



HRDC CUSTOMER CHARTER

1. CUSTOMER CHARTER

The Human Resource Development Council (HRDC) aims to maintain customer service excellence. Our Customer Service Charter is geared at adopting best practices for the benefit of our customers, stakeholders and interested parties. This Charter gives an overview of our services and how and where to get access to our services. It also highlights our principles and commitments which guides our interaction with employers, stakeholders, and the wider community.

The purpose of this Customer Service Charter is for the HRDC to build a closer relationship with its customers and to show its commitment to providing funding, training grants and training incentive schemes to the satisfaction of its customers.

2. BACKGROUND:

Inception and History of HRDC

The HRDC was set up by the Government of Mauritius in 2003 through the enactment of the Human Resource Development Act. The HRDC has been vested with the responsibility to look after and promote the development of the labour force in Mauritius in line with the requirements of growing economy. The HRDC operates under the aegis of the Ministry to which the responsibility for the subject of human resource development is assigned. At August 2023, the HRDC was operating under the aegis of the Ministry of Labour, Human Resource Development and Training.

Objectives of the HRDC:

The objects of the HRDC are to:

- (a) promote human resource development in line with national economic and social objectives;
- (b) stimulate a culture of training and lifelong learning at the individual, organisational and national levels for employability and increasing productivity; and
- (c) provide the necessary human resource thrust for successful transformation of the economy of the country into a Knowledge Economy.

Functions of the HRDC

The functions of the HRDC are to:

- (a) advise the Minister on the formulation of human resource development policies and strategies;
- (b) establish linkages between the education and training systems and the workplace;
- (c) provide a forum for constant dialogue and consensus building among stakeholders on all matters relating to human resource development;
- (d) take appropriate measures to reduce the mismatch between demand and supply of human resource;
- (e) commission research in the field of human resource development;
- (f) encourage employers to invest in the training of their employees with a view to upgrading their skills and acquiring new skills;
- (g) initiate and monitor studies on the relevance and impact of training activities in relation to the socio-economic development of the country;
- (h) promote knowledge management and benchmarking at enterprise and national levels with a view to improving the effectiveness of human resource development;
- (i) identify and monitor the implementation of appropriate skills development and apprenticeship schemes and programmes;
- (j) monitor the participation of employers, employees, and job seekers in training schemes and programmes;
- (k) develop schemes for retraining and multi-skilling;
- (l) provide incentives for training institutions to acquire and upgrade their equipment and facilities;
- (m) manage the National Training Fund; and
- (n) perform such other functions as are necessary to further the objects of the Council.

Vision of HRDC:

The vision of the HRDC is "**To be at the forefront of human capital development**".

Mission of the HRDC:

The mission of the HRDC is "**To mainstream institutional synergies for human capital development**".

Core Values of HRDC:

- Agility
- Accountability
- Customer focus
- Excellence
- Innovation
- Integrity
- Rigour
- Collaboration
- Foresight

3. OUR COMMITMENT TO SERVICE

We are committed to serve our customers with utmost integrity, professionalism and diligence while maintaining the highest ethical standards and best practices in all our internal processes and procedures. We are committed to providing service that meets the needs of our customers in terms of their growth, satisfaction, and development. We will strive to satisfy and exceed the expectations of our customers by providing quality services, efficiently and promptly. We endeavour to:

- be driven by principles of services and quality improvement; and
- continually improve and document our processes and procedures.

Service Commitment

The HRDC is committed to:

- Providing courteous, professional and quality service;
- Treating all its customers in a fair and equitable manner;
- Ensuring maximum efficiency in the delivery of services;
- Build a good relationship with our customers;
- Giving you clear and useful information on our services by assistance at our Reception, through our Call Centre and by our website;
- Protect the confidentiality of information and personal data provided by our customers;
- Continuously improve our services to better serve our customers; and
- Ensure that our customers receive the desired level of hospitality when calling at our office.

If you are not satisfied,

- Ask for your case to be looked at again.
- Forward your complaint by email.
- Write to Management.

4. OUR CUSTOMERS

Our direct customers include:

- Government and Ministries/Departments.
- Parastatals and other Statutory Bodies.
- All employers in Mauritius contributing to the training levy.
- Industry Associations / Association of Employers.
- Higher Education Institutions running courses under HRDC schemes.
- Registered Training Institutions running courses under HRDC schemes.
- Employees under employment of employers contributing the training levy.
- All employers and enterprises in Mauritius (not contributing levy).
- Trainees undergoing training under HRDC schemes.
- Secondary schools and university students participating in HRDC schemes/programmes.
- The general public.
- Consultants, contractors and service providers.

5. OUR SERVICES

Type of Service	Description	Customer	Schemes/Programmes
1. Training Grants	<ul style="list-style-type: none">• Encourage employers to invest in capacity building of their employees by funding up to 70% of the cost of training through training grants.	<ul style="list-style-type: none">• Employers in Mauritius contributing to the training levy	<ul style="list-style-type: none">• Local Training Scheme• Structured Online Training Scheme• In-House Training Scheme• Overseas Training Scheme• E-Learning License Scheme• Training Needs Analysis Scheme
2. Training Grants	<ul style="list-style-type: none">• Refund under other training incentive schemes to registered training providers and enterprises.	<ul style="list-style-type: none">• Registered training providers and enterprises	<ul style="list-style-type: none">• Multi-media Facilities Scheme• Foreign Expertise Scheme

<p>3. Address skills needs of employers and give opportunity to unemployed to acquire skills and get job placement</p>	<ul style="list-style-type: none"> • Train unemployed individuals in technical skills in order to improve their employability. • Provide in-demand skilled manpower to employers. • Provide trainees with hands-on learning opportunities through industrial placement. 	<ul style="list-style-type: none"> • Employers in Mauritius • Industry Associations • Education and Training Institutions • Unemployed 	<ul style="list-style-type: none"> • National Skills Development Programme (NSDP)
<p>4. Reskilling and Upskilling of labour force and unemployed: Provide individuals with training, through re-skilling to facilitate smooth transition into new occupations or sectors with prospects and opportunities.</p>	<ul style="list-style-type: none"> • Help boost the self-confidence of unemployed individuals. • Provide support to individuals who are unemployed or who have suffered significant income loss and sustain livelihoods. • Assist unemployed individuals to stay work-ready by improving their technical skills to facilitate smooth transition into the world of work. 	<ul style="list-style-type: none"> • Employers in Mauritius • Industry Associations • Education and Training Institutions • Unemployed 	<ul style="list-style-type: none"> • National Training and Reskilling Scheme (NTRS)
<p>5. Enhance the employability of unemployed diploma and degree holders by providing them with skills which match industry requirements.</p>	<ul style="list-style-type: none"> • Facilitate training and industrial placement of graduate trainees towards employment. • Provide financial incentives and other support measures for employers to develop customised training programmes to address the talent gaps within their business. 	<ul style="list-style-type: none"> • Unemployed Graduates • Employers in Mauritius • Industry Associations • Education and Training Institutions 	<ul style="list-style-type: none"> • Graduate Training for Employment Scheme (GTES)
<p>6. Chart the pathway for skills development in line with the vision of Government</p>	<ul style="list-style-type: none"> • Assess the current status and set-up of the skills development system in the country. • Identify areas in the skills development system that would 	<ul style="list-style-type: none"> • Government & Ministries • Parastatal bodies • Higher Education Institutions 	<ul style="list-style-type: none"> • National Skills Development Strategy (NSDS)

	<p>require change and improvement.</p> <ul style="list-style-type: none"> • Actionable recommendations which would improve the current set-up. 		
7. Providing information to stakeholders on skills requirements for the country	<ul style="list-style-type: none"> • Evaluating the Skills Needs of employers and industries in Mauritius 	<ul style="list-style-type: none"> • Government & Ministries • Higher Education Institutions • Registered Training Institutions • Students & General Public 	<ul style="list-style-type: none"> • Skills Studies
8. Skills Development Support Programme for AI was developed to proactively respond to the skills needs of the industry.	<ul style="list-style-type: none"> • Under this programme, collaborative projects between local and/or international institutions are mounted for effective transfer of knowledge and build local capabilities in areas such as AI, Blockchain, Fintech and other new technologies. 	<ul style="list-style-type: none"> • Employers in Mauritius • Industry Associations • Education and Training Institutions 	<ul style="list-style-type: none"> • Skills Development Support Programme for Artificial Intelligence
9. Assisting employers through the provision of the right skills and ensuring that employees acquire the skills they need is key to addressing skills needs at firm level.	<ul style="list-style-type: none"> • Enterprises operating within the same sector of activity usually have similar skills needs. Given this premise, enterprises can cluster through their respective industry associations to address skills requirements through the SSDS. 	<ul style="list-style-type: none"> • Employers • Industry Associations • Education and Training Institutions 	<ul style="list-style-type: none"> • Sectoral Skills Development Scheme (SSDS)
10. To provide information on the various job roles and career opportunities in the sector.	<ul style="list-style-type: none"> • Dissemination of career guidance toolkit to secondary school • Provide information on career progression opportunities and thus help with career planning within the same or across sub-sectors. 	<ul style="list-style-type: none"> • College Students • Educators • Education and Training Institutions 	<ul style="list-style-type: none"> • Career Development Stairway (CaDS) • Career Guidance Toolkit

11. Refund of costs for Government led skills and employment Programmes	<ul style="list-style-type: none"> The HRDC has been entrusted the responsibility to refund training costs and stipend for specific programmes. 	<ul style="list-style-type: none"> Ministry of Labour All employers 	<ul style="list-style-type: none"> Youth Employment Programme Women Back to Work Programme
12. Funding of Government Programmes	<ul style="list-style-type: none"> HRDC funds government initiatives and programmes which aims at skills development, employment, youth skills empowerment, labour market mismatch, etc. 	<ul style="list-style-type: none"> Ministries and Departments Youth 	<ul style="list-style-type: none"> National Youth Civic Service (NYCS) Programme National Apprenticeship Programme (NAP) Dual Training Programme (DTP)

Details of the above services, schemes & programmes and the relevant application forms, conditions and procedures, are available on our following websites:

❖ HRDC website	• www.hrdc.mu
❖ Online Training Grant System	• www.levy.hrdc.mu
❖ National Training and Reskilling Scheme (NTRS)	• www.ntrs.hrdc.mu
❖ Graduate Training for Employment Scheme (GTES)	• www.gtes.hrdc.mu
❖ National Skills Development Programme (NSDP)	• www.nsdp.hrdc.mu
❖ Career Development Stairway (CaDS)	• http://cads.hrdc.mu
❖ Skills Studies	• http://skills.hrdc.mu

6. YOUR VIEWS MATTERS:

The HRDC would like to hear from its customers so that we can bring better improvements. We therefore welcome your views, comments and suggestions, whether verbal or written. Feedback can be sent to the Director of HRDC, via our email and postal addresses below.

7. HOW TO CONTACT US:

Postal Address: 4th Floor, NG Tower, 72201 Ebene Cybercity, Mauritius.

Telephone: (+230) 454-4009 (PABX)

Fax: (+230) 454-6220 / 454-6260

E-Mail: info@hrdc.intnet.mu

For more information visit our website: www.hrdc.mu

Call Centre :

Tel : (+230) 454 4009 (PABX)

Email: callcentre@hrdc.intnet.mu

HRDC Opening Hours:

Monday to Friday : 9.00 a.m – 16.00 p.m

Saturday, Sunday and Public Holiday : Closed

8. OUTREACH PROGRAMMES & PUBLICATIONS:

The HRDC will regularly carry out outreach programmes, workshops and participate in fairs and campaigns to better explain its schemes and services to its stakeholders.

9. Frequently asked questions:

The HRDC has prepared a 'Frequently asked questions' for its schemes and services and have provided same on its website. The FAQ is reviewed regularly to be up to date.

10. Individual Meetings for Assistance:

Customers may request for individual meetings with HRDC to get more details of our schemes and procedures.

11. Suggestions and Complaints

Customer feedback is always welcomed. Suggestions and complaints on the HRDC's services should be directed to: info@hrdc.intnet.mu

We will attend to all requests/complaints within a week or earlier, depending on the nature/urgency of the request/complaint. HRDC will do its utmost to address to your complaint and resolve the matter amicably.

We value your complaints, compliments and suggestions as vital ingredients in helping us to improve our standard of services.

13. As CUSTOMERS

You can help us to provide reliable and efficient services by giving feedback. Customers can assist the HRDC to provide a better service by:

- ❖ Providing timely, honest, complete and, above all, accurate information.
- ❖ Treating the HRDC personnel with courtesy.

Note: This Board Charter is dated 23 August 2023 and may be revised/updated in due course.

Legal Disclaimer Notice: *The statements of commitments in this Charter do not confer any legal rights, contractual or otherwise. This Charter is published for information purposes only.*