URhulumente weNtshona Koloni
NGOWAKHO
EzeMfundo

ITshatha yoKwenziwa kweNkonzo

iSebe leMfundo leNtshona Koloni

Caring · Competence · Innovation · Accountability · Integrity · Responsiveness

INKCAZO YENJONGO YETHU:

Umntwana ngamnye unamathuba emfundo esemgangathweni kwindawo esebenza kakuhle nekhuthazayo ukwenzela ukuba afumane ulwazi, ubuchule, izakhono neemfundiso ezisiseko ukuze aphumelele kwilizwe elinemingeni.

UMBONO WETHU: Ukuqinisekisa imfundo esemgangathweni

- kumntwana ngamnye,
- kwiklasi nganye
- nakwisikolo ngasinye kweli phondo.

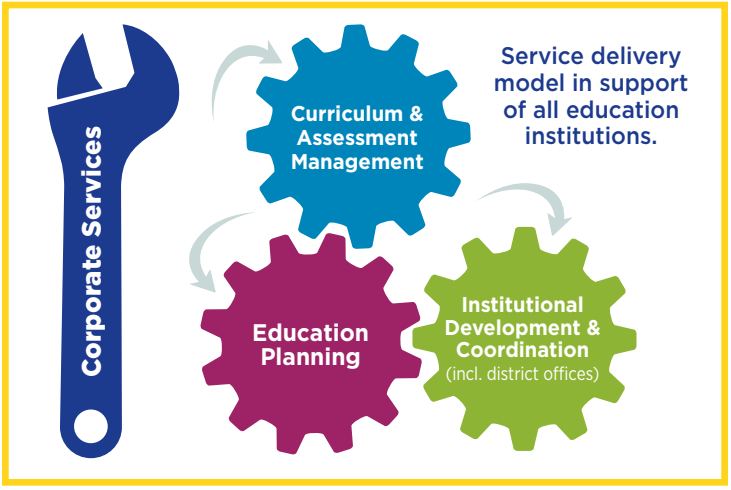
ISebe leMfundo leNtshona Koloni (***WCED***) **liqaphele iindawo ezininzi eliya kugxila ngamandla kuzo nangezibonelelo (*resources*) zalo kwiminyaka embalwa ezayo**, likhokelwa yile miba iphambili ixhasa umgaqo-nkqubo:

1. Ukomeleza nokwandisa amathuba okufunda asemgangathweni ukwenzela ukufunda okuphuculweyo
2. Ukomeleza nokwandisa iindawo ezikhuthaza ukufunda
3. Ukomeleza ukusebenza nokubanoxanduva lokuphendula ngokuqhubekayo
4. Ukomeleza nokuphucula ukuqhelana neendlela ezintsha zokwenza nokulungela imeko-bume etshintshayo.

ISiseko sokuPhucula iNtsebenzo (imigangatho)

Iinkalo ezine zentsebenzo ezidweliswe ngezantsi zenza isiseko esomeleleyo esiya kusetyenziswa liSebe iWCED ukulinganisela intsebenzo yalo:

- Ukuphucula intsebenzo yomfundi kumaBakala 3, 6, 9 no-12.
- Ukuphucula ireyithi yokugcinwa kwamanani abafundi kwicandelo leMfundo noQeqsho oluQhubelekayo (amaBakala 10 ukuya ku-12).
- Ukuqinisekisa ukuba abafundi bayafikelela kwizifundo nakwizikolo zobugcisa (technical), kwezezolimo (agricultural), ezobuchule (vocational) nezezakhono (skills)
- EUkuqinisekisa ukuba izikolo ziziindawo zokufunda ezikhuselweyo nezikhusekileyo ngokungaphezulu.
  IiNcwadana zeeNkcukacha zoQhagamshelwano noKufikelela zethu (iinkcukacha zoqhagamshelwano zabaphathi abakhulu, amacandelo, nee-yunithi zethu) neShedyuli yeMigangatho yeNkonzo (Service Standards Schedule) ziyafumaneka kwikhompyutha apha: **https://wcedonline.westerncape.gov.za/wced-services-access-schedule**



IIMFUNDISO EZISISISEKO EZINGUNDOQO ZETHU

ISebe iWCED lizixabisile ezi mfundiso zisisiseko zilandelayo kwabelwana ngazo ezibonisa imigaqo kaBatho Pele njengemiqondiso yethemba esisikhokelo, ukulawula indlela esikuzondelela ngayo ukufezekisa umbono nenjongo yethu:

- **Ukukhathalela** – Ukukhathalela abo sibenzela iinkonzo nabo sisebenza nabo
- **Ukusebenza ngobuchule** – Isakhono nobuchule bokwenza umsebenzi esiqeshelwe wona.
- **Ukuthwala uxanduva** – Sithwele uxanduva lokuphendula ngesikwenzayo.
- **Intembeko** – Ukunyaniseka nokwenza okulungileyo.
- **Ukwenza okutsha** – Ukuvumela iimbono ezintsha nokusombulula iingxaki ngobuchule nangokukhawulezileyo.
- **Ukusabela ngexesha elililo** – Ukwenzela abemi nabaqeshwa bethu iinkonzo.

Ukufikelela:

- Sikuxabisile ukufikeleleka.
- Banako ukufikelela kwizakhiwo zethu abantu abakhubazekileyo.
- Qhagamshelana ne-ofisi yesithili ekufutshane nawe, noNdlunkulu okanye undwendwele iziko lewebhu lethu.

Iiyure zomsebenzi: (iintsuku zeveki)

- IZiko laBenzelwa iiNkonzo: 07:30 – 16:00
- Abasebenzi abasezi-ofisini: 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

INdlela yokwenza izikhalazo (ifasilithi yokunika inkcazo ngokuqhubekayo)

Le yifasilithi yezikhalazo/yokuncoma yethu onokuthi ngayo ukwazi:

- uvakalise ilizwi lombulelo ukuncoma umntu othile/iziko elithile elithe lakwenzela inkonzo eyanelisayo;
- ukuncoma iSebe iWCED ngenkonzo elikwenzele yona;
- ukukhalaza ngokwenzelwa inkonzo ekumgangatho ophantsi; okanye
- ufune ukuba kulungiswe umonakalo ngenxa yokuba isikhalazo besilityelwe, singakhange siqwalaselwe okanye sithathwe njengesingabalulekanga ngabasebenzi beSebe IWCED.

Isikhalazo ngasinye esibhalisiweyo siya kufumana impendulo ebhaliweyo kwiintsuku eziyi-14.

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://wcedeportal.co.za

Ingxelo yokuzibophelela yeGunya leSigqeba

Mna, Debbie Schäfer, ndibophelela isebe lam ukuba ngokungqinelana noMmiselo 37 weMimiselo yeNkonzo kaRhulumente, 2016, epapashwe kwi-Government Gazette No. 10621 yowe-29 Julayi 2016, njengoko ifakelwe izilungiso, liyilandele mbo le tshatha yokwenziwa kwenkonzo.

Minister D Schäfer

13/12/2021
Date