



MINISTRY OF SKILLS AUDIT AND DEVELOPMENT

CLIENT SERVICE CHARTER

1.0 Preamble

1.1 The Ministry of Skills Audit and Development is primarily mandated to conduct periodic national and sectoral skills audits to identify the current skills status and craft deliberate policies and programmes that will foster the development of critical skills and competencies in the country. In order for the country to attain an upper middle income society by 2028 as denoted by His Excellency President Cde E. D. Mnangagwa, it is imperative for the Ministry to come up with robust skills audit and workforce development initiatives. The evolving technological landscape demands a continuously upskilled workforce equipped with relevant technical skills. In this context, understanding and adapting best practices from leading nations is crucial for developing effective skills development strategies.

1. Vision

Vision Statement:

A skilled population transforming the country and communities to create an empowered and prosperous nation.

2. Mission:

To transform the skills development ecosystem, stimulate and sustain economic growth, poverty reduction and improved living standards for all Zimbabweans.

3. Core values

The Ministry is guided by the following values:

- **Gender Justice**- a commitment to social transformation that provides equal opportunity to participate in, contribute to and benefit from, services offered and institutional structures.
- **Inclusivity**- continuously engaging all its valued clients and stakeholders to provide quality service.
- **Responsiveness** - readiness to serve both clients and stakeholders.
- **High performance** - highly competent team which sets clear standards of service that clients can expect, monitor and review.
- **Stewardship** - A team that deploys resources to areas of national priority and need.
- **Consistency** -A highly reliable and productive team which the nation can count on.
- **Continuous learning and upskilling** - committed to acquiring new skills, knowledge, and experiences throughout life.

4. Clients

- Industry
- Persons with disabilities
- Government/MDAs
- State Owned Enterprises
- Citizens
- Marginalised and vulnerable groups
- Provincial Ministries
- Vocational Training Centers
- Traditional and Religious Institutions
- Workforce

5. Technical Departments in the Ministry and their Core Functions

i. Skills Audit Department

The Skills Audit Department has the core mandate of conducting a sector specific Skills Audit every 3 years, and a National Critical Skills Audit every 10 years. The audits shall give traction to the Skills Development Plan following the identification of critical skills shortage areas and areas with surpluses in order to correct the anomalies. The Skills Audit Department will undertake surveys and audits to understand the range of skills needed across all sectors of the economy. It will have the following key deliverables:

- Comprehensive periodic skills audits;
- Sectoral audits covering all key sectors of the economy;
- Zimbabwe diaspora skills inventory;
- Policy recommendations on skills retention;
- Programmes for reverse migration and special skills share schemes with experts in the diaspora, and
- Programmes for the utilization of retired experts at home.

The Skills Audit Department shall be underpinned by two (2) operational Units namely:

- Skills Analysis
- Research and Development

The Skills Analysis Unit is mainly responsible for undertaking the following:

- Formulate, implement and review policies and programmes that respond to critical skills gaps in line with the Ministry's strategic plan and national development imperatives.
- Develop strategies to ensure graduates training responds to industry needs.
- Coordinate the identification of skills gaps in various sectors of the economy and recommend mitigation and targeted training and skills development interventions.
- Monitor the development and enhancement of data infrastructure, tools, and systems used for skills audit purposes and related programmes.
- Conduct value chain skills analysis for critical products required to meet the National Vision.
- Negotiate technical cooperation/collaboration with development partners, internal and external stakeholders in skills analysis programmes and projects in the country.
- Develop and maintain a system for updating the skills gap analysis.
- Coordinate the development of the Zimbabwe diaspora skills inventory.
- Organise collaboration with the Diaspora for skills transfer and share.

The Research and Development Unit is mainly responsible for undertaking the following:

- Formulate, implement and review policies, strategies, guidelines and regulations of conducting national skills audit in line with the Ministry's strategic plan and national development imperatives.
- Coordinate the development of strategic policy recommendations for skills retention in the country.
- Facilitate the development of Standard Operating Procedures (SOPs) for conducting skills audit surveys and reports generation.
- Manage research programmes in Public and Private Sector organizations in order to identify skills deficit areas.
- Facilitate national and sectoral skills audits to identify scarce and critical skills needs that will enable the department to deliver on its strategic objectives and goals.
- Package Skills Audit findings for policy development and for use by industry and Government.
- Negotiate technical cooperation with development partners.
- Foster collaborations with internal and external stakeholders' data analysts when conducting skills audits.

ii. Skills and Workforce Development Department

The Skills and Workforce Development Department has the core mandate of playing a key role in the development of critical and futuristic skills that are required by various industries in order to propel macro-economic development and the ultimate achievement of the National Vision 2030. The department's broader functions consist of the following:

- To raise the skills base beyond the current 38%, in fulfillment of Vision 2030 and implement the Africa Vision 2063;
- To pay particular attention to skills development in the critical areas of Engineering and Technology; National and Applied Sciences; and Agriculture;
- To ensure alignment between curricula and syllabi to focus on skills deficit areas;
- To ensure that new scholarship schemes are supportive of the development thrust of the nation, particularly Vision 2030;
- To develop a Skills Development Plan for the period 2018 to 2028 and correct the skills shortages and surpluses as identified in the 2018 Audit Report;
- To ensure that the country explores for adoption, emerging technologies such as artificial intelligence, robotics, drones, and 3D printing;
- To liaise with and ensure that the country technically-oriented public entities are resuscitated and carry out special apprenticeship training programmes;
- To ensure that career guidance is provided in schools from an early age;
- To ensure that universities colleges, polytechnics and Vocational Training Centres produce graduates who fit well into the modern digital economy, and that these institutions absorb as many candidates as possible;
- To address the bottlenecks that restrict entry into higher and tertiary institutions by interested learners who have acquired relevant entry qualifications for their preferred areas of study;
- To ensure that business sector is encouraged to resume trade-related attachment programmes in liaison with local industry

The Skills and Workforce Development Department shall be underpinned by two (2) operational Units namely:

- Technical and Vocational Skills Development
- Rural, Digital and Special Skills Development

The Technical and Vocational Skills Development Unit is mainly responsible for undertaking the following:

- Contributing to the formulation, implementation and review of National Vocational training policy and programmes in line with the Ministry's strategic plan and national development imperatives.
- Develop, implement and review policies and systems that are aimed at ensuring the alignment between curricula and syllabi to focus on skills required in industry and the public service.
- Guide the development of policy coherence in education Ministries to enable the education system to produce students with necessary technical skills to meet the needs of industries.
- Facilitate regular consultations with key and relevant stakeholders including but not limited to, Government, private sector, business, Non-Governmental Organisations, research institutions on Technical and Vocational Education and Training (TVET) programmes.
- Coordinate the harmonization of vocational and technical training in the public and private sector.
- Promote initiatives that supports the development of partnerships and collaboration between the Ministry, public and private organizations engaged in skills development.
- Foster collaborations with relevant education Ministries and industry on the provision of career guidance programmes in schools from an early age
- Oversee the development of standards and models for modernization of technical and vocational centres.
- Develop and maintain a database of retired experts who can be involved in skills transfer.

The Rural, Digital and Special Skills Development Unit is mainly responsible for undertaking the following:

- Formulating, reviewing and implementing policies and programmes aimed at raising the skills base in digital technology in rural livelihoods.
- Developing strategies to ensure the county adopts emerging technologies for the 4th and 5th Industrial Revolution.
- Lead in supporting the development of traditional skills transfer and rural skills development programmes.
- Negotiate technical cooperation with development partners.
- Developing a database of retired experts in each province who can be involved in skills transfer.

6. Service Commitments and Standards/What to expect from the Ministry

The Ministry of Skills Audit and Development undertakes to:

- a) Conduct regular and comprehensive skills audits across various sectors of the Zimbabwean economy.
- b) Develop and implement targeted skills development programs based on the findings of the skills audits.
- c) Facilitate collaboration between government, industry, and educational institutions to ensure that training programmes are aligned with industry needs and provide relevant skills to the workforce.
- d) Provide ongoing support and guidance to employers on effective workforce development strategies, including talent acquisition, training, and development.
- e) Establish a national skills development framework that outlines the competencies and qualifications required for different occupations.
- f) Maintain a publicly accessible database of skills and training resources to connect job seekers with relevant opportunities and employers with qualified candidates.
- g) Ensure services are accessible to all Zimbabweans, regardless of background or socioeconomic status.
- h) Deliver its services efficiently and effectively, maximizing the impact of its resources.
- i) Respond to communication from institutions and other stakeholders within two weeks;
- j) Disseminate policy documents to institutions within one week of approval by Head of Ministry;
- k) Clients and customers served within five (5) minutes;
- l) Respond to clients in writing within two (2) days of receiving a correspondence;
- m) Answer the office telephone within three (3) rings.

7. Ministry's Obligation to Clients:

The Ministry undertakes to:

- a) Provide accurate and up-to-date assessments of skills and knowledge gaps;
- b) Provide clear and actionable recommendations for addressing identified skill gaps;
- c) Maintain the confidentiality of all client information obtained during the skills audit process;
- d) Give efficient and timely service to all internal and external clients;
- e) Make timeous responses to communication/ instructions/ requests/returns;
- f) Give accurate and relevant information;
- g) Mobilise adequate resources for research, development and innovation and disburse these timeously;
- h) Promote new innovators, inventors and researchers;
- i) Promote and popularise technical skills training;

- j) Facilitate the establishment of a depository for new patents from research outcomes and/or improvements to existing patents;
- k) Communicate openly and transparently with clients throughout the skills audit process;
- l) Maintain a publicly accessible website and resource center containing information on in-demand skills, national skills frameworks, and labour market trends in Zimbabwe.

7.1 Clients' Rights and obligations:

The Ministry's clients have rights to:

- a) Efficient and timely service;
- b) Prompt responses to queries and responses for information;
- c) Courteous assistance at all times;
- d) Fair and equitable treatment;
- e) Be heard and
- f) Provide feedback.

8. Review of Clients Charter

This Client Charter will be reviewed every year by 31 December through a stakeholder online consultative process.

9. Feedback/How to contact the Ministry

9.1 Suggestion Boxes (electronic and manual)

Any complaints, suggestions and/or improvements relating to the delivery of the services should be directed to the respective Heads of Department whose contacts are detailed in item 13.2 below and if the complaint cannot be adequately dealt with at this level, he/she can approach the Ministry's Permanent Secretary on +242 753 327

10 Senior Management Contacts

DESIGNATION	NAME	DIRECT LINE	CELLPHONE NUMBER	EMAIL ADDRESS
Director, Skills Analysis	Mr. V.Cheure	+242 753 426	0775 614 841	victorcheure9@gmail.com
Director, Rural, Digital and Special Skills Development	Mr. P. Ngorima	+242 753 448	0712 882 456 0775 859 148	ngorima.peter@yahoo.com
Director, Human Resources	Mrs. V. Kamtepfa	+242 753 331	0775 216 102 0714 903 632	vkamtepfa@gmail.com
Director, Finance and Administration	Mrs. C. Madzwanya	-	0772 402 670	chipomadzwanya@gmail.com

10.1 Contact Addresses

Head Office

Physical Address: Ministry of Skills Audit and Development
Pax House 9th Floor 89 Kwame Nkrumah Avenue
Harare

Postal Address: Ministry of Skills Audit and Development
Pax House 9th Floor 89 Kwame Nkrumah Avenue
Harare

Telephone: +242 753 327

10.2 Website

<http://www.zimskills.gov.zw>

10.3 Inquiries

enquiries@zimskills.gov.zw

10.4 Social Media Handles

- Facebook - Ministry of Skills Audit and Development
 - X - @SkillsAuditDvt