



HIGHER EDUCATION COUNCIL CITIZEN'S SERVICE CHARTER



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FOREWORD

It is my pleasure to present to you this Citizen's charter for the Higher Education Council (HEC). This service charter has been prepared in the spirit of being responsive to effective delivery service, transparency and accountability.

This service charter spells out the role of the Higher Education Council, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.


Dr. Rose MUKANKOMEJE

Director General



Introduction

The present Citizen's Charter reflects the service provided by HEC to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, as well as grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of the HEC which affirms its commitment to deliver the services with:
 - Integrity
 - Judiciousness
 - Courtesy
 - Understanding
 - Objectivity and impartiality
 - Transparency
 - Accountability
 - Promptness
 - Efficiency and effectiveness.
- Details of services delivered by the HEC:
 - Specification of services provided by HEC.
 - Clear identification of the departments to be approached or where specific services can be obtained. In this way, citizens will know which office to approach in order to get the desired services.
 - Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
 - Setting service quality standards by specifying service standards in terms of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery. Based on this, citizens can trust the services delivered to them.
 - Clear information about the required documents and procedures to get a service in HEC. For example, the documents to be provided, the available forms to be filled in.
- Details of the Clients who are eligible for each service offered by HEC.
- Contact information of key officers in charge of services offered by HEC;
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Clients to continuously improve services



- Availability and visibility of Information and dissemination framework of services.

This Citizen's Charter is a tool to provide information to HEC's customers on sets standards for transparency in services delivered by HEC. It is expected that through Citizen's Charter, HEC's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services must be responsive to high expectations of citizens, HEC commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback mechanism

Recognizing that HEC cannot achieve this goal on its own, it calls upon citizens to actively monitor its employees, so that they can provide accurate, realistic, and comprehensive information. This partnership aims to better meet public expectations and eliminate any malpractices that hinder improvements in service delivery.

To enhance the implementation of this Citizen's Charter, HEC aims to maintain continuous engagement with citizens looking for its services. To support this, HEC has developed the following tools to actively gather feedback from its clients:

- Citizens' feedback form available at each department.
- Sign posts at entrance.
- Open days/Accountability Day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys;
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter also specifies the steps that will be taken if a service is not delivered as expected. The HEC encourages its clients to provide feedback using accessible and approachable complaint mechanisms open to all. Rest assured, HEC addresses all complaints with seriousness, ensuring prompt and appropriate action. A specific timeframe has been established to resolve grievances efficiently. Additionally, HEC is committed to offering clients a more systematic review of grievances. The following key elements will be prioritized throughout the implementation of this Citizen's Charter:



- Regularly establish accessible channels for users to submit grievances, including options such as a website, text messaging, customer surveys at service points, complaint boxes, mail, and phone support.
- Define and assign grievance redress responsibilities within the HEC and establish a clear internal process for addressing each specific grievance subcategory.
- Establish standardized internal procedures for recording grievances, allowing for either manual entry or, if resources permit, a digital system that enables the HEC to monitor data trends in real time.
- Establish a clear timeline for grievance redress, detailing the timeframe for initial complaint acknowledgment (if the complainant is identifiable), the expected duration for resolution at each stage of the investigation, and regular intervals for updating beneficiaries on progress.
- Determine the actions to be taken in response to any violations of service standards.
- Develop a monitoring and evaluation system to track and analyze trends in grievance data.

To foster communication, feedback, and dialogue regarding the implementation of its Charter, HEC commits to utilizing social media platforms such as Twitter, HECMIS, its website, SMS, and other relevant technologies.

To ensure continuous improvement in service delivery, HEC is exploring the use of the following tools and techniques in the implementation process of this charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- information management.

Information and communication

Recognizing that information is essential for the effective implementation and monitoring of the Citizen's Charter, this Charter will be disseminated using a variety of communication technologies and widely promoted through platforms such as websites, radio, newspapers, and other media to reach the public. To maximize the availability and visibility of its services to users and stakeholders, HEC will utilize the following channels:

- Public relations/information desk.



- Open day/Accountability day
- Publication of promotional material:
 - Leaflets,
 - Posters
 - booklet:
 - brochures or handbills.

The information contained in the above promotional materials must be concise, clear, simple and easy to understand.

- Press releases;
- Printed Charter should be displayed at the front office and placed on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution website:
 - Search engines
 - Public Websites
 - Partner Websites
 - Restricted Website
- Conferences and other targeted events related to service delivery improvement.
- Training and orientation sessions for employees and their representatives.
- Other (mailing lists, web forums).

In summary, our customers include researchers, students (and pupils), private companies, international organizations, general public.

Commitment to our clients:

Our commitment at HEC is to deliver exceptional services to all our stakeholders and customers. We strive to serve you efficiently and professionally, ensuring that we approach our responsibilities with diligence. Upholding the highest standards of integrity in our service delivery is our guiding principle.

Expectations from customers:

To enhance our service to you, we invite your assistance in improving our performance by:

- Treating HEC staff with courtesy and respect;
- Abiding by the regulations that govern academics services;
- Sharing your suggestions for enhancing our services at HEC.



- Offering constructive feedback on service delivery through various communication channels.
- Addressing all complaints, compliments, and suggestions to the relevant department.

Contact:

HIGHER EDUCATION COUNCIL

P.O BOX 6311, KIGALI

Tel.: +250 788300208

+250 782110096

+250 788441130

+250 788891421

+250 788412828

+250 788955528

Website: www.hec.gov.rw

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.



8. to coordinate activities of various public or private organs, foreign countries and international organizations relating to gathering financial aid in awarding student loans and bursary in institution of higher learning
9. to disseminate the policy of institutions of higher learning and other related decisions and to monitor their implementation.

Besides the responsibilities, HEC has the following powers:

- to approve academic programs institution of higher learning
- to close the academic programs
- to accredit private institutions of higher learning
- to close institutions of higher learning
- to take decisions against institutions of higher learning which do not comply with the established higher education norms and standards
- to approve the list of students of institutions of higher learning who are eligible for study-loans or bursaries
- to relocate an institution of higher learning
- upgrade academic programs or change in the type of an institution of higher learning
- to authorize opening, closure, relocation of a college, a school, a faculty or a research institute affiliated to a higher learning institution

5. CORE FUNCTIONS

The Higher Education Council is responsible for advising the Minister in charge of Higher Education on all matters relating to the accreditation of higher education institutions. It is also responsible for monitoring and evaluating the quality and standard and ensuring the quality and enhancement of teaching and research.

6. CORE VALUES

- To strive for high quality in its work and have high expectations of others.
- To be entrepreneurial, innovative and imaginative.
- To be transparent in its operations.
- To adopt a partnership approach.
- To value the contribution of its staff and strive to be an employer of first choice.
- To act with integrity and professionalism in dealings with both private and public HLIs.
- To promote equality of opportunity for all staff and students and respect diversity.
- To use resources effectively and efficiently.



7. SERVICES OFFERED BY HIGHER EDUCATION COUNCIL (HEC)

7.1 Types of Services: Accreditation of Higher Learning Institutions

Services offered	Accreditation of higher learning institutions and programmes
Eligibility	Higher education providers (Governmental and Non-Governmental agencies)
Department/directorates to be approached	Accreditation, Standards and Qualifications Framework Division (ASQF)
When to access the services	<p>Monday to Thursday: 9:00 am to 5:00pm</p> <p>Friday: 9:00am to 3:00pm</p> <p>Note: For the services available online, they are required at all times, and they should be responded to when the services are open and during working hours.</p>
Time taken to process requests	<p>The time required varies and depends on the nature of the request received and the applicant's willingness to fulfill the necessary requirements. For example:</p> <p>1. Request for program accreditation:</p> <ul style="list-style-type: none"> - Upon receiving an application and assessing the nature of the proposed programs, experts are selected from HEC's expert database. These experts are then contacted and sign a contract with HEC to carry out the program accreditation process. - When the specializations of available experts do not align with the proposed programs, HEC must seek expertise beyond its current database, reaching out to other institutions or industry within or outside Rwanda. - For professional programs, appropriate professional bodies are consulted to supply experts who ensure curriculum relevance. <p>The accreditation of the proposed programs depends on the applicant's compliance with all specified requirements.</p>



	<p>2. Obtaining an accreditation for a new higher learning institution:</p> <p>The duration of the process depends on the provider's or applicant's capacity to fulfill all requirements outlined in Higher Education Orders, Laws, and Policies.</p> <p>Upon receiving the audit report, the Higher Education Council submits a recommendation to the Board of Directors for consideration. The Board's decision is then forwarded to the Minister of Education, who subsequently requests the cabinet to approve accreditation for the institution.</p>
<p>Costs of service</p>	<p>Currently, this service is provided at no cost.</p>
<p>Documents required</p>	<p>Written Application for accreditation</p> <p>The request accreditation for a private higher learning institution, the owner must submit a written application to the agency in charge of institutions of higher learning.</p> <p>This application should specifically include the following:</p> <ol style="list-style-type: none"> i. Identification of the owner when he/she is a physical person or a certificate of legal personality when it is a legal entity; ii. A need assessment report; iii. A well-filled application forms; including the following: <ul style="list-style-type: none"> – a list of full-time academic, administrative and technical staff indicating their qualifications and letters of consent for their intent to be employed; – a detailed document describing the name of the institution, head office, land, buildings and movable property including those related to the programmes to be offered by the higher learning institution; – an estimate number of expected students and expected teaching levels of the institution; iv. a detailed document on the conditions of admission of students in each programme to be offered by the institution;



	<p>v. a document indicating the initial annual budget;</p> <p>vi. Any other document that may be required by the Minister in charge of higher education.</p>
Procedure for making and submitting applications	<p>Applications are submitted directly to the Director General of Higher Education Council:</p> <ol style="list-style-type: none"> 1. The provider submits a written application to the Director General of HEC, including the information specified above along with the Application Form (Appendix 3), which can be accessed on the HEC website: www.hec.gov.rw. 2. The application is submitted in soft copy format (in English) via the email address of HEC; infos@hec.gov.rw 3. The Division reviews the formal submission to verify its compliance with the requirements and to ensure that all necessary documentation is included. Following this review, the application is acknowledged, or the applicant may be asked to revise the application or supply additional documentation to fulfill the criteria for a complete application.
Other institutions that you may need to access their services before coming to HEC	<p>Rwanda Development Board, Rwanda Governance Board, Rwanda Allied Health Professions Council, National Pharmacy Council, National Council of Nurses & Midwives and Rwanda Medical & Dental Council, and MINISANTÉ.</p>
Complaints procedure	<p>Complaints are addressed to the Minister of Education and to the Director General's Office for appropriate action.</p>
Additional information	<p>For more information, please visit a website at www.hec.gov.rw or contact the following telephone numbers during office hours: +250 788 891 424, +250 782 110 096, +250 788 441 130, +250 788 300 208, and +250 786 823 101.</p>
Forms available	<p>Forms are available on HEC website: www.hec.gov.rw</p> <p>Application for Accreditation to establish and operate a private Institution of Higher Learning</p> <p>Program Proposal Form</p> <p>Program Specification Form</p>



	<p>- Module Description Form</p> <ol style="list-style-type: none"> 1. Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council 2. Law N° 010/2021 of 16/02/2021 determining the organisation of education 3. The Prime Minister's Order N° 101/03 of 03/09/2020 determining the organizational structure, salaries and fringe benefits for employees of Higher Education Council 4. N° 001/MINEDUC/2021 of 20/10//2021 Ministerial Order determining standards in education 5. Ministerial Order N° 003/MINEDUC/2021 of 20/10//2021 determining Rwanda qualifications framework 6. General Academic Regulations 7. National student admission policy; 8. National staff development policy for higher education; 9. National learning, teaching and assessment policy; 10. National equality and diversity policy for higher education <p>NB: These can be accessed from the HEC website, www.hec.gov.rw.</p> 
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7.2 Types of Services: Foreign academic equivalence service

<p>Services offered</p>	<ul style="list-style-type: none"> - Recognition and equating of academic awards issued by foreign Higher Learning Institution. - Recognition and equating of academic awards issued by cross-border Higher Learning Institution operating in Rwanda.
<p>Eligibility</p>	<ul style="list-style-type: none"> - The holder of any certificate, diploma or degree awarded by foreign Higher Learning Institution. - The holder of any certificate, diploma or degree awarded by a cross-border Higher Learning Institution operating in Rwanda. - Prospective employers (Government bodies and any other body within the Republic of Rwanda).

	<ul style="list-style-type: none"> - Foreign Students admitted to pursue their studies in Higher Learning Institutions Operating in Rwanda.
Department/directorates/Division to approach	Accreditation, Standards and Qualifications Framework Division (ASQF)
When to access the services	<p>Monday to Thursday: 9:00am to 5:00pm Friday: 9:00am to 03:00pm</p>
Time taken to process requests	<p>Seven (7) working days depending on the availability of the information or the responsiveness of the attended institution in matters relating to the bearer of the award itself. When the equivalence is processed, analyzed, prepared and ready to be issued to the Applicant, a soft copy is sent to the e-mail He/she provided on his/her application form. The applicant must come to collect the hard copy of the Equivalence certificate at HEC Premises him/herself.</p>
Costs of service	<p>As per today, 1,000 RWF is paid for this service. That amount is paid to public treasury through irembo services.</p>
Documents required	<p>Application forms requesting for Equivalence services are submitted online through Irembo services website: www.irembo.gov.rw on the link regarding Application for Equating Foreign Qualifications for Higher education. No physical files are accepted.</p> <p>List of all documents that must be submitted:</p> <ul style="list-style-type: none"> - A well filled application form available at www.irembo.gov.rw with all necessary information including an official email for the awarding institution and detailed personal contacts of the Applicant; - A notarized copy of final Certificate or Degree for which the equivalence is applied for. - A copy of admission letter offered by the institution that issued the degree for which equivalence is applied for. - A notarized copy of academic transcripts for each level studied.



<p>Procedure for making and submitting applications</p>	
<p>Application files requesting for Equivalence services are submitted online through Irembo services website: www.irembo.gov.rw</p> <p>All verification processes are undertaken online through that Irembo platform as well.</p> <p>If needed, follow-up of the dossiers, found as special, are made through Office of the Higher</p>	<ul style="list-style-type: none"> - A notarized copy of Certificate or Degree that served as the basis to be admitted in the level of higher education for which equivalence is requested (In case this certificate/Diploma or degree was awarded by a foreign HLL, this needs "Equivalence" too), - A copy of applicant's ID card or Passport; - An invigilation letter issued by an accredited examination Body for graduates that studied through online mode of delivery. - Travel documents matching with the applicant's period of study (Passport with VISA for Rwandan residents or residential permit for those who studied as residents in foreign country). - A job contract for foreign applicants working in Rwanda or an admission letter for foreign applicants studying or wishing to study in Rwanda. - A bursary/Loan confirmation letter and study leave for Rwandans who studied abroad on government scholarship. - PhD admission letter, copies of publications and a copy of PhD thesis (at least two) related to PhD thesis. - Proof of payment of 1,000 Rwf through irembo services. <p>NB:</p> <ul style="list-style-type: none"> o Disclaimer: to all levels of application, in case one's information is found non authentic, HEC has the right to withdraw its offered equivalence. - For more details the Application Requirements for the Equivalence Certificate of Higher Education Certificates are found on HEC Website www.hec.gov.rw.

	<p>Education Council located at Kacyiru: MINEDUC building, First Floor, Offices No 103 and No 110.</p>
<p>Review Process</p>	<p>Foreign credentials are verified for authenticity and equated using the Rwanda National Qualifications Framework for Higher Education for issuance of equivalence.</p> <p>HEC Team compares, evaluates and gives Recognition of Academic Qualifications and Equivalence to degrees and certificates of higher education level delivered by foreign institutions and those delivered in Rwanda that need authentication including those awarded through distance learning.</p> <p>Submitted Applications are received, verified, analyzed and processed online through the irembo platform. When there is need to request information or clarifications to the applicants about submitted information, phone calls or E-mails are sent to them.</p> <p>Prior to prepare equivalence certificates, attended institutions are approached through their e-mails to provide information about authenticity of submitted Academic Documents.</p> <p>Face to face consultations with applicants may be organized as required where necessary.</p>
<p>Other institutions that you may need to access their services before coming to HEC</p>	<p>Rwanda Revenue Authority (for payment of 1,000 RWF for equivalence certificate)</p> <p>Rwanda Development Board, Rwanda Governance Board, Rwanda Allied Health Professions Council, National Pharmacy Council, National Council of Nurses & Midwives, Rwanda Medical & Dental Council and MINISANTE.</p>
<p>Complaints procedure</p>	<p>Complaints, follow up and other inquiries have to be submitted directly to the Division Manager of Accreditation, Standards and Qualifications Framework of Higher Education Council and if need be some complaints can be tabled before the office of the Director General of Higher Education Council.</p>
<p>Additional information</p>	<p>This is accessed from HEC website: www.hec.gov.rw , For further information call on this telephone number: Tel. +250 788891424, +250 788657661, +250 788753336, 786823101 during office hours.</p>
<p>Forms available</p>	<p>Application form for equating Foreign Qualifications - Higher Education Certificates or Degrees.</p> <p>The Application Form is available online through Irembo services website: www.irembo.gov.rw with a link accessible at HEC website: www.hec.gov.rw</p>



Relevant legal documents	
	<ol style="list-style-type: none"> 1. Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council 2. Ministerial Order N° 003/MINEDUC/ 2021 of 20/10/2021 determining Rwanda Qualifications Framework. 3. Rwandan national qualifications framework for higher education. 4. General Academic Regulations, 2013. 5. Ministerial Order N° 001/MINEDUC/2021 of 20/10//2021 Determining Standards in Education. 6. Verification Procedure for Equivalence of Higher Education Certificate or Degree. 7. National student admission policy; 8. Qualification for Framework and Code of Practice for the Assurance of Academic Quality and Standards in Higher Education <p>NB: All legal documents can be accessed from the HEC website, www.hec.gov.rw.</p>



7.3 Type of service: Proving quality standards services for Higher Education Institutions and Upgrading the level of teaching

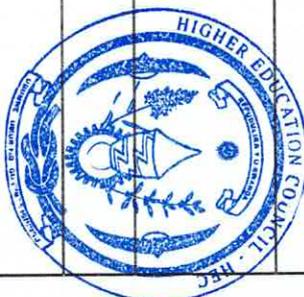


Services offered	Providing any information related to quality standards for a new private general education and Polytechnic Institution of Higher Learning, Assessing the compliance to Quality Standards for existing HLIs and upgrading the level of teaching.
Eligibility	HLIs and Promoters of new privates HLIs
Department/directorates approached	General Higher Education Quality Standards and Polytechnic Quality standards Departments
When to access the services	Monday to Thursday: 9:00am to 5:00pm Friday: 9:00 am to 3: 00 pm
Time taken to process requests	The time required to respond to a given request depends on the kind of request that is made (not more than 2 days) and 2 weeks for assessing and providing the quality audit report to the HLIs
Costs of service	This service is free of charge.
Documents required	Formal request letter (official letter or e-mail) addressed to the Director General of HEC and Self-assessment report.
Procedure for making and submitting applications	Official request addressed to the Office of Director General providing detailed information on the data needed and explaining the objectives and purpose for which the information is required.
Other institutions that you may need to access their services before coming to HEC	None.
Complaints procedure	Complaints are addressed to the HEC's Director General's Office then forwarded to the respective General Higher Education Quality Standards and Polytechnic Quality standards Heads of Departments for action.

<p>Additional information</p>	<p>This is accessed from HEC website: www.hec.gov.rw</p> <p>For further information call on the telephone number: Tel. +250 782110096, +250 788441130+250 78830 0208 during office hours</p> <p>The Higher Education Council submits the report to the respective Higher Learning Institutions for consideration with a copy to the Ministry of Education</p>
<p>Forms available</p>	<p>Guidelines of Internal Quality Assurance and its self-assessment form on the attachment.</p>
<p>Relevant legal documents</p> 	<ul style="list-style-type: none"> • Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council • The Prime Minister's Order No 101/03 of 03/09/2020 determining the organizational structure, salaries and fringe benefits for employees of Higher Education Council; • Ministerial Order N° 003/MINEDUC/2021 of 20/10//2021 determining Rwanda qualifications framework (RQF) • Law N° 010/2021 of 16/02/2021 determining the organisation of education • Ministerial order N° 001/MINEDUC/2021 of 20/10//2021 determining standards in education • Guidelines of Internal Quality Assurance and its self-assessment form on the attachment. • General Academic Regulations. • Handbook for academic quality assurance and enhancement and the maintenance of standards in higher education.pdf • National student admission policy; • National learning, teaching and assessment policy; • Procedures for Validation of Modules and Programs <p>NB: These can be accessed from the HEC website, www.hec.gov.rw</p>

7.4 Types of Services: Providing Higher Education Policies, Guidelines and Regulations (Cross cutting)

Services offered	The Higher Education Council provides Policies, Guidelines and other Regulation that guide the Higher Education Sub-Sector, and their implementation strategies through its official website.
Eligibility	HILs, Government bodies, Private Sector, Development Partners and Founders of the HILs
Department/directorates to be approached	General Higher Education Quality Standards, Polytechnic Quality standards Departments, Accreditation, Standards and Qualifications Framework Division.
When to access the services	Monday to Thursday: 9:00am to 5:00pm Friday: 9:00 am to 3:00 pm
Time taken to process requests	Same day to 1 day.
Costs of service	This service is free of charge.
Documents required	Formal request letter (official letter or e-mail) addressed to the Director General of HEC
Procedure for making and submitting applications	Official request addressed to the Office of Director General providing detailed information on the data needed and explaining the objectives and purpose for which the information is required.
Other institutions that you may need to access their services before coming to HEC	None
Complaints procedure	Complaints or clarifications are addressed to the General Higher Education Quality Standards and Polytechnic Quality standards Heads of Departments or the Director General's Office for action.
Additional information	This is accessed from HEC website: www.hec.gov.rw For further information call this telephone number: Tel. +250 782110096, +250 788441130+250 788300208 during office hours



Forms available	None
<p>Relevant legal documents</p>	<ul style="list-style-type: none"> • Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council • The Prime Minister's Order No 101/03 of 03/09/2020 determining the organizational structure, salaries and fringe benefits for employees of Higher Education Council. • Ministerial Order N° 003/MINEDUC/2021 of 20/10//2021 determining Rwanda qualifications framework (ROF) • Law N° 010/2021 of 16/02/2021 determining the organisation of education • Ministerial order N° 001/MINEDUC/2021 of 20/10//2021 determining standards in education • Guidelines of Internal Quality Assurance and its self-assessment form on the attachment. • General Academic Regulations. • Handbook for academic quality assurance and enhancement and the maintenance of standards in higher education.pdf • National student admission policy; • National learning, teaching and assessment policy; • Procedures for Validation of Modules and Programs • National equality and diversity policy for higher education • Education Sector statistical Yearbooks published by MINEDUC <p>NB: These policies, guidelines and regulations can be accessed from the HEC website, www .hec.gov.rw</p>



7.5 Types of Services: Delivery of capacity building programmes to Higher Learning Institutions

Services offered	The Higher Education Council provides capacity building programmes to enhance quality provisions of General Higher Education and Polytechnic Institutions
Eligibility	General Higher Learning Institutions and Polytechnics
Department/directorates to be approached	General Higher Education Quality Standards and Polytechnics Quality standards Departments
When to access the services	Monday to Thursday: 9:00am to 5:00pm Friday: 9:00am to 3:00 pm
Time taken to process requests	One day to acknowledge the receipt of the request and 1 weeks for conducting the training
Costs of service	This service is free of charge.
Documents required	<ul style="list-style-type: none"> - A concept notes explaining the specific area in need of capacity building - Letter addressed to HLIs indicating the areas of training.
Procedure for making and submitting applications	<ul style="list-style-type: none"> - HLIs submit the official letter to the HEC's Director General providing detailed information of capacity Building and explaining the objectives and purpose for which the Capacity building focuses on. - Alternatively, HEC send official invitation to HLIs stating the type of the training the HLIs should attend - Deliver capacity Building to the targeted groups
Other institutions that you may need to access their services before coming to HEC	None
Complaints procedure	Complaints are addressed to the office of the Director General, then to the General Higher Education Quality Standards and Polytechnic Quality standards Heads of



	<p>Departments for action.</p>
<p>Additional information</p>	<p>This is accessed from HEC website: www.hec.gov.rw</p> <p>For further information call this telephone number: Tel. +250 782110096, +250 788441130+250 78830 0208 during office hours</p>
<p>Forms available</p>	<p>None</p>
<p>Relevant legal documents</p>	<ul style="list-style-type: none"> • Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council • The Prime Minister's Order No 101/03 of 03/09/2020 determining the organizational structure, salaries and fringe benefits for employees of Higher Education Council; • Ministerial Order N° 003/MINEDUC/2021 of 20/10//2021 determining Rwanda qualifications framework (ROF) • Law N° 010/2021 of 16/02/2021 determining the organisation of education • Ministerial order N° 001/MINEDUC/2021 of 20/10//2021 determining standards in education • Guidelines of Internal Quality Assurance and its self-assessment form on the attachment. • General Academic Regulations. • Handbook for academic quality assurance and enhancement and the maintenance of standards in higher education.pdf • National student admission policy; • National learning, teaching and assessment policy; • Procedures for Validation of Modules and Programs • National equality and diversity policy for higher education • Education Sector statistical Yearbooks published by MINEDUC



	NB: These policies, guidelines and regulations can be accessed from the HEC website, www.hec.gov.rw
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7.6 Types of Services: Review and Approval of curricula and academic programs of the Higher Education Institutions

Services offered	The Higher Education Council provides the report on review and Approval of revised curricula and academic programs of general higher learning institutions and Polytechnics.
Eligibility	General Higher Learning Institutions and Polytechnics
Department/directorates to be approached	General Higher Education Quality Standards and Polytechnic Quality standards Departments
When to access the services	Monday to Thursday: 9:00am to 5:00pm Friday: 9:00am to 3:00 pm
Time taken to process requests	One day to acknowledge the receipt of the request and 2 weeks for reviewing and providing the approval
Costs of service	This service is free of charge.
Documents required	<ul style="list-style-type: none"> - Curricula and academic program that require to be reviewed; - Documents needed to review and approval of curricula and academic programs
Procedure for making and submitting applications	<p>Address the official letter to the Director General's office requesting the review and approval of the submitted curricula and Academic programs</p> <ul style="list-style-type: none"> - The files are forwarded to the Heads General Higher Learning Institutions and Polytechnics for preparing the assessment. - Review, physical verification and Approval of curricula and academic programs. - Provides feedback to General Higher Learning Institutions and Polytechnic for



	implementation on the approval of the curricula and academic programs
Other institutions that you may need to access their services before coming to HEC	None
Complaints procedure	Complaints are addressed to the office of the Director General for action.
Additional information	This is accessed from HEC website: www.hec.gov.rw For further information call this telephone number: Tel. +250 782110096, +250 788441130+250 78830 0208 during office hours
Forms available	None
Relevant legal documents	<ul style="list-style-type: none"> • Presidential order N° 081/01 of 28/08/2020 establishing Higher Education Council • The Prime Minister's Order No 101/03 of 03/09/2020 determining the organizational structure, salaries and fringe benefits for employees of Higher Education Council; • Ministerial Order N° 003/MINEDUC/2021 of 20/10//2021 determining Rwanda qualifications framework (RQF) • Law N° 010/2021 of 16/02/2021 determining the organisation of education • Ministerial order N° 001/MINEDUC/2021 of 20/10//2021 determining standards in education • Guidelines of Internal Quality Assurance and its self-assessment form on the attachment. • General Academic Regulations. • Handbook for academic quality assurance and enhancement and the maintenance of standards in higher education.pdf • National student admission policy; • National learning, teaching and assessment policy; • Procedures for Validation of Modules and Programs



	<ul style="list-style-type: none"> • National equality and diversity policy for higher education • Education Sector statistical Yearbooks published by MINEDUC <p>NB: These policies, guidelines and regulations can be accessed from the HEC website, www.hec.gov.rw</p>
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7.7 Type of Service: Local Loan application

Papers and Documents

What is the Service? Am I eligible?	The biggest category of beneficiaries of student's loans are senior six (6) leavers. These are selected based on the academic performance at the high school national examinations. Only students eligible to apply for students' loans can apply for loans. Articles 4 and 5 of the Ministerial Order n°002/08 of 03/09/2008 specify the students eligible for applying for the Government loan.
Which public administration do I go to?	HEC
Which unit within the public administration do I go to?	Bursary/Loan and Fund management Unit
Where can I access the service?	HEC Website: www.hec.gov.rw HECMIS
When can I access the service?	Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm Note: For the services available online, they are required at all times, and they should be responded to when the services are open and during working hours.



<p>Once a request is made or an application is submitted, how long will it take?</p>	<p>Loan Application Forms are processed and undergo HECMIS</p> <p>A Government loan is granted to only academically able BUT financially deserving students. Not all eligible students will automatically be granted the loan.</p> <p>HECMIS Mechanism is used to determine the students who are unable or able to meet part or all the cost of their studies.</p> <p>The selection is done in HECMIS considering the available budget . The selection criteria are : The academic performance (Marks in senior six examination) and the course to be attended (STEM versus Non-STEM), General education versus Technical Education .</p> <p>Each applicant is accessing his/her study loan results via HECMIS providing the registration number and then get the certificate from MIS with decision on the study loan application</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>None</p>
<p>What documents are required?</p>	<p>The list of admitted students are uploaded in HECMIS, no others document to be provided by the applicant while applying for study loan, they only fill their parents' names and their residences to confirm their interest in study loan.</p>
<p>What is the procedure?</p>	<ol style="list-style-type: none"> 1. Application for admission at HLIs 2. Admitted students are uploaded in HECMIS 3. The interested admitted students are required to apply for study loans in HECMIS 4. The selection is made by HEC in respect of the available budget 5. HEC released the announcement for the results and communicated to the public the selection criteria and the cut of point 6. Applicants check their study loan results using their registration number 7. HEC shares the list of students selected for study loans with BRD and HLIs 8. Students are requested to register at HLIs and sign study loan contracts with BRD 9. Those who are registered and signed study loan contract receive their monthly living allowances from BRD.
<p>What, if any, other institutions do I need to visit to access the service?</p>	<p>None</p>





(Eg. for payment of service costs or to get additional documents)	
Is there a complaint procedure?	<p>Complaints and claims from students are in two categories:</p> <ol style="list-style-type: none"> 1. Students not happy with the results of the loan applications. 2. Loan beneficiaries who miss monthly disbursements
Is there any additional information regarding this service that is useful to know?	<p>Claim forms are filled out and sent directly to the Director General of HEC</p> <p>Bursary/Loan is terminated in case the student repeats the year (except if the Management of the host institution certifies that the repetition was due to a valid reason, that is examined and accepted by HEC). Once the student is promoted the following year, he/she may re-apply to HEC for continuation of the bursary/loan.</p> <p>Bursary is also suspended in case the student suspends his/her studies (for any reason) during the cycle for which the bursary/loan was granted.</p>
Available forms	

7.8 Type of service: Foreign Study Loans application

Paper and documents

What is the Service? Am I eligible?	<p>A Rwandan wishing to apply for a loan to pursue his/her studies in a Higher learning institution abroad shall write an application letter accompanied with all required documents. All the application files are received via HECMIS</p>
Which public administration do I go to?	<p>The loan application Checklist which shows all the required documents can be found on HEC website www.hec.gov.rw</p>
Which unit within the public administration do I go to?	<p>HEC</p> <p>Bursary/Loan and Fund Management unit</p>



<p>Where can I access the service?</p>	<p>HEC E-mail: info@hec.gov.rw Website: www.hec.gov.rw</p>
<p>When can I access the service?</p>	<p>Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm</p>
<p>Once a request is made or an application is submitted, how long will it take?</p>	<p>After examination of application dossiers, results are announced in a period not exceeding fifteen (15) days. In case of delay of results publication, applicants receive information to that effect.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>None</p>
<p>What documents are required?</p>	<p>Application Checklist can be found on HEC website (www.hec.gov.rw) and at HEC office.</p>
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • HEC receives loan/Bursary application (application based on the checklist) • Application dossiers are processed three months before proposed intake in the host institution • Dossiers are presented to HEC Board/Minister for decision • HEC management examines application dossiers and take decision depending on the budget • Results are announced after confirmation by the Minister of Education by official email to the applicants. • Successful candidates fill in and sign loan contract form at least 10 days before travel date • Loan/bursary confirmation letters are prepared and are signed by the Minister of Education, 5 days after final approval by Minister of Education • Funds are processed and disbursed quarterly all together including tuition fees, living allowance, medical insurance, books etc, however tuition is processed based on the official

	<p>tuition fees invoice provided by the student.</p> <ul style="list-style-type: none"> • Tickets are applied for 21 days before travel and provided 5 days before travel • Transfer of funds is made quarterly only if the student is at the school.
<p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</p>	None
<p>Is there a complaint procedure?</p>	Complaints are sent to the Director General of HEC in writing
<p>Is there any additional information regarding this service that is useful to know?</p>	Every student must sign a loan contract before leaving for his/her studies abroad and the loan is valid only for the period and the level of studies specified in the contract.
<p>Available forms</p>	

7.9 Type of service: Application for Cooperation Scholarships

Papers and Documents



<p>What is the Service? Am I eligible?</p>	<p>There must be an offer made to Rwanda from Countries or Organizations in the framework of bilateral or multilateral cooperation or from particular Universities offering tuition waiver for Rwanda.</p> <p>Canada-Quebec offers all Francophone countries exemption on tuition fees such that they pay like nationals (Rwanda is allowed a quota of ten students per academic year.</p>
<p>Which public administration do I go to?</p>	HEC
<p>Which unit within the public administration do I go to?</p>	Bursary/Loan and Fund Management unit
<p>Where can I access the service?</p>	HEC



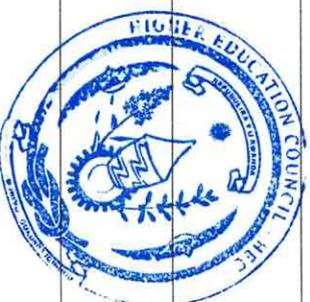
	<p>E-mail : info@hec.gov.rw Website: www.hec.gov.rw</p>
When can I access the service?	<p>Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm</p>
Once a request is made or an application is submitted, how long will it take?	<p>Cooperation scholarships: Depends on individual donor country. Quebec- Exemption takes only 3 days after receiving the application based on availability of places.</p>
What, if any, are the costs for accessing the service?	<p>Free service</p>
What documents are required?	<p>1. Donor prescribed documents 2. Rwanda government prescribed documents depending on the type of scholarship.</p>
What is the procedure?	<p>1. Interested candidates apply for the offers made 2. Pre-selection is made based mainly on merit and priority is normally given to science and technology within 5 days after receipt of application files. 3. The final beneficiaries of the scholarships must possess a combination of requirements including the donor eligibility criteria and Rwanda Government's criteria.</p>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<p>None</p>
Is there a complaint procedure?	<p>Complaints are sent to the Director General of HEC in writing.</p>
Is there any additional information regarding this service that is useful to know?	<p>For partial Scholarship: A supplementary fund is disbursed by HEC to the students quarterly and transfer of funds is made only if the student is at the school. For Quebec-Exemption: The student should have obtained an entry visa for Canada and is committed to pay for himself/herself all the required fees for his/her studies</p>

	The approval is subject to the availability of the quota. If the quota is full at a given academic year, there is no room for application.
Available forms	

7.10 Type of Service: Application for student's extension of the study period

Papers and Documents

What is the Service? Am I eligible?	Students supported by HEC may apply for an extension of the study period. The request is approved only when the application dossier submitted by the student is complete and if the reasons given are genuine.
Which public administration do I go to?	HEC
Which unit within the public administration do I go to?	Bursary/Loan and Fund Management unit
Where can I access the service?	HEC E-mail : info@hec.gov.rw Website: www.hec.gov.rw
When can I access the service?	Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm
Once a request is made or an application is submitted, how long will it take?	Three days after receiving the application
What, if any, are the costs for accessing the service?	Free service
What documents are required?	The extension application Checklist can be found on HEC website (www.hec.gov.rw) and at HEC office
What is the procedure?	None
What, if any, other institutions do I need to visit to access the service? (Eg. for payment	



of service costs or to get additional documents)	
Is there a complaint procedure?	Complaints are sent to the Director General of HEC in writing
Is there any additional information regarding this service that is useful to know?	When the extension is approved the funds are processed accordingly within the next quarter
Available forms	

7.11 Type of service: Application for Research Fees

Papers and Documents

What is the Service? Am I eligible?	Students conducting research may apply for research fees. Completed application packages are sent to HEC office in Rwanda.
Which public administration do I go to?	HEC
Which unit within the public administration do I go to?	Bursary/Loan and Fund Management unit
Where can I access the service?	HEC E-mail: info@hec.gov.rw Website: www.hec.gov.rw
When can I access the service?	Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm 
Once a request is made or an application is submitted, how long will it take?	Three days after receiving the application
What, if any, are the costs for accessing the service?	Free service
What documents are required?	Application Checklist can be found on HEC website (www.hec.gov.rw) and at HEC office
What is the procedure?	1. Make a full application package to HEC

	<p>2. Processing the application takes three days a response is given</p> <p>3. The amount of the research fees is processed according to the official cost structure fixed by HEC bursary/loan commission.</p>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints are sent to the Director General of HEC in writing
Is there any additional information regarding this service that is useful to know?	Approved funds are transferred in the next quarter.
Available forms	

7.12 Type of Service: Application for the return ticket

Papers and Documents

What is the Service? Am I eligible?	On completion of studies, HEC students abroad must apply for the return air ticket within 21 days before the return date.
	HEC students abroad may apply for an air ticket in case of the death of a direct relative i.e. (Father, Mother, Brother, Sister, Husband, Wife, Child) to attend burial in Rwanda. For this specific case application for the ticket does not require 21 days.
Which public administration do I go to?	HEC
Which unit within the public administration do I go to?	Bursary/Loan and Fund Management unit
Where can I access the service?	HEC E-mail: info@hec.gov.rw Website: www.hec.gov.rw
When can I access the service?	Monday to Thursday: 9:00 am to 5:00pm



	Friday: 9:00am to 3:00pm
Once a request is made or an application is submitted, how long will it take?	For students returning home after completion of their studies, tickets are issued 5 days before travel. For students returning in case of the death of a direct relative, ticket is processed and issued immediately upon request.
What, if any, are the costs for accessing the service?	Free service
What documents are required?	Application Checklist can be found on HEC website (www.hec.gov.rw) and at HEC offices
What is the procedure?	<ol style="list-style-type: none"> 1. Application for the air ticket with reasons for travel and specifying the exact name of the airport and date of travel 2. The ticket is issued and sent electronically to the student 5 days before the date of travel.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints are sent to the Director General of HEC in writing
Is there any additional information regarding this service that is useful to know?	The ticket is sent electronically to the student at least 5 days before the date of travel
Available forms	



7.13 Types of Services: Payment by OP and by Cheques

Service offered	Payments
	HEC acquires goods and services from different people. The providers who have rendered those services (Technical assistance, maintenance services, Staff transport, conferences, restaurants, etc.) may come to look for their payments.

Department/directorates to approach	Directorate of Administration and Finance
When to access the service	Monday to Thursday: 9:00 am to 5:00pm Friday: 9:00am to 3:00pm
Time taken to process the request	Payments made by IFMIS SYSTEM (online payment) can take a week if all required supporting documents are provided.
Costs of the service	None
Documents required to get the service	<p>Payment by IFMIS: The service provider submits the following documents to get the service:</p> <ul style="list-style-type: none"> • EMB Invoice in copies • Purchase order • Contract • Delivery note 
Procedure for providing the service	<ul style="list-style-type: none"> - Submit your invoice accompanied by the above documents in the central secretariat. - The central secretariat will forward the invoice to the Administration and Finance Unit; - After two days you can call or visit the accountant to verify if your invoice has been verified, registered and paid (or in the process of being paid) {This step is optional} - Payment will be prepared by the accountant, verified by DAF and approved by Chief Budget Manager and be transmitted to the Ministry of Finance.
Other institutions that you may need to access their services before coming	None

to HEC	
Complaint procedure	<ul style="list-style-type: none"> - Contact Director of the Unit of Administration and Finance - HEC will address the complaint within 1 to 3 days.
Additional information	Tel. +250 788955528, +250 788 455836, during office hours.
Available forms	None
Relevant legal documents	The Budget Law and the Procurement Law



8. CONCLUSION

We are fully committed to delivering exceptional quality service across all departments, division and directorate of the Higher Education Council (HEC). This commitment is embraced by every member of our staff and forms a core element of our professional responsibilities. HEC senior management is dedicated to ensuring that this service charter is not only effectively communicated to all our stakeholders but also rigorously upheld in every aspect of our operations, thus reinforcing our pledge to meet and exceed our service standards. Through these efforts, we aim to foster trust, accountability, and continuous improvement in our services, aligned with the needs and expectations of those we serve.

