



Quality Service Charter

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Department of Examinations
Pinto Business Centre, Level 2
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GOVERNMENT OF MALTA
MINISTRY FOR EDUCATION AND SPORT
DEPARTMENT OF EXAMINATIONS

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1. PURPOSE

The services we provide are governed by a Quality Service Charter that serves to inform our customers of the level of service that they should expect to receive. This reflects our commitment, and that of the Malta Public Service, to the delivery of a Service of Excellence by embracing the 4 Pillars of the Quality Model upon which the Public Service is based:

Voice: We listen to the customers' voice and are open to their criticism regarding the service we offer and to their ideas as to how we can improve our service to them. We consider the ideas received from our customers, and strengthen the scheme of ideas forwarded by our employees;

Design: We develop policies and processes which reach the levels expected by our customers;

Delivery: We deliver a service which is timely, of a high standard, easily accessible, and which can reach the customer with ease; and

Accountability: This is intrinsic to a service which guarantees honesty towards the customer. Accountability also means loyalty towards the customer making use of our services, which translates into, and is manifested in these same basic principles we want to uphold.

2. WHO WE ARE & WHAT WE DO

Our Mission

The Department of Examinations is committed to implementing valid, reliable and secure examinations for certification, selection and licensing purposes.

3. GUIDING PRINCIPLES

All our actions are guided and bound by **5 Criteria** of Service Quality as follows:

Reliability: We are committed to ensure that the services we provide are in line to what is promised. We will provide accurate information which the customer may request to be in writing. Our services are consistent and committed to the customers' needs.

Empathy: We are committed to provide services which are tailored to our customers' needs and offered with care and individualised attention. We will strive to communicate in a language which is free from technical jargon, and will ensure that our services are accessible to everyone.

Assurance: Our staff is knowledgeable and courteous. We are committed to provide a professional service which the customers can trust.

Responsiveness: We provide our services in a timely manner and without any unnecessary delays. We are committed to respond to customers' requests, problems, or complaints.

Tangibles: Our offices offer a clean and safe environment where our services can be sought conveniently and safely.

4. DEPARTMENT OF EXAMINATIONS CUSTOMERS

The clients of the Department of Examinations include the general public, Heads of schools in the state and non-state sector, as well as Agencies, Entities, Foreign Further and Higher Education Institutions or Ministries requesting examination planning and administration.

5. SERVICE COMMITMENT

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply in time.

Communication

Specific, straightforward, and free of jargon or technical terms. All information will be provided in both Maltese and English. Correspondence sent to us in Maltese will be answered in Maltese whilst all other correspondence will be answered in English.

Premises

Complete access for all abilities and regular safety certification of the premises by competent bodies.

Request for information through website / email / telephone / social media/traditional mail

A final reply within 3 working days.

Request for service

Kindly refer to **Appendix 1** for list of services.

Phone Calls

Shall be answered within 3 rings on working days.

Acknowledgements

1 working day from receipt of request for information or application for service. This may be omitted if service or follow-up query is provided/made with the same timeframe.

Appointments

Replies to requests for appointments will be provided within 1 working day, with the appointment date being set within 2 working days from date of request. When attending your appointment, you should not expect waiting time. We will respect the time allotted to you.

If you arrive late, we reserve the right to reschedule your appointment.

Queueing time (if applicable)

We will greet you on arrival and guide you to your requested service. You will be directed to the officer who will serve you. Waiting time will be of approximately 5 minutes under normal circumstances.

Online Information

The information on our communication channels will be kept up-to-date. If you have access to the internet, you can find relevant information on our website:

Website: <https://myexams.gov.mt/>

Payment Methods

Direct online payment through official portals (as applicable to the service), MEYR One Stop Shop (EPOS or Cheques above €20), Gozo Examinations Centre (EPOS or Cheques above €20)

In addition, the service-specific turnaround time (this is the time taken to process an application), eligibility criteria, and application requirements as described in Section 10 of this document shall apply.

6. HOW TO REACH US

Once an application or enquiry is lodged with us, we will be responsible to assess, follow it up and keep you updated so as to make sure that you receive a definite reply.

Our assistance may be sought through any of the following channels at the specified time:

A. Our Offices

- **Malta**

Department of Examinations,
Pinto Business Centre, Level 2,
Mill Street,
Qormi, QRM 3104

- **Gozo**

Gozo Examinations Centre
Fortunato Mizzi Street
Victoria, VCT 2572

B. Opening Hours Malta & Gozo

Winter: 08:00 to 12:00 and
13:30 to 16:00

Summer: 08:00 to 12:00

C. By Telephone +356 2598 2958

D. Email myexams@gov.mt

E. On our website <https://myexams.gov.mt/>

7. WE ARE AT YOUR SERVICE

Our commitment is to assist you in providing all the necessary information and documents to be given the related service.

We will ensure you:

- Give us information on time, that is both complete and accurate. When an incomplete application is received, we will inform you of what is further required and assist you to obtain all the required documents and complete it correctly;
- Take the time to read applications carefully so that you can help us give you the service on time;
- Provide feedback to us to improve our service. Our service is provided by a dedicated team of professionals. This does not mean that we do not accept your feedback so that we can better our service. You can do this by using the channels indicated in Section 8 below.
- Communicate with us clearly and concisely in either Maltese or English;
- Treat our staff with the courtesy and respect as they are obliged to treat you.

Our website features all required applications and lists the documents needed with each application.

8. FEEDBACK & COMPLAINTS

We are committed to a Service of Excellence and strive to bring about a continuous improvement of our Service to you. We guarantee your anonymity, and your feedback will help us to improve our Services.

If you believe that we have made an error and/ or that our staff have acted improperly, or without the due level of care and attention, please contact us.

Feedback and complaints may be submitted through the following channels:

Department of Examinations

Personally: Department of Examinations, Pinto Business Centre, Level 2, Mill Street,
Qormi, QRM 3104
Gozo Examinations Centre, Fortunato Mizzi Street, Victoria, VCT 2572

By Phone: +356 2598 2958

By Post: Director of Examinations, Department of Examinations, Pinto Business
Centre, Level 2, Mill Street, Qormi, QRM 3104

By Email: myexams@gov.mt

Rate the Public Service, downloadable through maltapps directory or web-based on:
<https://qualityofservice.gov.mt/en/pages/rtps>

Servizz.gov

- Online: by accessing the Servizz.gov site and clicking on the 'File a Complaint' here:-
<https://servizz.gov.mt/en/pages/file-a-complaint/default.aspx>
- By Phone: **153**

When making a complaint you should:

- Quote any reference number that you may have been given in relation to the transaction that you are complaining about;
- Specify what the problem/case is; and
- Provide any additional information that may help us resolve your complaint.

When addressing complaints, we will:

- Guarantee your confidentiality;
- Refer your case to the **Customer Care** and send you an acknowledgement within 1 working day;
- Provide you with a unique reference number so that you can check the status of your complaints at any time.

As a normal procedure, all acknowledgements will be given to the beneficiaries on the same day of the request for information or application of Service.

- Carry out an investigation on the problem/case and conclude this as speedily as possible but by not later than:
 - 5 working days (in cases where we can conclude the case ourselves) or
 - 10 working days (in cases where we would need to obtain feedback from other departments or entities) from receipt of the complaints and all requested relevant information.
- Inform you in writing about the outcome of our investigation into our complaints by not later than 2 working days from the conclusion of the investigation.

Following closure of your complaint, we commit ourselves to take any remedial action where applicable and planned corrective action to avoid repetition where necessary so that you will not encounter the same or similar experience.

QUALITY OF SERVICE DIRECTORATE WITHIN P&SD

In the circumstance where the expected level of support was not given through the above channels, you may report to the Quality of Service Directorate within the People & Standards Division by sending an email on qualityofservice-opm@gov.mt.

9. COMMITMENT TO CONTINUOUS IMPROVEMENT

With the aim of a Service of Excellence and continuous improvement in mind, this Quality Service Charter will be reviewed as necessary, but in any case, at least once every 12 months to measure our performance in terms of the standards set out in this Charter as well as how we meet your expectations.

The review process will be based on:

- Government policy
- Operational data (e.g. services offered, service delivery, etc.)
- Benchmarking
- Feedback
- Complaints
- Surveys
- Quality Service Assessments
- Mystery Shopper Exercises

Quality of Service standards relative to the Services provided will be monitored and measured. The results of the internal review and the monitoring process will be used as a basis for improving our Service.



APPENDIX 1

10. APPENDIX 1

We will ensure that all timeframes that are in our control will be strictly adhered to. When the service requested is dependent on other departments or entities, we are committed to follow up on it ourselves so that you will receive the final reply on time.

Service	Eligibility	Compliance Requirements	Application Options	Service Delivery Timeline
Provisional Certificates	Former Candidates of Foreign Examinations, including: AEB and AQA; Cambridge; City and Guilds; LCCI; London and Edexcel; Oxford; and Royal Society of Arts	Logging in through e-ID and providing accurate and complete information.	Online form found at: https://myexams.gov.mt/provisional-certificates/	The certificate will be issued within 5 working days. Malta - Certificate can be picked up or sent by post. Gozo - Certificate is sent by post only.
Provision of Examination Centre Staff and/or Venues	Agencies, Entities or Government Ministries / Departments	Providing all the required information accurately and confirming the quotation sent by the Department's Finance and Procurement Section.	A request must be sent by email to the Director of Examinations.	A commitment to service delivery will be made within 5 working days from when the requesting entity confirms the quotation forwarded by the Department's Finance and Procurement Section.
Local Public Examinations	Prospective Candidates The applicable fee must be paid, depending on the examination applied for.	Fulfilling the requirements as requested by the call being applied for. Refer to: https://myexams.gov.mt/applications/ for open calls for applications.	Applications are received by EduRecruitment, Recruitment Portal, or Servizz.gov EDU One Stop Shop, depending on the call for applications and issuing entity. All information is made available on https://myexams.gov.mt/applications/	An acknowledgement is issued immediately when the prospective candidate applies. The timetable will be issued to candidates not less than 10 working days before the examination. Results will be issued within 4 weeks after the last exam date.

Authorisation A & B Licences	Prospective Candidates A fee of €9.30 must be paid.	Providing all the information required accurately in the application form.	Through https://myexams.gov.mt/applications/ and Servizz.gov EDU One Stop Shop	An acknowledgement is issued immediately when the prospective candidate applies. The timetable will be issued to candidates not less than 10 working days before the examination. Results will be issued within 4 weeks after the last practical exam and interview of the session.
TELT	Prospective Candidates A fee of €35 must be paid.	Providing all the information required accurately in the application form.	Through https://myexams.gov.mt/applications/ Candidates who do not have an e-ID can apply at the Servizz.gov EDU One Stop Shop and by contacting the ELT Council. Contact details for the ELT Council may be found at https://eltcouncil.gov.mt/contact/	An acknowledgement is issued immediately when the prospective candidate applies. The timetable will be issued to candidates not less than 10 working days before the examination.
ICDL	Course participants enrolled in courses offered by the Directorate for Lifelong Learning and Employability. The applicable fee must be paid, depending on whether a new Malta Test Registration Number (MTRN) is needed, and the module/s applied for.	Be aged 16 years+ and enrolled in an ICDL course offered by the Directorate for Lifelong Learning and Employability.	Servizz.gov EDU One Stop Shop	An acknowledgement is issued immediately when the prospective candidate applies. The timetable will be issued to candidates not less than 10 working days before the examination. Candidates receive their results immediately upon completing each module test. They may save or print their results from ICDL's Automated Test System. They may also request a digital certificate from ICDL Malta through the Department of Examinations. Any request received will be processed and forwarded to ICDL Malta within 2 working days.

AQA Application	Prospective Candidates. The applicable fee must be paid, as indicated on: https://myexams.gov.mt/applications/	Be a resident in Malta and aged 16 years+ before the closing date for applications. If prospective candidates are under 16 years of age, they may be accepted provided they are in Year 11 of their secondary education.	Servizz.gov EDU One Stop Shop	The application will be processed, and confirmation of receipt will be provided within 3 working days.
Edexcel Application	Prospective Candidates. The applicable fee must be paid, as indicated on: https://myexams.gov.mt/applications/	Be a resident in Malta and aged 16 years+ before the closing date for applications. If prospective candidates are under 16 years of age, they may be accepted provided they are in Year 11 of their secondary education.	Servizz.gov EDU One Stop Shop	The application will be processed, and confirmation of receipt will be provided within 3 working days.
Examinations with Foreign Further and Higher Education Institutions	Course participants enrolled in courses offered by Foreign Further and Higher Education Institutions. Fees may apply depending on the examination requested.	Foreign Further and Higher Education Institutions.	Requests are to be sent by email to myexams@gov.mt	The application will be processed, and confirmation of receipt will be provided within 3 working days.
Collection of MATSEC Projects at the Gozo Examinations Centre	Private MATSEC Candidates. Candidates may require MATSEC envelopes, which can be obtained at €0.50 per envelope.	Private MATSEC candidates sitting for a subject specifically requiring the presentation of a Project.	In person at the Gozo Examinations Centre	Prompt service during the timeline specified by the MATSEC board.
Registration to provide Invigilation Services	Members of the general public who have completed secondary education, are aged between 18 and 77, and are of good moral conduct.	Accurately filling in the application form, providing a curriculum vitae, and a police conduct certificate issued not earlier than two months before applying.	Online form at https://myexams.gov.mt/applications/	An acknowledgement is provided immediately. The contract will be sent for signature within 3 working days.