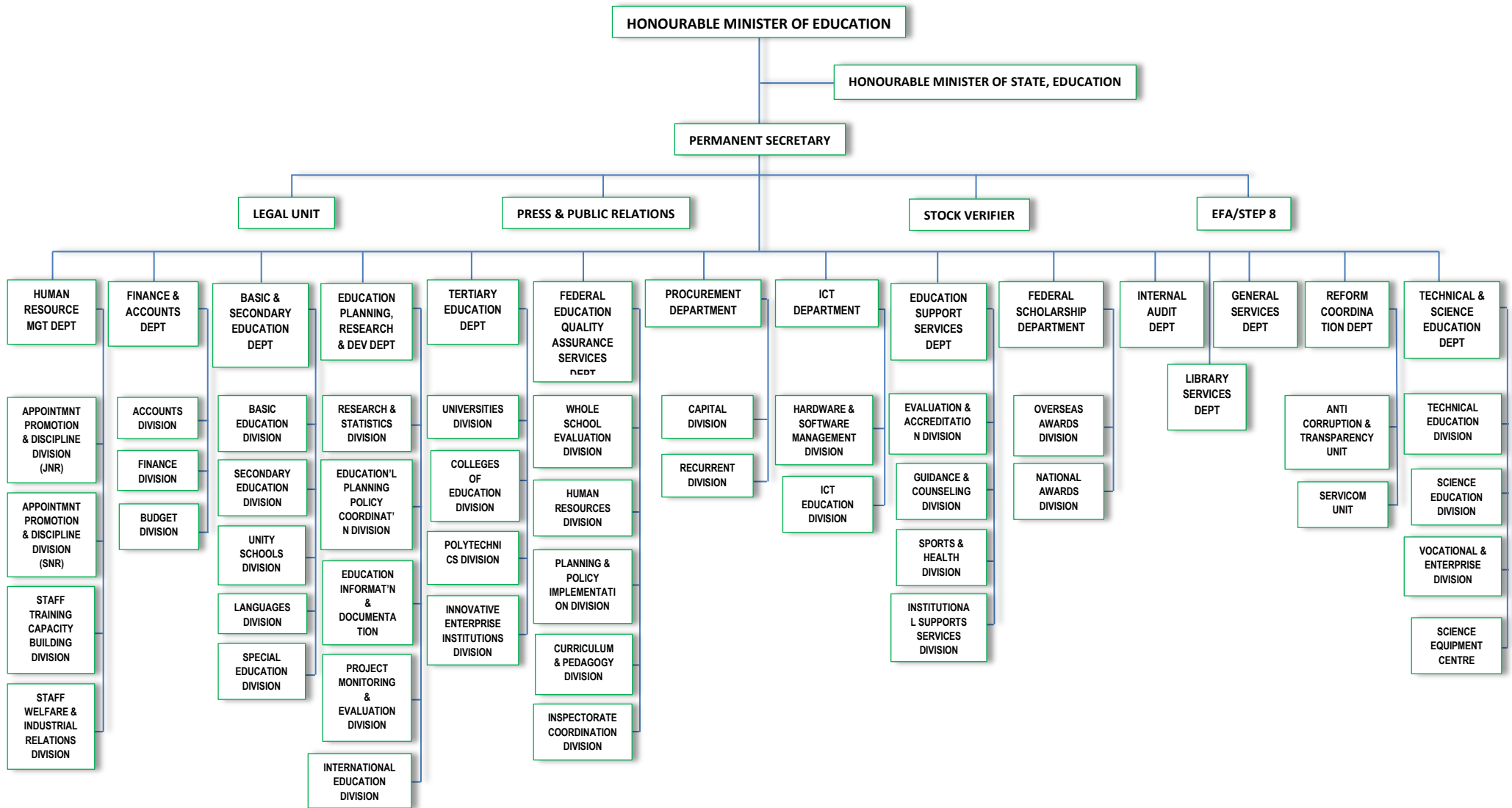
This publication is an information pamphlet on FME and its Parastatals, to guide Service providers on their responsibilities and Customers/Citizens on their expectations. Through this Charter, we disseminate information on our services, service windows, our customers, grievance redress mechanism and our challenges.

This edition is updated with latest information on our Parastatals and their addresses, Departments/Units in FME HQs, the services they render as well as the frontline desks and their locations.

Customers should note that the Management of the Federal Ministry Education led by the Honourable Minister and the Permanent Secretary is committed to ensuring that necessary facilities and environment that will encourage effective Service Delivery has been put in place and will continue to improve on them. One of the top most priorities of the Management is to ensure that Service Delivery initiative of the Federal Government works in Federal Ministry of Education.

Ogukunle, Adesoji Sunday  
Nodal Officer  
*December, 2019*

# ORGANIZATIONAL STRUCTURE OF THE FEDERAL MINISTRY OF EDUCATION



## **A. INTRODUCTION/BACKGROUND**

The Federal Ministry of Education is the organ of Government with the overall responsibility of laying down National Policies and guidelines for uniform standards, collect and collation data for the purpose of planning, financing and ensuring quality control at all levels of Education in Nigeria as enshrined in various statutory instruments, including the 199 Constitution of Federal Republic of Nigeria and the National Minimum Standards Act No 16 of 1985 as amended by Act No 9 of 1993 and in the 1999 Constitution, Chapter 2 Section 18.

## **B. VISION STATEMENT**

Become an economy model, delivering sound Education for public good.

## **C. MISSION STATEMENT**

To use Education as tool for steering development of all Nigeria citizens to their full potential in the promotion of a strong democratic, egalitarian, indivisible and in-dissolvable sovereign Nation under God.

## **D. STATEMENT OF SERVICE PROVISION**

Federal Ministry of Education provides the following services:

1. Formulating a National Policy on Education
2. Collecting and collating data for purpose of Education planning and financing
3. Maintaining uniform standards of Education in the country
4. Controlling the quality of Education in the country through the supervisory role of the Inspectorate Service Department, National University Commission, Nigeria Commission for Colleges of Education, and Nigeria Board for Technical Education within the Ministry.
5. Harmonizing Education policies and procedures of all the states of the Federation through the instrumentality of the National Council on Education
6. Effecting Co-operation and Coordination of Education matters at National and International scale
7. Developing Curricular and syllabi at the National level in conjunction with NERDC bodies.
8. The Ministry also ensures Co-operation of Education matters at National and International levels.

9. The Ministry, in addition has the responsibility of seeing to it that Nigerians effectively participate in and benefit from the vast knowledge available globally; especially in the ongoing Information and Communication Technology (ICT) Revolution.

## **SERVICE PROVIDERS:**

The Federal Ministry of Education in the bid to decentralize our Services so as to bring them closer to our customers has the following Departments which is headed by a Director, Units headed by a Deputy Director and Parastatals where effective Service Delivery can be accessed.

## **DEPARTMENTS IN THE FEDERAL MINISTRY OF EDUCATION:**

The following Departments/Units are located in the New Federal Secretariat Phase 3. Shehu Shagari Way. P.M.B.146 Garki, Abuja. Tel.: 08175552055.

### **1. BASIC AND SECONDARY DEPARTMENT (6<sup>TH</sup> FLOOR)**

The Department of Basic and Secondary has seven Divisions which are headed by Deputy Directors. There are 21 branches in the Department. The main function of the Department is to provide enabling structures and build capacity for efficient and effective implementation, monitoring and evaluation of the National Policy on Education (NPE) on Basic and Secondary Education.

#### **DETAILS OF SERVICE PROVISION:**

- i. Periodic monitoring and evaluation of welfare of staff and students of FUCs.
- ii. Assessment of the quality of leadership exhibited by the principals of FUCs.
- iii. Assessment of the school plant i.e. landscaping of the school, is the school environment learning friendly? Is the library well stocked? Perimeter fencing of the school compound, etc.
- iv. Promotion of multilingual education at the Basic and Secondary levels.
- v. Supervision of FUCs to serve as vehicles for National cohesion and models for states and private secondary schools.
- vi. Monitoring of the implementation of the national strategy for inclusive education to ensure equal access.
- vii. Promoting universal access, equitable and qualitative Basic and Secondary Education. Facilitating a conducive environment for staff for teaching and learning.

- viii. Provide best practices for the teachers at the Basic and Secondary levels of education.
- ix. Monitoring and evaluation of the implementation of the National Policy on Education, UBE act and the NCE decisions.
- x. Ensuring Teacher's welfare, motivation and other school support services.
- xi. Monitoring of the implementation of the National Strategy for inclusive education to ensure equal access to education of children with special needs.
- xii. Coordinating and monitoring the provision of literacy programme and life skills for adult learners and out of school

## **2. TERTIARY DEPARTMENT (7<sup>TH</sup> FLOOR)**

The Department of Tertiary Education is headed by a Director, It has the statutory responsibility of the formulation, implementation and monitoring of policies on Tertiary Education for matters affecting Universities, Polytechnics and Colleges of Education in Nigeria. Authentication of Certificates, and Accreditation of local and foreign qualifications in Education.

### **DETAILS OF SERVICE PROVISION:**

- i. Monitoring and evaluating the implementation' of policies and programmes in Tertiary Education and institutions;
- ii. Promoting policies and programmes on science, Technology and Mathematics Education at Tertiary Education;
- iii. Organizing visitations to Tertiary Institutions, processing and production of reports and White Paper.
- iv. Identifying and placing Ministry's representatives on the Governing Councils/Boards of Tertiary Institutions/Parastatals;
- v. Collation and processing of Governing Council/Boards reports;
- vi. Evaluation and Accreditation of local and foreign qualifications in Education; Authentication of certificates obtained in Nigeria institutions;
- vii. Rendering advisory services to students intending to study abroad; Collating global information on education systems and institutions;
- viii. Promoting policies and programmes towards industrial harmony and relations in Tertiary Institutions;
- ix. Provision of advisory and appellate services to States and private institutions. Annual Global Teachers Day Ceremony, Integration of Teachers.

### **3. FEDERAL EDUCATION QUALITY ASSURANCE SERVICES DEPARTMENT (9<sup>TH</sup> FLOOR)**

Federal Education Quality Assurance Services department is headed by a Director and was established by Decree 16 (now Act 16) of 1985, vested with the responsibility of the establishment and maintenance of Minimum Standards in pre-primary, primary and post-primary (Basic and Secondary) schools and similar institutions in the Federation on the Minister of Education which he executes through the Federal Education Quality Assurance Services. Quality in Education Delivery is assured through external evaluation and school self-evaluation of overall performance and effectiveness of schools.

#### **DETAILS OF SERVICE PROVISION:**

- i. Undertake regular inspection of all schools in the country below tertiary level to ensure effective and comprehensive implementation of Curriculum, Standard and Pedagogy through:
  - Advisory Visits;
  - Recognition Inspections;
  - School Approval Inspection;
  - Follow-up Inspections and;
  - Full General Inspections.
- ii. Collaborate with relevant agencies to evaluate the quality of instructional materials and their appropriateness
- iii. Ensure attainment of minimum and uniform standards in educational practices nationwide through compliance with National Policy on Education.
- iv. Undertake regular capacity building for inspectors.
- v. Organize capacity building programmes for Teachers, Subject Heads, Principals of Schools and other stakeholders;
- vi. Review regular existing guidelines for school inspection.
- vii. Serve as approving agent for school requiring registration for National Examination.
- viii. Develop the guidelines for participatory inspection.
- ix. Ensure schools accountability to government and community.
- x. Develop and regularly review instruments for monitoring effectiveness of organization and administration of schools and its corporate life,
- xi. Under take advocacy and sensitization of stakeholders on the implementation of



- recommendations from inspection reports.
- xii. Provide guide lines on the establishment and accreditation of schools.
- xiii. Develop a code of conduct for inspectors and ensure compliance.
- xiv. Publish "Annual State of Education in Nigeria" of institutions below tertiary level.
- xv. Develop a data bank in the inspectorate services.
- xvi. Disseminate information on inspectorate service through the production of periodic Publications, such as Journals and Newsletters.
- xvii. Monitoring of all school examinations.
- xviii. Any other duties assigned to it by the Ministry.

#### **4. EDUCATIONAL PLANNING AND RESEARCH DEPARTMENT: (5<sup>TH</sup> FLOOR)**

Educational Policy, Planning, and Research department is headed by a Director. The department is responsible for the Coordination and Development of Education policies, strategic and medium sector and action plans, research, documentation and harnessing of national and international partnerships for efficient and effective Education Service Delivery.

##### **DETAILS OF SERVICE PROVISION:**

- i. Develop, update and maintain computerized database for all levels and types of Education Institutions
- ii. Conduct surveys of all types for different indicators and publish reports thereof.
- iii. Develop and maintain a specialized library and supervise all school libraries below the tertiary level of education.
- iv. Evaluate and continually update curriculum for different levels of education.
- v. Collect and consolidate information and statistics response to questionnaires and queries from other agencies.
- vi. Compile lists of educational institutions; public brochures and monographs on educational systems.
- vii. Undertake research for the formulation of education policy, planning and other programs.
- viii. Organize workshops, seminars and meetings on issues related to educational problems and development.
- ix. Coordinate the articulation of the FME Strategic and Sectoral 10-year plans and MTSS and the monitoring evaluation of plan performance.
- x. Co-ordinate partnerships with national and international organizations working in the

fields of education planning, management and research.

- xi. Coordinate the secretariat for the main two organs for National Education Policy development (the JCCE and NCE).
- xii. Coordinate the implementation of MDGs projects by beneficiaries in the Education Sector, and monitoring and evaluation of these projects.
- xiii. Coordinate the Exam Ethnics and Campus Safety activities of the FME as it affects all levels of Education in Nigeria.
- xiv. Create synergy with NIEPA, NERDC and National Library and monitor target attainment of their development and medium term plan.

## **5. FINANCE AND ACCOUNTS DEPARTMENT ( 2ND FLOOR)**

Finance and Accounts Department is one of the professional Service Departments that assist the Federal Ministry of Education in Nigeria through provision of financial services, budgetary services and rendition of financial and accounting returns in line with the Financial Regulation and extant rules. The Finance and Accounts Department assists the Permanent Secretary of the Ministry to render accounts of his stewardship to Government through submission of monthly transcripts and financial returns to the Office of the Accountant-General of the Federation.

### **DETAILS OF SERVICE PROVISION**

The Finance and Accounts Department provide the following services:

- i. Payment and settlement of staff and contractual claims.
- ii. Collection of independent revenue for government.
- iii. Verification and inspection of accounts books and documents of FUCs and FIS offices.
- iv. Training and retraining of accounts staff both in the Headquarters, FUCs and FIS offices.
- v. Provision of answers and replies to question from PAC and Federal Auditors.
- vi. Issuance of treasury receipt to the public for revenue received.
- vii. Issuance of AIE to FUCs and FIS offices.
- viii. Liaising with National Assembly, OAGF, OHCSF, CBN, and other Agencies on behalf of the Ministry.
- ix. Providing a platform for co-operation and cohesion between Finance and Accounts Department and other Departments.

## **6. HUMAN RESOURCE MANAGEMENT DEPARTMENT (3<sup>RD</sup> FLOOR)**

Human Resource Management Department is charged with the responsibility of employing persons on Grade Levels 01-06; Training, Discipline and Promotion of serving Officers as well as processing of Pension Benefits. The Department is headed by a Director

### **DETAILS OF SERVICE PROVISION:**

- i. Promoting Staff as at when due;
- ii. Conversion/Upgrading of officers with additional qualifications;
- iii. Training and retraining of staff;
- iv. Processing of documents for payment of severance benefits of disengaged staff;
- v. Processing of documents of disengaged Staff who were underpaid severance benefits,
- vi. Processing of pension benefits.

## **7. INFORMATION AND COMMUNICATION TECHNOLOGY DEPARTMENT (4<sup>TH</sup> FLOOR)**

The Information and Communication Technology (ICT) Department was established in 2007 specifically to drive the delivery of innovative technology solutions and support services towards ensuring that all Departments within the FME are able to leverage modern ICT resources to optimize their respective functions. In the year 2011 a new ICT Department was created to serve as an ICT co-ordination resource for the education sector at large, ensuring development of uniform standards, skills, acquisition and using a convergence-driven approach to eliminate duplicitous expenditure.

### **DETAILS OF SERVICE PROVISION:**

- i. Staff Capacity building in the usage of ICT.
- ii. ICT staff professional skills.
- iii. ICT infrastructure- hardware, network, intranet, internet/bandwidth  
ICT-furthered education software
- iv. E-learning facilities

## **8. TECHNOLOGY AND SCIENCE EDUCATION DEPARTMENT (7<sup>TH</sup> FLOOR)**

The Technology and Science Education department is mandated to formulate and implement policy on Technology and Science Education.

### **DETAILS OF SERVICE PROVISION:**

- i. Vocational (Job Specification) education offered in Technical Colleges and Vocational Training Centres nationwide.
- ii. Pre-vocational education offered in primary and secondary schools nationwide.
- iii. Science education offered in primary and secondary schools.

- iv. Technology teacher education offered in the Universities, Colleges of Education and Polytechnics.
- v. Vocational education quality control and assurance nationwide involving National Curriculum Development and programmes accreditation.
- vi. Supervision of related Parastatals e.g. NABTEB, NECD and WAEC and;
- vii. Related distance education in technology and science education curriculum.

## **9. (PROCUREMENT DEPARTMENT (3<sup>RD</sup> FLOOR))**

The Public Procurement Act 2007 established the procurement Department and charged with the responsibility, amongst others, to provide legal and institutional framework and professional capacity for Ministry's Procurement.

### **DETAILS OF SERVICE PROVISION:**

- i. Follow the general policies and guidelines relating to public sector procurement for the approval of the Ministerial Tenders Board.
- ii. Ensuring adherence to thresholds as may be set by the Council of Bureau of Public Procurement.
- iii. Certify Federal Government Procurement prior to the award of contract;  
Implementation of established procurement policies;
- iv. Publish the details of major contracts in the procurement journal;
- v. Advertise all projects to be procured in two national dailies and Federal Tenders journal;
- vi. Maintain a database of the particulars and classification and categorization of procurement activities in the Department.
- vii. Collate and maintain in an archival system, all procurement plans and information;  
Undertake periodic procurement research and price surveys;
- viii. Prepare and update standard bidding and contract documents;
- ix. Prevent fraudulent procurement and where necessary apply administrative sanctions according to the act.
- x. Review the procurement and award of contract procedures to which the procurement act applies;

## **10. LEGAL DEPARTMENT (4<sup>TH</sup> FLOOR)**

The Legal Unit of the Federal Ministry of Education is an extension of the Chambers of the Honorable Attorney-General of the Federation and Minister of Justice who is the Chief Law

Officer of the Federation, by virtue of section 150 and 174 of the 1999 Constitution. It is headed by the Legal Adviser who is assisted by other lawyers posted from the Federal Ministry of Justice

#### **DETAILS OF SERVICE PROVISION**

- i. Rendering legal advice/opinion on any matter with legal connotation referred to the Unit from the Ministry and its Parastatals.
- ii. Preparation of bills for amendments of laws or for enactment of new laws.
- iii. Preparing and vetting legal instruments i.e. Deeds of guarantee, Powers of Attorney,
- iv. Education Law Instruments, searches, investigations and perfection of Legal Titles and liaison with regulatory authorities on legal issues concerning the Ministry.
- v. Participating in negotiations, preparing and vetting of Contract Agreement/Memorandum of Understanding (MOU) and other legal documents involving the Ministry.
- vi. Representing the Ministry at local and international meetings, seminars and workshops.
- vii. Attendance at Board or Committee meetings such as Ministerial Tenders Board (MTB) and other ad-hoc Committees.
- viii. Liaison with the Federal Ministry of Justice on behalf of the Ministry and Parastatals on legal issues.

#### **11. EDUCATION SUPPORTSERVICES (8<sup>TH</sup> FLOOR)**

The Education Support Services Department coordinates and supervises the activities of the following five Divisions through which it provides support services to other Departments of the Federal Ministry of Education:

- A. The International Education Division
- B. The Evaluation and Accreditation Division
- C. The General Educational Support Services Division
- D. The Sports and Health Education Division
- E. National Project Coordinating Unit (NPCU)

#### **DETAILS OF SERVICE PROVISION:**

The major functions of the Educational Support Services Department are as follows:

- i. Policy design, coordinating and implementation of programmes of international cooperation in Education.
- ii. Promotion of art and cultural Education.
- iii. Book development in the country.
- iv. Promotion of readership.
- v. Evaluation of foreign qualifications and accreditation of foreign institutions.

- vi. Language development promotion of health and sports education.
- vii. Coordination and implementing HIV/AIDS intervention policies in Education sector.  
Registration and monitoring of Non-Government Organizations in Education sector.  
Coordination and supervision of World Bank-Assisted UBEP 11 National Project.
  - For authentication of certificates and accreditation of local and foreign qualification in education
  - Organizing tutorials for teachers
  - Facilitates a special educational system, identifies, evaluates and support all with handicap
  - Children or disabilities
  - Providing leadership and support for quality instructional programs.  
Designed to address the needs of a child
  - Committed to providing education for all students, regardless of what special needs they may have.

## **12. REFORM COORDINATION AND SERVICE IMPROVEMENT DEPARTMENT (5<sup>TH</sup> FLOOR)**

The Reform Coordination and Service Improvement Department was established by Circular No. HCSF/CME/EM/234/17 of 11th March, 2014 with the mandate to coordinate, drive, monitor and report on the implementation of the Reform Agenda in MDAs. The main focus of the Department is to identify lapses in work processes, systems and service gaps and with the Bureau of Public Service Reforms and Office of the Head of Service, develop interventions to eliminate such gaps.

The Department is made up of three divisions, namely:

- Reform Coordination Division
- Service Improvement Division
- Anti-Corruption and Transparency Division.

### **DETAILS OF SERVICE PROVISION**

#### *Reform Coordination Division*

- i. Serves as the focal point for driving all change, reforms, innovation and improvement efforts within the Ministry.
- ii. Liaise with the Ministry's Departments and the office of the Head of Service to develop, refine, improve and recommend more efficient work processes and systems for the Ministry.
- iii. Develop and deploy change management tools and practices to institute sustainable improvement in the Ministry.
- iv. Identify and research into good services with a view to adopting the best options for

possible adaptations to Service Delivery in the Ministry.

- v. Check the levels of implementation of Government Circulars to what is obtainable in the Ministry with a view to ensuring that such circulars are constantly implemented.

#### *Service Improvement Division (SERVICOM)*

Addresses issues of Ethical Re-orientation and attitudinal changes for the delivery of effective and satisfactory Service to the Customers, this is achieved through the under listed functions:

- i. Spearhead the Ministry's (including extra-ministerial Departments and Parastatals) Service Delivery initiative through SERVICOM Compliance.
- ii. Manage the Ministry's customer relation Policy including providing opportunities for customers' feedback on services.
- iii. Disseminate best practices and other tips on service delivery improvement.
- iv. Initiate Sensitization Programmes on the Principles, Aims and Tenets of SERVICOM for Staff of the Ministry, Parastatals, Institutions and even students to achieve attitudinal change.
- v. Develop, update and publish the Ministry's Service Delivery Charter with a view to creating the necessary awareness of the expectations, rights and obligations of the Customer.
- vi. Institute a complaint procedure and grievance Redress Mechanism for the Ministry.

#### *Anti-Corruption and Transparency Division*

- i. Responsible for enlightening and educating the staff of the Ministry against corrupt practices.
- ii. Carry out preliminary investigation on all petitions sent to the Ministry on corrupt practices and report same to Management, ICPC, EFCC and Office of the Civil Service of the Federation as the case may be.
- iii. Carry out studies of all operational systems and procedure in the Ministry and make recommendations and amendment.

### **13. INTERNAL AUDIT DEPARTMENT: (2ND FLOOR)**

The Internal Audit Department is mandated to ensure prudence in the management of the resources of the Federal Ministry of Education.

#### **DETAILS OF SERVICE PROVISION**

- i. Pre-auditing of payment of vouchers.
- ii. Post Auditing of Accounting records maintained by the Ministry, Unity Colleges,

Inspectorate office, Federal Scholarship Board and other areas of activities and functions of the Ministry.

- iii. Prompt cash survey and verification of cash and assets quarterly.
- iv. Auditing the System of Revenue Collection and actual revenue collected monthly.
- v. Routing auditing of expenditure daily.
- vi. Auditing of issuance and consumption of stores monthly.
- vii. Verification of stores and plants held by the Ministry quarterly.
- viii. Ensuring that accounting records are accurate monthly, quarterly and annually.
- ix. Report writing (monthly, quarterly, bi-monthly and yearly)
- x. Investigation when the need arises.
- xi. Audit alarm.

#### **14. LIBRARY SERVICES DEPARTMENT: (2<sup>ND</sup> FLOOR PODIUM)**

The Federal Ministry of Education Headquarter Library Department is charged with the provision of information for education research planning and recreation, for effective and efficient service delivery. Indeed, the library provides access to all kinds of materials which contain credible and substantial information required for good governance, national growth and development especially on education matters.

##### **DETAILS OF SERVICE PROVISION**

- i. Selection, acquisition and organization of books, journals, government publications and library materials, based on an approved library policy and classification scheme.
- ii. Provision of library services (digital and/or analog); provision of reference and current awareness services.
- iii. Regular building of human capacity of library stocks.
- iv. Promoting readers awareness and library promotion campaign.
- v. Coordinating of the administrative and professional activities of library services in relationship with professional bodies and library associations (IFLA, LRCN, NLA, and AGOL).
- vi. Selective dissemination of information in line with the vision and mission of the parent Ministry.

#### **15. FEDERAL SCHOLARSHIP BOARD (2<sup>ND</sup> FLOOR FME ANNEX CENTRAL BUSINESS DISTRICT)**

Federal Scholarship Board is saddled with the responsibility of organizing various scholarship programs and assisting the brilliant, but indigent Nigerian youths to achieve their dreams for higher education within and outside the shores of Nigeria.



## **DETAILS OF SERVICE PROVISION**

- i. Formulating and Implementing Federal government policies and programmes on foreign and local scholarship awards to deserving Nigerian scholars.
- ii. Preparing and organizing various scholarship programmes (Nigerian awards, Bilateral Educational Awards, Commonwealth Scholarship and Fellowship plans and other international Aid programmes.
- iii. Organizing qualifying interviews for the award of scholarship to study in Nigerian tertiary institutions, the Bilateral and multilateral awards.
- iv. Processing the remittances of scholars' allowance to scholarship accounts in foreign countries.
- v. Advising and coordinating state scholarship policies and programmes through the Annual Coordinating Committee Meeting (CCM) of Secretaries and Federal and State Scholarship boards.
- vi. Supervising and monitoring the activities of the Federal government scholars in Tertiary Institutions locally and abroad
- vii. Liaising with tertiary institutions and foreign missions and scholarship awards, visas and the welfare of scholars.
- viii. Publicizing other scholarship information to interested members of the public.

## **UNITS:**

Units under the Permanent Secretary of Education: are found in different location

### **1. FEDERAL PROTOCOL UNIT: (Ground Floor Podium)**

Following the restructuring of the Ministry and its agencies under the major education sector reform program, the protocol unit then under the office of the Honorable Minister was moved to the general administration division, department of Human Resources Management to strengthen the Unit for more effective Service Delivery.

## **DETAILS OF SERVICE PROVISION**

- i. Processing the issuance of note verbale and visas of various embassies in Nigeria for Ministers, Permanent Secretary of Education, Directors and Official of the Ministry and its agencies in liaison with the Ministry of Foreign Affairs.
- ii. Assist officials of the Ministry in filling visa forms, booking and appointments and selecting appropriate dates for interviews on line.
- iii. Forwarding requests for SGFs of the head of service approval on behalf of the Federal Ministry of Education Officers to travel outside the country.

- iv. Liaison with Nigerian Mission abroad to forward the carriers and flight numbers, time of departure and arrival of Minister, PSE and other officials.
- v. Facilitating procurement of standards official and diplomatic passports for Ministers, PSE and others officials of the Ministry from Nigeria Immigration Services.

## **2. FEDERAL AUDIT UNIT: (GROUND FLOOR PODIUM)**

The Federal Audit Unit are federal resident auditors and the scope of their work is to carry out the post auditing of all the ministry's accounting record books.

### **DETAILS OF SERVICE PROVISION**

Federal Audit Unit is responsible:-

- i. For receiving and examination of all the payment vouchers.
- ii. Vote books, Transcripts and Bank reconciliation statement.
- iii. Store survey, inspection and auditing of transport unit and inspection and auditing of Unity schools.
- iv. Carrying out of inventory in offices of the Ministry.
- v. Generate reports in the process of carrying out their assignments and brief the reports to the Permanent Secretary.
- vi. The report is submitted to the Auditor General of the Federation, which is their own parent Ministry.

## **3. PRESS AND PUBLIC RELATIONS UNIT: (1ST FLOOR)**

The Press and Public Relations Unit ensure that publicity of the activities projects and achievements of the Ministry is in tandem with core value of the Ministry of Education.

### **DETAILS OF SERVICE PROVISION**

- i. To maintain, promote and project the good of the Federal Ministry of Education, its Department, Agencies, Chief Executives and principal officers.
- ii. Design and implement a comprehensive Communication and Brand strategy that would further the interest of the Ministry and its agencies with stakeholders and the Nigerian public.
- iii. Design and implement programmes and activities aimed at developing a strong brand for the Ministry, its agencies and its products.
- iv. Maintain constant liaison with local and international media and the public at large in matters of public communication.

#### **4. STOCK VERIFICATION UNIT:**

The Stock Verification Unit reports directly to the Permanent Secretary. It is responsible for a comprehensive verification of all the stock and purchase of the Ministry with the main objective of providing a complete and continuous verification of stock and other moveable properties of the Ministry whether purchased acquired or donated.

#### **DETAILS OF SERVICE PROVISION.**

Stock Verification Unit has the following responsibilities:

- i. A continuous inspection of all government stores (allocated and unallocated), plant, Vehicles, Vessels, Equipment, Tools both at the Headquarters, Unity Schools, Parastatals and Federal inspectorates
- ii. Taking and updating of inventory records of furniture, equipment in government offices, workshops and listing same on Form 15 (Furniture Inventory Board)
- iii. Ensure that only the right qualities of goods are supplied.
- iv. Ensure adherence to relevant procedures to fast track timely payment for items/services rendered

#### **PARASTATALS:**

The Federal Ministry of Education has 23 Parastatals; these are located in different States of the Federation and are given different mandates to enable the Ministry carry out her functions effectively. The Parastatals are as follows:

##### **1. NATIONAL INSTITUTE FOR NIGERIAN LANGUAGES.**

The National Institute for Nigerian Languages is located at Ogbor Hill, P.M.B. 7078 Aba Abia State. Tel. 082228311 0822231338.Fax 234082228311.

E-mail: [edoid@skannet.com](mailto:edoid@skannet.com); [doid2@yahoo.com](mailto:doid2@yahoo.com); [info@ninlan-ed.net](mailto:info@ninlan-ed.net). Website: [www.ninlan-edu.net](http://www.ninlan-edu.net).

It is an inter-University centre for Nigerian languages studies. It is an autonomous institution under the regulation of the National Universities Commission (NUC).

#### **DETAILS OF SERVICE PROVISION**

The functions of the Institute shall be to:-

- i. Encourage the learning of Nigerian languages in an environment which shall prepare the students in the institute to:
  - Speak Nigerian languages fluently.
  - Acquire proficiency in the teaching of Nigerian languages.
  - Acquire competence in research on problem of teaching Nigerian languages at all levels of Education in Nigeria.
  - Adapt the theories and practice of using Nigerian languages into classroom.
  - Practice especially for secondary schools, colleges and the teaching and learning for non-native speakers of the Nigerian languages and
  - Stimulates general concepts, practices and interests in communicating in Nigerian Languages.

## **2. NATIONAL COMMISSION FOR COLLEGES OF EDUCATION (NCCE) ABUJA:**

It is situated at Ahmadu Bello Way P.M.B. 0394 Garki, Abuja. Nigeria. Tel.: 08035976055.  
Email: [abumunira@yahoo.com](mailto:abumunira@yahoo.com).

The emergence of NCCE became apt and justified through the harmonization of standards and activities of the Colleges of Education in Nigeria, most especially the Nigeria Certificate in Education (NCE) curriculum which, hitherto, had had as many different standards as there were Colleges of Education in affiliation to different universities, as well as the debilitating scourge of underfunding.

### **DETAILS OF SERVICE PROVISION**

The general functional mandates of the Commission include: Policy formulation as in setting up of norms/standards to harmonize all academic, financial and administrative matters, as well as physical development of Colleges of Education in Nigeria. Specifically the Commission undertakes the following:

- i. Advising the Federal Government through the Honorable Minister of Education on, and coordinate all aspects of non-degree teacher education in Nigeria;
- ii. Making recommendations on the National Policy necessary for full development of Teacher Education and the training of teachers;
- iii. Making recommendations on the development of pre-vocational, technical, agricultural, business and home economics education in all our primary and secondary schools and advise as to the necessary facilities for them, the course requirements, the relative contributions of government and industry and how to ensure that our women take full part in these;

- iv. Harmonizing entry requirements and duration of courses in the Colleges of Education; laying down minimum standards for all programmes of teacher education and accrediting their certificates and other academic awards after obtaining thereof approval of the Honorable Minister of Education.
- v. Determining, after consultation with relevant agencies, the qualified teacher need of the Nigeria for the purpose of balanced and coordinated development of Colleges of Education.
- vi. Recommending to the Honorable Minister of Education for the establishment and location of new Colleges of Education as and when considered necessary; and
- vii. Recommending to the Honorable Minister of Education for the approval of affiliate degree programmes in the Colleges and for up-grading of Colleges of Education to degree awarding status.

### **3. NATIONAL UNIVERSITIES COMMISSION (NUC) ABUJA:**

The National Universities Commission is situated at Aja Nwachukwu House, No 26 Aguiyi Ironsi Street, Maitama District, P.M.B. 237, Garki, Abuja. Tel. (09) 4133185, (09) 4133176-82. Fax: 07098212004.

It is an organization that aims at attainment of a stable and crises-free Nigerian University system, to work with Nigerian Universities for achieving full accreditation status for at least 80% of academic programmes and to match university graduate output with national manpower needs.

#### **DETAILS OF SERVICE PROVISION**

- i. Assuring quality of academic programmes offered in Nigerian Universities through
- ii. Development and review of Minimum Academic Standards (MAS) and (a) regular conduct of accreditation in October/November of every year; and (b) production and publication of accreditation results and ranking of universities within one month of the conduct of the assessment exercise.
- iii. Promote the use of ICT in the delivery of university education through quarterly intervention by way of training of staff and students, supply of equipment and installation of e learning protocols.
- iv. Ensuring orderly development of academic programmes at undergraduate and postgraduate levels in Nigerian Universities through analysis of academic briefs and other requests within two weeks of receipt.

- v. Quarterly monitoring and assessment of the academic, financial and administrative performance of universities using laid down parameters and guidelines.
- vi. Promotion of quality research in Nigerian Universities through establishment of appropriate measures and incentives (e.g) the Annual Nigerian Universities Doctoral Thesis Award Scheme (NUDTAS) and provision of top-class avenues for publication (journal and thesis) of quality research reports.
- vii. Processing all matters relating to the establishment and renewal of linkages and collaboration between universities within and outside the country within 72 hours.
- viii. Ensuring the inculcation of strategic planning culture in Nigeria Universities through preparation and circulation of guidelines as well as analyses of strategic plans of the universities within one week of receipt of such documents.

These are just a few of the NUC's functions.

#### **4. NATIONAL BOARD FOR TECHNICAL EDUCATION (NBTE) KADUNA:**

Plot 'B' Bida Road P.M.B. 2239 Kaduna. Tel.: 08054556314, 08078840770. E-mail: [nbte3@yahoo.com.uk](mailto:nbte3@yahoo.com.uk) or [es@yahoo.com](mailto:es@yahoo.com).

The National Board for Technical Education is a principal organ of Federal Ministry of Education specifically created to handle all aspects of Technical and Vocational Education falling outside University Education. The Board has a Governing Council and four statutory departments.

#### **DETAILS OF SERVICE PROVISION**

- i. Collate and analyze recurrent and capital financial requirement of the Federal Polytechnics and advice the Federal Government.
- ii. Receive appropriated grants allocation from Federal government and disburse same to Federal Polytechnics as per General Warrant.
- iii. Received and channel aids from external agencies to the Polytechnics, Monotechnics and other Technical Institutions.
- iv. Monitor the attainment of 70:30 ratios in favour of Science and Technology based programmes.
- v. Production and review of National Minimum Guide Curricular and courses specification for ND/HND and Post-HND programmes in core Engineering, Business Management, Environmental Science, Agriculture and Health Sciences.
- vi. Resources Inspection and Accreditation and re-accreditation visitation.

- Development of guidelines for National Vocational Qualification.
- vii. Development of textbooks for the revised curricular,
  - viii. Vocational Enterprises Institutions (VEIs).
  - ix. Innovative Enterprises Institutions (IEIs).

#### **5. NATIONAL BUSINESS AND TECHNICAL EXAMINATION BOARD (NABTEB) BENIN:**

The National Board for Technical Examination Board (NABTEB) was established through Decree (ACT) No. 70 of 1993 with its headquarters in Ikpoba-hill P.M.B. 1747 Benin City, Edo State. Tel.: 08064455795, 08078840770. Website: [www.nabebhq.org](http://www.nabebhq.org); E-mail: nabtebinfo@yahoo.com;

The Board has Six (6) Zonal offices in the six geo-political zones and state offices.

#### **DETAILS OF SERVICE PROVISION**

- i. May/June NTC/NBC Examinations, Nov/Dec. NTC/ANBC Examinations., Modular Trade Certificate Examinations, Common entrance Examination into Technical Colleges - Inspection and approval of centres, sales of entry forms and development of items.
- ii. Appointment of supervisors/invigilators, conduct of the examination/monitoring, marking, processing of results, release of results and issuance of certificates.
- iii. Data collection, Data analysis, stakeholders' presentation and review publication research report.
- iv. Collating data, data entry and data upload,
- v. Writing/Review Workshop, collecting of manuscript, production of draft, printing and sales of syllabus.
- vi. Training, establishment of Technical Colleges, Specialised Examinations, Workshop, Seminars and Conferences,

#### **6. NATIONAL COMMISSION FOR NOMADIC EDUCATION (NCNC) KADUNA:**

No 9 Kashim Ibrahim Road, P.M.B.2243 Kaduna. Tel. 062-249175. Fax 062-240613. E-mail: [info@nomadic.edu.org](mailto:info@nomadic.edu.org) Website: [www.nomadic.edu.org](http://www.nomadic.edu.org).

The National Commission for Nomadic Education, Kaduna was established by Decree 41 of 1989 (now ACT, Cap 243 LFN\_ to provide education to the nomadic pastoralists, migrant fisher folks and migrant farmers. The Nomadic Education Programme (NEP) was aimed at providing functional basic education that aims at integrating the nomads into the national life and equipping them to make favorable contributions to the nation's socio - economic development. This charter is to enable our target beneficiaries know the range of services

provided by the Commission nationwide. The quantity and quality of services nomads are entitled to and the means through which they can seek for redress on any service failure such as poor services or lack of provision of basic education.

#### **DETAILS OF SERVICE PROVISION**

- i. Formulation of policy and issuance of guidelines in all matters relating to nomadic education in Nigeria.
- ii. Provision of funds for:
  - a) Research and personnel development of nomadic education in Nigeria;
  - b) The development of programmes on nomadic education;
  - c) The provision of equipment and other instructional materials, construction of classrooms and other facilities relating to nomadic education;
- iii. Establishment of nomadic primary schools in the settlements areas and grazing reserves carved out for nomadic people and facilities its management and maintenance through community participation.
- iv. Determination of standard of skills to be attained in nomadic schools;
- v. Arrangement for effective monitoring and evaluation of activities of agencies concerned with nomadic education;
- vi. Liaison and cooperation with other relevant ministries and agencies;
- vii. Acting as agency for channelling all external aids to nomadic schools in Nigeria;

#### **7. THE NATIONAL COMMISSION FOR MASS LITERACY ADULT AND NON-FORMAL EDUCATION COMMISSION (NMEC) ABUJA**

Tel.: 08033012378. •E-mail: [bsrabbo@gmail.com](mailto:bsrabbo@gmail.com)

The National commission for mass literacy Adult and Non-Formal Education is mandated to eradicate illiteracy in Nigeria within the shortest time possible; Federal Government established the National Commission for Mass Literacy, Adult and Non-formal Education (NMEC) in 1990 and ensured that each 36 state and the Federal Capital Territory established an Agency for Adult and Non-formal Education. The sole responsibility of these agencies is to eradicate illiteracy within their areas of jurisdiction by providing literacy programmes that suit the economic, cultural, social and political needs of the illiterates (Youth and Adult) in these areas. The activities of these agencies are being coordinated by NMEC. In addition, FME and NMEC also ensure quality assurance of programmes and collaborate with International



Development Partners and NGOs/CSOs in programme planning and implementation.

**DETAILS OF SERVICE PROVISION:**

- i. Education for adults and youths who have never had the advantage of formal education or who did not complete their primary education.
- ii. Education for those young people who did not complete secondary education.
- iii. Provide in service, on the job, vocational and professional training for different categories of workers and professionals in order to improve their skills.
- iv. Adult citizens of the country necessary aesthetic, cultural and civic education for public enlightenment.
- v. Provide education for different categories of completers of formal.
- vi. Basic knowledge and skills on income generating activities like carpentry, tailoring, knitting, pomade and soap making and local craft.

**8. NATIONAL TEACHERS' INSTITUTE (NTI) KADUNA:**

The National Teachers Institute is located at KM 5 Kaduna-Zaria express way, Rigachiku P.M.B. 2191 Kaduna. Tel.: 08037037828. E-mail: ntikad@yahoo.com.

The enabling Law (Act No 7 of 1978) establishing the institute charged it among others with the responsibility of providing courses of Instruction leading to the development, upgrading and certification of teachers as specified in the relevant syllabus use Distance Education Techniques.

**DETAIL OF SERVICE PROVISION:**

- i. Upgrade under-qualified and untrained teachers;
- ii. Provide refresher and other upgrading courses for teacher;
- iii. Organize workshops, seminars and conferences, which would assist in the improvement of teachers;
- iv. Conduct examinations;
- v. Carry out research in conjunction with other bodies on any matter relevant to Educational development in the country;
- vi. Formulate policies and initiate programmes at all levels of education designed to improve by way of research the quality and content of education in Nigeria;

## **9. NATIONAL INSTITUTE FOR EDUCATIONAL PLANNING AND ADMINISTRATION (NIEPA)**

### **ONDO:**

The National Institute for Educational Planning and Administration (NEIPA) is located at Laje Road off Ondo-ore Road. P.M.B. 562, Ondo. Tel.: 034-244992. Fax: 034-243449. 07060724131.

The National Institute for Education Planning and Administration (NIEPA), Nigeria, was conceived by the Federal Ministry of Education, in collaboration with UNESCO/IIEP Paris, as a Sub Regional Staff College with the main operation mandate and mission of developing a critical mass of education sector planners and managers for effective and efficient planning and management of the educational system, through capacity building: continuous training, consulting, research, information dissemination and resource centre services. It is headed by Director General and Chief Executive Officer.

### **DETAILS OF SERVICE PROVISION:**

- i. Delivering high quality training in educational management and planning that is skill oriented.
- ii. Delivering training to new entrants relevant to the demand of their schedules.
- iii. Delivering training to educational planners and managers in the management of information using computer system.
- iv. Delivering training skill on data collection, collating data, data entry, data upload and data analysis usage of educational data.
- v. Re-orient staffs, which are in work situation on regular basis.
- vi. Conduct action research on topical issues.

## **10. NATIONAL MATHEMATIC CENTRE (NMC) ABUJA:**

The National Mathematic Centre (NMC) is located at Kaduna-Lokoja Road, Sheda-Kwali P.M.B. 118 Garki Abuja. Tel.: 08035897249. Website: [www.nmcng.org](http://www.nmcng.org).

The National Mathematical Centre was formally established by the Federal Government in January 1988 to develop appropriate initiatives and resources of international standing for re-awakening and sustaining interest in the Mathematical Science and their applications, and also as an adequate responses to the dramatic decline to the production of teachers and specialists in the Mathematical Science at all levels.

### **DETAILS OF SERVICE PROVISION:**

- i. Train and Develop high-level personnel in Mathematical Sciences Education and mathematics, statistics, computer science, Mathematical Sciences Education and

Theoretical Physics for Nigeria and African Institutions.

- ii. Attract good Mathematical Scientists from all over the world into the service of Nigeria.
- iii. Encourage and support activities leading to the improvement of the Teaching and Learning of Mathematics at all levels.
- iv. Identify and encourage young talents in Mathematical Sciences.
- v. Prepare Nigeria for a leading role in Mathematical Sciences.
- vi. Enhance collaboration among Mathematical scientists especially, between young Nigerian Scientists and other advanced scientists from within and outside Nigeria.

#### **10. NIGERIAN FRENCH LANGUAGE VILLAGE (NFLV) BADAGRY:**

The Nigerian French Language Village (NFLV) is located at P.M.B. 1011 Ajara Badagry. Lagos Street. Tel.: 07067396203, 08081801900.

The Nigeria French Language Village is a Parastatal of the Federal Ministry of Education and operates at the same time as an Inter-University centre for French Studies, under the ambit of the National Universities Commission (NUC)

#### **DETAILS OF SERVICE PROVISION**

- i. The village provides a locum for University undergraduates and students from Colleges of education, for their compulsory French language Immersion programme. The mode of teaching is through intensive pro-communicative teaching and laboratory drills. To sharpen the communicative skills, language contact programmes are organized to neighbouring francophone countries. Our student's socio-educative activities which expose them to a wide range of topics in French and they are empowered to freely express themselves in French language through competitive debates, quizzes and seminars.
- ii. It also encourages the learning of French among all interested individuals and bodies through customized programmes which include: short term programmes (1-3 weeks) and long term programmes which range from 3-9 months. These programmes are brought to the knowledge of the target clientele through advert placement in the media, the internet and distribution of information flyers.
- iii. The village is equipped with world - class interpretation equipment and handles simultaneous Interpreting services (English- French - English) and there are also facilities for desktop publishing in French.

- iv. The Village is working on the full implementation of the National Education Policy directive regarding the status of French as the second official language in Nigeria, through the training and retraining of French teachers. Part of the strategy in this regard is the accelerated 12- week programme.
- v. The Village serves as a Coordinating Centre for the African Regional Network of French language Centres. It organizes conferences and publications, exchange of teaching personnel, books and documents with other Network member institutions.

## **12. NIGERIAN ARABIC LANGUAGE VILLAGE (NALV) NGALA:**

Nigerian Arabic Language Village (NALV) is located in the ancient town of G/Ngala in Borno P.M.B. 2002 Maiduguri P.D. Box 38 G/Ngala. Te1.: 076232000. Fax: 076342350.

NALV was established in 1992 by the Decree as inter-university centre for Arabic studies under the auspices Federal Ministry of Education (FME) and the National Universities Commission (NUC).

### **DETAILS OF SERVICE PROVISION:**

- i. Language immersion course a prerequisite for under-graduate for Arabic students in Nigeria universities.
- ii. Acculturation a 2credit unit course designed for the students from colleges of Education in Nigeria who are studying Arabic Language as a course.
- iii. Language proficiency in Arabic Language, non-credit course for informal students.
- iv. Consultancy services in Arabic Language and literature, it renders services in: Translation, transliteration, educational services, and documentation in Arabic, drawing of curricular and designing of attendance certificate in Arabic.

## **13. TEACHERS' REGISTRATION COUNCIL OF NIGERIA (TRCN) ABUJA:**

The Teachers Registration Council of Nigeria is located at Plot 567 Aminu Kano Crescent Wuse 2. Tel.: 234-9-5239206ext. 08026099960. Website: [www.trcn.ng.gov](http://www.trcn.ng.gov); E-mail:

[infor@tren.gov.ng](mailto:infor@tren.gov.ng)

In response to the yearning and aspiration of Educators in Nigeria to have a formidable front in professionalization of teaching and return the profession back to its lost glory, Teachers Registration Council of Nigeria (TRCN) was established.

### **DETAILS OF SERVICE PROVISION:**

- i. Spearheading the Registration and Licensing of qualified teachers.

- ii. Organize internship Scheme for fresh Education graduates to equip them with the necessary professional practice.
- iii. Carry out the conduct of professional examination and interviews to determine teachers suitable for registration.
- iv. Executing Mandatory Continuous Professional Education (MCPE) to ensure that teachers keep abreast of developments in the theory and practice of the profession.
- v. Championing the Accreditation, monitoring and supervising of courses and programmes of teacher training institutions in Nigeria to ensure that they meet national and international minimum standards.

**14. NIGERIAN EDUCATIONAL RESEARCH AND DEVELOPMENT COUNCIL (NERDC) SHEDDA ABUJA:**

Tel.: 08075582040. E-mail: [bridos24@yahoo.com](mailto:bridos24@yahoo.com)

NERDC aims at achieving more efficiency and effective Management of resources. It has six Academic Centres, Programmes and Policy Unit of the Executive Secretary's Office and two main Back-up Department.

**DETAILS OF SERVICE PROVISION:**

- i. Book Quality Assurance.
- ii. Formulation and Implementation of National Policy on Book Development and Review of NERDC Basic Education Texts.
- iii. Promotion & Development of curricular at all levels of Educational System.
- iv. Review and Research into contemporary researches and understanding and commissioning of researches.
- v. Develop and Review Curriculum in all Nigerian Languages.
- vi. Translate; develop teaching and learning materials, met language, orthographies, quadric lingual dictionary for legislative terms in Nigerian languages.
- vii. Training and retraining of teachers.
- viii. Extend council's research and development services to States and Local Government through the Zonal Offices.
- ix. Creating enabling working environment for research activities and providing administrative machinery for capacity building and infrastructural materials. Etc.

#### **15. UNIVERSAL BASIC EDUCATION COMMISSION (UBEC) ABUJA:**

The Universal Basic Education Commission (UBEC) is located at 7 Gwani Street, Wuse Zone 4 P.M.B. 5084 Post code 9002854 Abuja. Tel.: 095232506, 08037442373, 08098752221. Fax: 096723073. Website: [www.ubeconline.com](http://www.ubeconline.com); [Frontier15@yahoo.com](mailto:Frontier15@yahoo.com).

UBEC is a Federal Government Agency responsible for enhancing the process of attaining the objectives of universal basic education programme in Nigeria through effective and sustainable collaboration with various relevant agencies and stakeholders. It provides the necessary framework that will strengthen the various stakeholders in the sub-sector and ensures quality basic education for life-skills acquisition, job creation and poverty alleviation.

#### **DETAILS OF SERVICE PROVISION:**

- i. Capacity building for teachers.
- ii. Development of Master Plan for UBE implementation.
- iii. Develop annual strategic Plan for qualitative Basic Education.
- iv. Conduct research on Basic Education, publication and dissemination of result.
- v. Provision of curriculum and instructional materials.
- vi. Coordination of Donor supports.

#### **16. TERTIARY EDUCATION TRUST FUND (TETFund) ABUJA:**

The Tertiary Education Trust fund (TETFund) is located at Plot 433 Cadastral, Zone A6 Zambezi Crescent, off Aguiyi Ironsi Street, Maitama Abuja. Tel.: 08037177049, 07098818818, 07098818817. E-mail: [info@Tetfund.gov.ng](mailto:info@Tetfund.gov.ng).

It was established with the strategic objective of using funding through Project Management to improve the quality of Education in Nigeria.

#### **DETAILS OF SERVICE PROVISION:**

- i. Provide funding for educational facilities and infrastructural development.
- ii. Promote creative and innovative approaches to educational learning and services.
- iii. Stimulate, support and enhance improvement activities in the educational foundation areas like Teacher Education, Teaching Practice, Library development and Special education programme.
- iv. Championing new literary-enhancing programmes as scientific, information and technological literacy.

#### **17. NATIONAL LIBRARY OF NIGERIA (NLN) ABUJA:**

The National Library of Nigeria is located at the Sanusi Dantata House, Plot 274 Central Business District, P.M.B.1Garki, Abuja. Tel.: 08055263398. Email: [alfredebin@yahoo.com](mailto:alfredebin@yahoo.com).

It was established with a mandate to establish and maintain a branch in each State of the Federation.

#### **DETAILS OF SERVICE PROVISION**

- i. Provide books and other materials for public use freely, attend book exhibition and organize Readership Campaigns.
- ii. Issue International Standard Book Number (ISBN) and Issue International Standard Serial Number (ISSN).
- iii. Accept legal Deposit Materials, attend to court subpoena and summons and offer Library Consultancy.
- iv. Offer Internet Services, offer Photocopying Services, Hiring of Halls and distribute Book Gifts from Donors to Schools, Agencies and Institutions.

#### **18. NATIONAL OPEN UNIVERSITY OF NIGERIA (NOUN) LAGOS:**

The National Open University of Nigeria (NOUN) is located at No.14/16 Ahmadu Bello Way, Victoria Island, Lagos. Tel.: +23418903708, 08060108043. Fax: +23412671079. Website: [www.nou.edu.ng](http://www.nou.edu.ng).

It is designated to increase the access of all Nigerians to formal and non-formal education in a manner convenient to their circumstances. It was also to cater for the continuous educational development of professionals. The range of target clientele is wide and shall be continually reviewed to meet Nigeria's ever changing needs.

#### **DETAILS OF SERVICE DELIVERY:**

- i. Application for admission is online by visiting the University's website [www.nou.edu.ng](http://www.nou.edu.ng). They do orientation to new intakes. Registration takes place at the Study centres after registration of a particular course would have been done on line at a cyber cafe' of choice.
- ii. Matriculation marks the end of registration because no student could be registered after matriculation.
- iii. Academic programmes- at the National Open University of Nigeria, the following programmes are offered- Access Programmes, Certificate Programmes, Diploma

Programmes, First Degree Programme and Higher Degree Programme.

- iv. Tutor-Marked Assignments (TMAs), End of Semester Examination and Graduation

#### **19. WEST AFRICAN EXAMINATION COUNCILS (WAEC) YABA-LAGOS:**

The West African Examination Council is situated at 21 Hussey Street, P.M.B 1022 Yaba, Lagos State. Tel.: +23401735150, 08024011569. E-mail: [hnowaeclagos@waecnigeria.org](mailto:hnowaeclagos@waecnigeria.org), [hnowaeclaos@yahoo.co.uk](mailto:hnowaeclaos@yahoo.co.uk). Website: [www.waecnigeria.org](http://www.waecnigeria.org), [www.waecdirect.org](http://www.waecdirect.org), [www.waeconline.org.ng](http://www.waeconline.org.ng).

It is West Africa's foremost examining body, established by law to determine the examinations required in the public interest in the Anglophone West African Countries and to conduct such examinations and award certificates of comparable standard with those of similar examining authorities in the world.

#### **DETAILS OF SERVICE PROVISION:**

- i. Conduct public examination (WASSCE) for senior secondary school leavers, conduct Aptitude Test for concerned Institutions/Corporate bodies and issue results/certificates on the examinations conducted.
- ii. Inspection and recognition of schools through provision of inspection manuals, physical inspection of schools and issuing of recognition certificates or letters to the approved schools.
- iii. Floating of entries by advertising and sale of entry scratch cards, etc.
- iv. Production and distribution of pre-exam materials.
- v. Appointment of Centre Supervisors and other functionaries through screening.
- vi. Training and capacity building of supervisors and custodians, etc.

#### **20. JOINT ADMISSIONS AND MATRICULATION BOARD (JAMB) BWARI, ABUJA.**

The Joint Admissions and Matriculation Board (JAMB) is situated at Suleja Road, Bwari, P.M.B.189. Tel.: 0985017567, 08123658955, 0705520289, 08188840369. Website: [www.Jambng.com](http://www.Jambng.com) Email: [info@jamb.gov.ng](mailto:info@jamb.gov.ng), [enquiries@jamb.gov.ng](mailto:enquiries@jamb.gov.ng)

It has the mandate to conduct matriculation examination and place suitably qualified candidates in first-degree courses, programmes in Colleges of Technology, courses in Colleges of Education.

#### **DETAILS OF SERVICE PROVISION:**

- i. Provide a totally confidential and efficient service, in a thoroughly professional and



cost effective manner and environment.

- ii. Deliver quality consulting services at affordable rates to ensure that you, like us, are able to compete effectively against the competition.
- iii. Ensure that all fee demands are agreed, clear and fair.
- iv. Develop an understanding of the all stakeholders within which we operate.
- v. Develop close and relaxed relationships with clients, building strong and long-term relationships.
- vi. Develop our people and other resources, ensuring that our skills meet the dynamic needs and demands of the commercial environment.

## **21. NATIONAL EXAMINATION COUNCIL (NECO) MINNA, NIGER STATE:**

The National Examinations Council is situated at the Kilometre 8, Bida Road, Minna, Niger State. Tel.: 08036018919. E-mail: [ibrahimahmad@yahoo.com](mailto:ibrahimahmad@yahoo.com).

NECO was formally established by an act of the National Assembly in 2002. The establishment of NECD is the outcome of recommendations of several panels of inquiry set up by the Federal Government. The panels recommended to the government, necessary steps to be taken to improve the service delivery of WAEC. All the panels were of the opinion that there was need for Nigeria to have a National Examination Body. The Government in April 1999 directed that the National Board for Educational Measurement (NBEM) which had been in existence since 1992 be transformed into a new examination body to be known as National Examinations Council (NECO).

### **DETAILS OF SERVICE PROVISION:**

- i. Revising and considering, annually and in the public interest, the examinations to be held for admission into Federal Government Colleges.
- ii. Collecting and disseminating information on all matters relating to admissions into Federal Government Colleges.
- iii. The general control and conduct of the National Common Entrance Examination for admission into Federal Government Colleges.
- iv. Developing and administering selection examinations for gifted children for admission into Federal Government Academy.
- v. Developing, administering and conducting aptitude tests for all candidates in Federal Government Colleges and other allied institutions.
- vi. Monitoring, collating and keeping records of continuous assessment in all Federal

Government Colleges and other allied institutions including the Federal Government Academy, Suleja toward the award of the Junior and Senior School Certificates.

- vii. The general control and the conduct of the June/July Senior School Certificate Examination (SSCE) for school candidates in Nigeria.
- viii. The general control and the conduct of the November/December Senior School Certificate Examination (SSCE) for private candidates in Nigeria.
- ix. Conducting a standard National Assessment of Educational Performance (NAEP) at the Junior Secondary School Level.
- x. Preparing and submitting to the Minister, the Annual Report on standards of examinations and such other matters as the Minister may, from time to time require.
- xi. Carrying out such other activities as are expedient for the discharge of all any of the functions conferred on the council under or pursuant to this Act.

## **22. LIBRARIAN REGISTRATION COUNCIL OF NIGERIA (LRCN) ABUJA:**

Tel.: 08032015146. E-mail: [fsanka85@yahoo.com](mailto:fsanka85@yahoo.com)

The librarians Registration Council of Nigeria (LRCN) is a corporate body established by Act No. 12 of 1995 and charged with the responsibility of regulating the practice of the library and information science profession in Nigeria. It is empowered among other things to determine who is a librarian, maintain discipline within the profession, and determine standards of knowledge and skills to be attained by persons seeking to become registered as librarians and maintain a register of librarians.

### **DETAILS OF SERVICE PROVISION:**

The Council is hereby charged with the general duty of:-

- i. Determining who Librarians are for the purposes of this act.
- ii. Determining what standards of knowledge and skill are to be attained by person seeking to become registered as librarian (in the Act referred to as lithe profession") and reviewing those Standards from time to time as circumstances may require.
- iii. Securing in accordance with the provisions of this Act, the establishment and maintenance of a register of persons entitled to practice the profession and the publication, from time to time, of the lists of such persons.
- iv. Maintaining discipline within the profession in accordance with this Act and
- v. Performing such other functions as may be conferred upon the Council by this Act.

### **23. COMPUTER PROFESSIONALS REGISTRATION COUNCIL OF NIGERIA (CRCN):**

The Computer Professional Registration Council of Nigeria is located at 110 Norman Williams Street, South-West Ikoyi, Lagos. P.O. Box 52059, Ikoyi Lagos, Nigeria. Tel.: 017305745, 0173057444. E-mail: [cpn@cprcn.org](mailto:cpn@cprcn.org). [info@cprcn.org](mailto:info@cprcn.org). Website: [www.cprcn.org](http://www.cprcn.org).

#### **DETAILS OF SERVICE PROVISION:**

- i. Approval of Institutions and courses of training and qualification by the Council.
- ii. Certificate of experience.
- iii. Penalty for unprofessional conduct, etc.
- iv. Supplementary provision relating to the Disciplinary Committee and Investigating panel.

#### **A. CUSTOMERS/ STAKEHOLDERS (inter, intra and public). All citizens.**

#### **B. PERFORMANCE TARGETS**

- Depending on the type of Service required, there are various target and time frames
- Details are found in the Charter of the Departments/Units and Parastatals of the Ministry as posted on Federal Ministry of Education website: [www.fme.gov.ng](http://www.fme.gov.ng)

#### **C. OBLIGATIONS OF CUSTOMERS, STAFF, MANAGEMENT, ETC.**

- Federal Ministry of Education will continue to call for Political will on the part of leadership with regards to the release of funds
- Customers are to pay appropriate fee into respective accounts where services are to be accessed as indicated in our respective Departments/Units and Parastatals charters

#### **D. COMPLAINTS/ GRIEVANCE REDRESS MECHANISM**

Sometimes, the services in the Ministry do not meet customers' expectations. Please do not hesitate to lay your complaints to the ministry so that we serve better. Complaints can be made in person, by post, telephone, email or fax, written and dropped in complaint box or submit directly to MSU office. Such complaints can be addressed to:

- i. The Head of Unit (where you have a problem). or
- ii. The Departmental/Unit SERVICOM Desk Officer (where you have experienced unsatisfactory service). (If the issue cannot be resolved at this level) write to:
- iii. Honorable Minister of Education 1<sup>st</sup> Floor Phase 3, Federal Secretariat Complex Abuja. Tel.: 08175552055 Email: [hme@education.gov.ng](mailto:hme@education.gov.ng) [hmse@education.gov.ng](mailto:hmse@education.gov.ng) or
- iv. The Permanent Secretary; Federal Ministry of Education, Federal Secretariat, Phase 3,

P.M.B. 149 Abuja, Tel.: 08175552055 Email: [pse@educationgov.ng](mailto:pse@educationgov.ng)

- v. Nodal Officer, Ministerial SERVICOM Unit Federal Secretariat Complex, Phase 3, Ground Floor Podium Abuja. GSM 08059623361 E-mail: [servicom@education.gov.ng](mailto:servicom@education.gov.ng)  
Where these fail you can write to ...
- vi. The National Coordinator; SERVICOM Office Federal Secretariat Complex, Phase 3, 1<sup>st</sup> Floor Federal Ministry Health, Abuja E-mail: [servicom@servennigeria.com](mailto:servicom@servennigeria.com)
- vii. Every complaint will be duly acknowledged to the complainant within 10 working days, and then sent to the appropriate channel and respond within 15 working days. The response to the complainant will be sent within 5 working days. Redress might take a longer period most times because of peculiar nature of some problems.

**Note:**

- An effective complaint letter should be clear and concise
- Include all facts and attach relevant documents
- Give your contact address and phone number

**E. STAKEHOLDERS PARTICIPATION**

The participation of each of the stake holders mentioned below are specified:

FME Parastatals: like NUC, WAEC, JAMB, NBTE, TRC, NCCE, NTI, NECO and many others•

Ministry of Science and Technology: liaising with FME on science and technical courses of its institutions periodically

- Ministry of Information and Communication Technology:  
Training of FME Staff on ICT especially computer training on quarterly basis,
- Ministry of Foreign Affairs:  
FME collaborates with foreign affairs ministry especially on students on commonwealth scholarship or even ordinary scholarship. FME authenticates all certificates before foreign affairs endorse them and that is done very frequently all the year round.
- Office of the Senior Special Assistant to the President on Millennium Development Goals:  
This office determines and coordinates the training programs of Staff as well as provides funds for the training
- State/Local Governments:

National Council on Education is held quarterly with the State Commissioners of Education. There is also Joint Consultative Council on Education and also SUBEB. Local Government Education Authority, are extension of SUBEBs at the Local Government level.

- Civil Society Organizations (CSO) and Faith Based Organizations (FBO):

These Non-Governmental Organizations are being engaged by the Ministry on demand. They are trumpeters representing the masses. They advocate for the masses and create awareness

- Donor Agencies:

Teacher Education in Sub-Saharan Africa (TESSA), Department for International Development (DFID), Japanese International Corporation Agency (JICA) and many others, partner with the ministry on a number of issues especially training and retraining of teachers, curriculum development and modern ways of teaching.

- Members of the Public:

FME interacts with them depending on their peculiar issues as at and when the needs arise.

- School Proprietors:

For effective and efficient service delivery, the school proprietors collaborate with FME from time to time on the establishment of their institutions, its guidelines and standards. Inspection of the institutions is also being carried out by the Ministry when there is the need to do so.

## **F. SPECIAL NEEDS PROVISION**

- i. Lift is provided to aid movement of individuals who are physically challenged.
- ii. Provision of schools for the special needs.
- iii. Provision of their working materials.
- iv. Support for the special needs by Federal Ministry of Education.

## **G. EXISTING LIMITATION**

Limitations to quality Service Delivery will depend on Services you are trying to access. Some of which may include:

- Under-funding

- Late release of budget
- Inadequate working materials
- Unconducive working environment etc. e.g. no light.
- Others as indicated on the Departments/Units/Parastatals charters in the Ministry's
- SERVICOM Unit website.

#### **H. CHARTER REVIEW**

Charter review should be done as new development occurs, as the need arises

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IGBIRIKI, Victoria (Mrs)  
Charter Desk Officer  
*December, 2019*