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FOREWORD

The precursor to the Zambia Institute of Advanced Legal Education (hereinafter referred to as “ZIALE” or “the Institute”) was the Law Practice Institute (LPI) established in 1968. The LPI was set up to provide basic training in the essentials of legal practice to post graduate law students leading to the admission of qualifying students as legal practitioners. The Institute was re-established by an Act of Parliament in 1996 to be a body corporate.

Under the Zambia Institute of Advanced Legal Education Act No. 10 of 1996 (hereinafter referred to as “the Act”), Chapter 49 of the Laws of Zambia, the functions were widened to provide national, regional and international post-graduate legal studies, and training in Legislative Drafting as well as other courses (Section 4(1)). The flagship programme is the Legal Practitioners’ Qualifying Examination (LPQE) Course, which is meant for university law graduates wishing to be admitted to the Zambian Bar. In addition to the LPQE and Legislative Drafting courses, the Institute is mandated to offer training programmes as outlined in Section 4(2) of the Act.

In its vision, the Institute seeks to emerge as the leading provider of quality legal training, nationally, regionally and beyond. In the quest to provide quality post-graduate legal studies and services to both legal and non-legal professionals, the Institute has developed the Service Delivery Charter to outline the standards of service delivery to its clients.

Dated this 3rd day of November, 2021.

KABESHA D. MULILO SC.

ATTORNEY-GENERAL AND CHAIRPERSON OF THE COUNCIL OF ZIALE

1.0 PREAMBLE

The Zambia Institute of Advanced Legal Education (ZIALE) recognises the need to continuously provide high quality services to its clients.

The Customer Service Charter outlines the standards of service you should expect in your interaction with ZIALE. The adoption of the Charter constitutes an undertaking by ZIALE to provide services of high standard in line with best practice, relevant laws, rules and guidelines. The Charter outlines our commitments and responsibilities and also specifies your obligations in order to enable ZIALE uphold service commitments on time. It also provides the steps for expressing yourselves in the event that you are dissatisfied with our service delivery. This charter is a living document and will be revised as and when there are changes in the business environment. This customer service charter provides ZIALE's service commitment to you and should not be construed to be a legally binding document.

2.0 PURPOSE

The Service Charter has been formulated to:

- (a) Enhance client's awareness of the type of services the Institute provides;
- (b) Explain to clients the standards of service they should expect to receive;
- (c) Outline client's rights and responsibilities;
- (d) Explain to clients the Institute's rights and responsibilities as the Service Providers;
and
- (e) Explain how clients can lodge complaints and make suggestions about the Institute's service delivery.

3.0 MISSION STATEMENT

"To provide quality practical legal training."

4.0 VISION STATEMENT

"A centre of excellence in law practice education."

5.0 CORE VALUES

As an Institute, we pledge to carry out our responsibilities and duties in line with the following values:

(a) Professionalism

We competently and ethically execute our duties.

(b) Integrity

We conduct ourselves honestly and truthfully in the execution of our duties.

(c) Transparency

We carry out our duties with clarity and openness.

(d) Team work

We cooperate with others beyond personal differences to achieve our goals.

(e) Accountability

We take responsibility for our actions in the execution of duties.

(f) Innovation

We are dynamic and creative in our approach to service delivery.

6.0 INSTITUTE'S CLIENTS

The Institute's clients are:

- (a) The Government Ministries and Institutions;
- (b) Private and Public Institutions;
- (c) Students;
- (d) Parents/Sponsors;
- (e) Suppliers;
- (f) Non-Governmental Organisations (NGOs);
- (g) Donors;
- (h) Civil Society Organisations (CSOs)
- (i) General Public

7.0 SERVICES OFFERED

The services offered by the Institute include:

- (a) Post graduate training
- (b) Continuous Professional Development (CPDs) programmes
- (c) Admission of students
- (d) Administration of examinations and
- (e) Library services

8.0 CLIENTS' RIGHTS

The Institute recognises clients have the right to:

- (a) Be treated with courtesy and consideration;
- (b) Served with respectfully, professionally and timely;
- (c) Complete and accurate information on the services they are seeking from the Institute;

- (d) Privacy and confidentiality with respect to personal, institutional and financial information, written or oral, that they communicate to us as part of the requirement and in the course of receiving a service from the Institute; and
- (e) Complain regarding the quality of standard of service they receive.

9.0 CLIENTS' EXPECTATIONS

Our Clients expect the following services from us:

- (a) Receive courteous and professional service; and
- (b) Timely and accurate response to requests, complaints and enquiries.

10.0 CLIENTS' OBLIGATIONS

The Institute expects its clients and stake holders to:

- (a) Treat staff with courtesy and respect;
- (b) Provide sufficient and accurate information in writing;
- (c) Pay all relevant fees promptly and timely;
- (d) Adhere to principles of ethics and integrity;
- (e) Observe Institute rules and regulations;
- (f) Not offer gifts or money for services rendered;
- (g) Report corruption, misconduct and unethical behaviour; and
- (h) Provide feedback and comments.

11.0 SERVICE STANDARDS

We pledge to provide the following standards of service:

11.1 Communication Service Standards

S/N	SERVICE	OUR COMMITMENT
1.	When you call on us, we promise to,	<ul style="list-style-type: none"> • Be courteous • Be willing to assist you and be responsive to your needs • Treat you fairly and professionally • Be accountable and adhere to sound business practices • Explain our services and deliverables to you • Demonstrate technical and professional competence in providing the services.
2.	Phone enquires, we promise	<ul style="list-style-type: none"> • Answer phone calls within three (3) rings • Acknowledge your presence or phone call as

	to,	we endeavour to resolve your problem within the first visitor call. Where we are unable to provide a solution immediately, we will provide feedback within two (2) business days. Where the enquiries complex, we shall keep you informed of the progress until closure of the enquiry
3.	Email or written correspondence, we promise to	<ul style="list-style-type: none"> Respond to your enquiry within two (2) business days. Where the enquiry is complex we shall keep you informed of the progress.

11.2 Education & Training Section

S/N	CORE SERVICE	REQUIREMENTS FROM CLIENTS	TIME FRAME
1.	Enrolment and Registration	<ul style="list-style-type: none"> Notice of Intention to enrol Registration forms Payment receipts Police clearance Medical Clearance Attachment letter (where applicable) Passport size photo LLB or equivalent Grade 12 Certificate or its equivalent with Five O' Level Credits or better, including English Examinations Council of Zambia Clearance Zambia Qualifications Authority Clearance Full disclosure of disability status or Special Educational Needs 	<ul style="list-style-type: none"> Four (4) weeks for LPQE and Legislative Drafting Programmes 48 hours for Short Courses
2.	Student Support Services	<ul style="list-style-type: none"> Letter of enquiry Verbal enquiry 	48 Hours
3.	Verification of Foreign Degrees	<ul style="list-style-type: none"> Grade 12 Certificate or its equivalent with Five O' Level Credits or 	Three (3) months Maximum

		better, including English <ul style="list-style-type: none"> • Graduate Certificate • Transcript for the Graduate Certificate • Syllabus for Graduate Certificate • Examinations Council of Zambia Clearance • Zambia Qualifications Authority Clearance • Application letters for Verification of Foreign Degree 	
4.	Library reference services	Student Identity Card/or Valid Library subscription	Immediate
5.	Provision of book loans	Student Identity Card/or Valid Library subscription	Immediate
6.	Research information	Student Identity Card/or Valid Library subscription	Immediate

11.3 Examinations & Accreditation Section

S/N	CORE SERVICE	REQUIREMENTS FROM CLIENTS	TIME FRAME
1.	Registration of candidates for Examinations	<ul style="list-style-type: none"> • Proof of payment • Duly completed Notice of Intention to Sit of Examination Form 	8 Weeks before the examination
2.	Examinations	<ul style="list-style-type: none"> • Student Identification Card • Examination Attendance Docket 	Daily
3.	Verification and stamping statutes	Proof of payment and a set of clean Statutes	Within 7 working days of submission of the statutes
4.	Publication of Results	Statement of Accounts	10 Weeks after the Examinations on average
5.	Issuance of Certificate Transcripts of Results Results Slips	Proof of payment	Within 5 working days
6.	Petitions to waive Rule	<ul style="list-style-type: none"> • Proof of payment 	Within 5 days of

24(5) of the ZIALE Student Rules of 2021	<ul style="list-style-type: none"> Eight (8) copies of Petitions and Affidavits 	Council's Resolution
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11.4 Finance & Accounts Unit

S/N	CORE SERVICE	REQUIREMENTS FROM CLIENTS	TIME FRAME
1.	Student Statement of account	Student name/Student identity card/Proof of payment	Immediate
2.	Payment to suppliers	Name of the Institution, goods or services provided	As per terms and Conditions
3.	Issuance of statutes and Lawyers' garments	Proof of payment	Within five (5) working days (stocks permitting)

11.5 Information Communication Technology Unit

S/N	CORE SERVICE	REQUIREMENTS FROM CLIENTS	TIME FRAME
1.	WIFI	Proof of payment Internet Laptop/Computer/smartphone	99% Uptime
2.	ZIALE Student Management Information System (ZSMIS)	Proof of payment Internet Laptop/Computer/smartphone	99% Uptime
3.	ELearning Platform	Proof of payment Internet Laptop/Computer/smartphone	99% Uptime
4.	Website Access	Internet Laptop/Computer/smartphone	99% Uptime

11.6 Human Resource & Administration Unit

S/N	CORE SERVICE	REQUIREMENTS FROM CLIENTS	TIME FRAME
1.	Recruitment & Placement	Application letter, curriculum vitae, relevant academic and professional qualifications, identity card, practicing certificate, proof of clearance	Three (3) months

12.0 CUSTOMER COMPLAINTS

The Institute will endeavour to provide you with high standard of service. However, should you be dissatisfied with the service, you have the right to complain. The Institute will endeavour to resolve your complaint in a fair, timely, transparent, accountable and equitable manner. When complaining kindly:

- (a) state clearly what part of the service or conduct of our staff you are unhappy about;
- (b) state what you would like to be rectified; and
- (c) provide factual and accurate information of the complaint.

In resolving your complaint, the Institute guarantees you utmost confidentiality and encourage you to provide your contact details to facilitate expeditious response.

13.0 COMPLIMENTS

When complimenting, kindly:

- (a) state clearly what you liked most about our service and what we can do to improve and enhance your customer service experience and
- (b) where the compliment relates to staff, indicate the name(s) of staff and what you liked about their service.

14.0 OUR CONTACT DETAILS

The Director & Chief Executive Officer
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**ZAMBIA INSTITUTE OF ADVANCED LEGAL
EDUCATION**

Working Hours Monday to Friday: 08:00 hrs – 13:00 hrs
14:00 hrs – 17:00 hrs

The offices are closed on weekends and public holidays.