



South African Nursing Council  
*Regulating nursing, advocating for the public*

# SANC SERVICE STANDARDS CHARTER

APRIL 2023



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# 1. BACKGROUND

The South African Nursing Council (SANC) is the body entrusted to govern the Nursing profession in the Republic of South Africa. It is an autonomous, financially independent statutory body, initially established by the Nursing Act, 1944 (Act No. 45 of 1944), and currently operating under the Nursing Act, 2005 (Act No. 33 of 2005). The SANC regulates the Nursing profession by establishing standards for Nursing practice as well as Nursing education and training. Its primary objective is to serve and protect the public in matters concerning Nursing services in particular.

## Engagement

Engagement is vital to ensure that the SANC connects with its stakeholders and the public with the objective of service delivery as well as building and maintaining relationships that are key in ensuring optimal service delivery, while at the same time upholding the image and brand of the SANC. The SANC's Clients range from Professional Nurses, employers and Unions to Nursing educational institutions and the public. A client list indicating some of the SANC's major client groups are listed in point no. 4 of this document.

## Service Standards Charter

In its quest to fulfil the said mandate, the SANC has developed a Service Standards Charter to help define what a client can expect regarding service delivery and remind management and employees of the obligations towards rendering efficient services to its Clients.

A Service Standards Charter is a public document that sets out the standards of service that service beneficiaries can expect from a department and organisation, as well as complaints mechanisms<sup>4</sup>.

The SANC Service Charter stipulates the Council's service standards, contact details as well as mechanisms of redress within the service areas.

### 1.1 SANC Vision, Mission and Values

#### 1.1.1 Vision

Excellence in professionalism and advocacy for healthcare users.

#### 1.1.2 Mission

We serve and protect healthcare users by regulating the Nursing and Midwifery profession.

#### 1.1.3 Values

### 1 Advocacy

Advocacy is speaking, acting, writing (with minimal conflict of interest and towards the best interest) on behalf of a disadvantaged or vulnerable person or group to promote, protect and defend their welfare and justice

### 2 Caring

A value-laden relationship with self and others. It is humanising scientific knowledge and skill through a deep understanding of moral and ethical considerations which are illustrated through the nature and quality of actions, words and discussions between individuals.

### 3 Innovation

Translating an idea or invention within a specific context into better solutions to meet new requirements and needs

### 4 Professionalism

A commitment to compassion, caring and strong ethical values, continuous development of self and others, accountability and responsibility; demonstrating a spirit of collaboration and flexibility (Girard, Linton & Besner, 2005) and to act in a competent, skilful and empathic manner

### 5 Quality

Delivering of services that are measurable and can be accounted for in terms of effectiveness, efficiency, accessibility, acceptability, equity and safety.

### 6 Relevance

Relevance is embedded within contexts and addresses current, predicted or perceived phenomena, taking pertinent issues into consideration.

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## 1.2 SANC Mandate

*The SANC is a statutory professional body mandated to regulate the Nursing and Midwifery professions by establishing and maintaining Nursing education and training as well as practice standards, while advocating for the interests of the public.*

The mandate of the SANC is governed and impacted by the following, among others:

**1.2.1 The Constitution of the Republic of South Africa, 1996** provides for health services as a competency of the Department of Health. The Constitution has an impact on the right to healthcare services, the right to education and training and the right to practice a profession of choice.

**Chapter 2** provides for imperatives like the Bill of Rights and access to health services, which are the cornerstones in the protection of the public, a primary objective of the Council.

**Section 29** provides for the following:

(3) Everyone has the right to establish and maintain, at their own expense, independent educational institutions that—

(a) do not discriminate on the basis of race;

(b) are registered with the state; and

(c) maintain standards that are not inferior to standards at comparable public educational institutions.

The SANC does not provide Nursing and Midwifery education but has a legal obligation to create a framework or structure in which such a right and responsibilities (a to c) can be exercised and complied with, in respect of Nursing education and training.

### 1.2.2 National Health Act, 2003 (Act No. 61 of 2003)

Provides for, among others, the establishment of the Forum for Statutory Health Professional Councils which must, among others, protect the interests of the public.

### 1.2.3 National Health Amendment Act, 2013 (Act No. 12 of 2013)

This Act provides for the establishment of the Office of Standards Compliance which, among others, liaises with and establishes cooperative relationships with regulatory authorities such as the SANC, to ensure harmonisation of standards.

### 1.2.4. Nursing Act, 2005 (Act No. 33 of 2005)

Provides for the continued existence of the SANC and the regulation of the Nursing and Midwifery professions.

## 2. DEFINITIONS

<b>Clients and Stakeholders (hereafter referred to as 'clients'):</b>	Any individual or institution that contacts or deals directly with the South African Nursing Council (SANC) to receive service/s.
<b>Complaint:</b>	A verbal or written expression submitted to the SANC by one of its clients or stakeholders, expressing dissatisfaction about the services, processes or the procedures rendered or followed to access the required service or the conduct/attitude of employee(s).
<b>Enquiry:</b>	A verbal or written expression submitted by one of the SANC's clients or stakeholders, expressing their desire or need to obtain or clarify information about the Council's processes or procedures, to facilitate their interaction with the SANC.
<b>Service Standards Charter:</b>	A public document that sets out the standards of service that service beneficiaries can expect from the SANC departments and divisions, as well as complaints mechanisms in the event of service delivery challenges.
<b>Service Quality Standards:</b>	The embodiment of the undertaking provided to clients by the SANC, to render efficient service across all departments

### 3. OBJECTIVES

This Charter aims to:



### 4. SANC CLIENTS

The list of stakeholders that impact on the daily operations of the SANC includes, **but are not limited to:**

Role players	<ul style="list-style-type: none"> <li>• Department of Health and its Entities</li> <li>• South African Qualifications Authority (SAQA)</li> <li>• Health Professions Council of South Africa (HPCSA)</li> <li>• Pharmacy Council of South Africa (PCSA)</li> <li>• Department of Higher Education, Science and Technology (DHES)</li> <li>• Council on Higher Education (CHE)</li> <li>• Hospital Association of South Africa (HASA)</li> <li>• Nursing Education Institutions (NEIs)</li> </ul>
SANC Council members	<ul style="list-style-type: none"> <li>• Council and its Committees</li> </ul>
Nurses	<ul style="list-style-type: none"> <li>• Nurses – meaning any persons registered in a category under Section 31(1) and (2) of the Nursing Act, 2005 (Act No. 33 of 2005)</li> </ul>
International Counterparts, particularly in Africa	<ul style="list-style-type: none"> <li>• Nursing Councils in Africa and equivalent Councils on other Continents</li> </ul>
Employers	<ul style="list-style-type: none"> <li>• Department of Health (national as well as provincial)</li> <li>• Private Health Sector</li> <li>• Other sectors e.g. mining, pharmaceutical sector, manufacturing industries, service organisations, NGOs/NPOs such as CANSA, Hospice, etc.</li> <li>• South African Military Health Services (SAMHS)</li> <li>• Department of Correctional Services</li> <li>• Department of Social Development (National and Provincial)</li> <li>• Health establishments</li> <li>• Local Government e.g. Municipal clinics</li> <li>• Department of Basic Education - school health Nurses</li> <li>• Universities' Private Health Clinics for the University community.</li> </ul>
Nursing Education Institutions	<ul style="list-style-type: none"> <li>• Universities and Universities of Technology</li> <li>• Public Colleges of Nursing</li> <li>• Private Nursing Education Institutions</li> </ul>
Unions (organised labour)	<ul style="list-style-type: none"> <li>• Current unions such as               <ul style="list-style-type: none"> <li>- Democratic Nursing Organisation of South Africa (DENOSA)</li> <li>- Health &amp; Other Services Personnel Trade Union of South Africa (HOSPERSA)</li> <li>- National Education, Health and Allied Workers Union (NEHAWU)</li> <li>- National Public Service Workers Union (NPSWU)</li> <li>- Public Servants Association of South Africa (PSA)</li> <li>- South African Democratic Nurses Union (SADNU)</li> <li>- Health and Allied Workers Indaba Trade Union (HAITU)</li> <li>- Solidarity</li> </ul> </li> </ul>
Community	<ul style="list-style-type: none"> <li>• Public in general</li> <li>• Professional Nursing Associations, Societies and Forums</li> <li>• NGOs</li> </ul>
Personnel	<ul style="list-style-type: none"> <li>• SANC personnel</li> </ul>
Media and social media	<ul style="list-style-type: none"> <li>• Print, radio, television, digital as well as social media.</li> </ul>

## 5. OPERATIONAL HOURS

The SANC's official business hours are:

**Monday to Friday from 08:00 until 16:30.**

- Clients are thus entitled to service from 8:00 to 16:30 at the minimum.
- Walk-in clients will be assisted until 16:00 due to the length of payment and administrative processes.

## 6. SANC SERVICE STANDARDS

The SANC commits to the following service standards:

### ASSISTANCE



- SANC personnel commits to being proactively helpful e.g. by ensuring that all possible queries related to the client are addressed at the time of contact.

### COMMUNICATION ACKNOWLEDGEMENT



- Communication (e.g. correspondence) will be acknowledged within 2 workdays (16 business hours) of receipt.

### COMMUNICATION RESPONSE



- Communication will be responded to within five (5) workdays since day of receipt.
- Respond to a client's query within 2 workdays (16 business hours) unless there are extenuating circumstances; the client will then be assisted within five (5) workdays.

### COMPLAINTS



- The Client Services Manager follows up on each complaint resolution within 24 hours to ensure the complaint has been addressed satisfactorily.

### EMAILS



- Will be acknowledged within 2 workdays (16 business hours)
- If SANC staff are not available for a day or more, they will activate their out-of-office message, diverting enquiries to an available colleague.
- Emails to be responded to with the standard greeting.
- Will be free of grammatical and spelling errors and address the query adequately based on the information provided by the client.
- Will contain the full designation and contact details of the SANC officer responding.
- The SANC personnel will use the email auto-forward or reply function when an official is away from their workplace e.g. at a full day meeting, and the auto-forward message will include a contact name/s and number/s for urgent queries.

### LANGUAGE



- Queries will be attended to in English as per the SANC's Language Policy.

### NAME BADGES



- Staff at Reception and Cash Management Section will wear the SANC name badge at all times.
- Staff who are on external visits/inspections/career days/etc. or attending internal meetings and events with external visitors will wear the name badge for the duration of the meeting/event

### PROBLEM-SOLVING



- Respond to a client's query within 2 workdays (16 business hours) unless there are extenuating circumstances; the client will then be assisted within five (5) workdays.

### PROFESSIONALISM



- Dress, behave and speak in a manner that enhances the reputation of the SANC.

### RESPECT



- Treat all clients with courtesy, consideration and respect.

### SERVICE EMAILS



- Are monitored by Managers and Senior Managers on a daily basis.
- Emails will be acknowledged within 2 workdays (16 business hours).

### SIGNAGE

HELPSDESK

- Clearly marked corporate signage for information desks will be on display.

### STANDARD GREETING



- Each client will be greeted with a standard greeting by using the client's title and surname; and
- The conversation or email will be started and ended with the name, designation and contact details of the SANC official that the client is dealing with.

## 6. SANC SERVICES STANDARDS (continued)

### TELEPHONE CALLS



- Will be answered within three rings if the staff member is not on another call.
- Calls will be returned within 8 hours if a staff member is available/in office.

### WRITING ETHICS



- The SANC's **correspondence** ascribes to the principles of ethical writing: inclusion, respect, acknowledgement of diversity, avoiding bias, adherence to the POPI Act, 2013 requirements, and transparency.
- **Language** will be set to: South African English for proofing purposes.
- **Document templates**: SANC employees will use document and email templates that reflect the SANC's corporate identity, thereby ensuring consistency and uniformity.
- **Confidentiality**: The SANC prioritises confidentiality when replying to a customer and will ensure that all recipients within an email are only those who require the information

## 7. ONLINE SERVICES:

The SANC prides itself in meeting its stakeholder market on all possible levels of communication and service delivery. To this extent, the following online platforms are used to support service delivery:

### 7.1 Service Email Addresses

The SANC has thirteen Service Email addresses to assist clients within specific areas. These mailboxes are attended to by a number of SANC employees and are overseen by Management:

TYPE OF ENQUIRY	EMAIL ADDRESS
Additional Qualifications	additionalqualifications@sanc.co.za
APC related enquiries	apc@sanc.co.za
Basic Qualifications	basicqualifications@sanc.co.za
Change of personal details	personaldetails@sanc.co.za
Complaints, compliments, service requests, etc.	customerservice@sanc.co.za
CPD enquiries	cpd@sanc.co.za
Examination enquiries	exams@sanc.co.za
Foreign registration enquiries	foreign@sanc.co.za
Learners Desk	learnersdesk@sanc.co.za
Preliminary Investigation and unfitness to practise	professionalpractice@sanc.co.za
Professional conduct issues	professionalconduct@sanc.co.za
Purchasing of distinguishing devices	devices@sanc.co.za
Restoration enquiries	restoration@sanc.co.za



## 7.2 Dedicated Customer Service Email Address

The SANC has a dedicated service delivery email address: [customerservice@sanc.co.za](mailto:customerservice@sanc.co.za)

## 7.3 Facebook Inbox and Posts

Being cognisant that Facebook is a major source of information for the SANC's clients, service delivery on the SANC Facebook page, [www.facebook.com/sancorg](http://www.facebook.com/sancorg) is attended to daily in respect of Facebook posts and the Inbox.

## 7.4 LiveChat

The SANC also attends to service requests via LiveChat on the SANC website, [www.sanc.co.za](http://www.sanc.co.za) where clients' queries are responded to in real-time.

# 8. CLIENTS' RIGHTS AND RESPONSIBILITIES

## 8.1 Escalation of Service Complaints

- Needs to be in writing with the header "SERVICE COMPLAINT".
- Direct your complaint to the Customer Services Manager: [servicecomplaints@sanc.co.za](mailto:servicecomplaints@sanc.co.za)
- Ensure that a SANC reference number is quoted with the complaint, where applicable.
- Upon receipt, the email is acknowledged by the Client Services Manager and the complaint is referred to the relevant department.
- The complaint is investigated and feedback is provided to the client in writing within five (5) workdays.
- If a client is not satisfied with the feedback provided, the complaint is escalated to Senior and/or Executive Management, who will revert to the client within two workdays (16 business hours).
- If a client is dissatisfied with the feedback from the Executive/Senior Manager, they may escalate a complaint to or lodge a grievance with the Registrar and Chief Executive Officer (CEO) by sending an email to: [servicecomplaints@sanc.co.za](mailto:servicecomplaints@sanc.co.za) and use the header "ESCALATION OF COMPLAINT TO REGISTRAR AND CEO".
- The Registrar and CEO's office undertakes to attend to these complaints within three workdays (24 business hours).

## 8.2 The SANC Commits to:

- Acknowledge your email regarding a complaint within 2 workdays (16 business hours), and to respond to the complaint within five workdays of receipt of the correspondence.
- Follow up with you on the actions taken by the SANC to resolve your issue, make sure it has been executed within the specified period, and seek feedback about the final result.

# 9. CONTACT DETAILS:

Location	Cecilia Makiwane Building, 602 Pretorius Street, Arcadia, Pretoria.
Postal Address	Private Bag X132, Pretoria, 0001, Republic of South Africa
Telephonic enquiries	012 420 1000
Fax	012 343 5400
Customer service email	<a href="mailto:customerservice@sanc.co.za">customerservice@sanc.co.za</a>
Escalation of service complaints	<a href="mailto:servicecomplaints@sanc.co.za">servicecomplaints@sanc.co.za</a>
Web page	<a href="http://www.sanc.co.za">www.sanc.co.za</a>
SANC Facebook page	<a href="http://www.facebook.com/sancorg">www.facebook.com/sancorg</a>
SANC Fraud Hotline	0800 20 12 16





# SANC SERVICE STANDARDS CHARTER



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## BUILDING

## A BETTER SANC



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