

## OUR MISSION STATEMENT:

Every child has quality learning opportunities in a functional and enabling environment to acquire knowledge, competencies, skills and values to succeed in a challenging world.

## OUR VISION: To ensure quality education

- for every child,
- in every classroom and
- in every school in this province.

The Western Cape Education Department (WCED) has **identified several areas** on which it will **focus its energy and resources over the next few years**, guided by the following underpinning policy priorities:

1. Strengthening and expanding quality learning opportunities for enhanced learning
2. Enhancing and expanding enabling learning environments
3. Strengthening functionality and accountability
4. Strengthening and enhancing innovative adaptability and preparedness for a changing context.

## THE BASIS FOR PERFORMANCE IMPROVEMENT (Standards)

The four performance areas listed below form a strong base on which the department will measure its performance:

- Improvement in learner performance in Grade 3, 6, 9 and 12;
- Improving the learner retention rate within FET band (Grades 10 to 12)
- Ensuring that learners have access to technical, agricultural, vocational and skills subjects and schools; and
- Ensuring that schools are safer, more secure places of learning.

Our Access Booklets (contact details of our senior management, directorates and units) and Service Standards Schedule are available online at <https://wcedonline.westerncape.gov.za/wced-services-access-schedule>

## OUR VALUES:

The WCED holds the following shared values, that reflect Batho Pele principles, as guiding beacons to direct the way we pursue our vision and mission:

- **Caring** – we care for those we work with and those we serve
- **Accountability** – we hold ourselves accountable for our actions and decisions
- **Integrity** – we are honest, sincere and consistent in our interactions
- **Responsiveness** – we respond to the needs of our clients timeously and respectfully
- **Competence** – we pursue the skills, abilities, knowledge in order to execute our tasks effectively
- **Innovation** – we seek new solutions to better accommodate the growing demand on our services



## Accessibility:

- We value being accessible
- Our buildings are accessible for people with disabilities.
- Contact your nearest Education District office; Head Office or visit our website.

## Working hours: (weekdays)

- Client Services: 07:30 – 16:00
- Office staff: 07:30 – 16:00

Location	Postal Address	Telephone	Fax
WCED HO	Private Bag 9114, Cape Town, 8000	021 467 2000	021 467 2996
Metro Central	Private Bag X4, Mowbray, 7705	021 514 6700	021 514 6953
Metro East	Private Bag X23, Kuilsriver, 7579	021 900 7000	086 556 9519
Metro North	Private Bag X45, Parow, 7500	021 938 3000	021 938 3180
Metro South	Private Bag X2, Mitchell's Plain, 7785	021 370 2000	021 372 1856
Cape Winelands	Private Bag X3102, Worcester, 6849	023 347 4600	023 342 2898
Eden and Central Karoo	Private Bag X6510, George, 6530	044 803 8300	044 873 3428
Overberg	Private Bag X08, Caledon, 7230	028 214 7300	028 214 7400
West Coast	Private Bag X3026, Paarl, 7620	021 860 1200	021 860 1231

## COMPLAINT'S MECHANISM (Feedback facility)

This is our complaints/compliments facility through which you may:

- express your appreciation to an individual or institution that has provided you with efficient service;
- pay a compliment to the WCED for a service;
- complain about poor service; or
- seek redress because your complaint has been forgotten, received no attention or been treated as unimportant by WCED employees.

Every complaint registered will receive a written response within 14 days. WCED Complaints Mechanism, Directorate: Communication, Private Bag X9114, Cape Town, 8000, or <https://wcedonline.westerncape.gov.za/give-us-your-feedback>

## Head Office contact details:

**Minister of Education**  
Private Bag X9161,  
Cape Town, 8000  
2nd Floor, Vunani Chambers,  
33 Church Street, Cape Town  
Tel no. 021 467 2523  
Fax no. 021 425 5689

**Head of Department**  
Private Bag X9114,  
Cape Town, 8000  
Lower Loop Street,  
1 North Wharf Square,  
Cape Town  
Tel. no. 021 467 2535  
Fax no. 021 467 2996

**Employment & Salary Enquiries**  
Call centre tel. no. 0861 923 322  
Safe Schools Call Centre  
Tel. no. 080 045 4647  
Switchboard tel. no. 021 467 2000  
Website:  
<https://wcedonline.westerncape.gov.za>  
WCED ePortal:  
<https://wcedportal.co.za>

## Executive authority declaration:

I, Debbie Schäfer, commit my department in accordance with Chapter 3, Part 3, no. 37 of the Public Service Regulations, 2016 published in Government Gazette No. 10621 of 29 July 2016, as amended, to adhere to this Service Charter.



Minister D Schäfer

13/12/2024

Date