

Quality Service Charter

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National Literacy Agency
Joseph Abela Sclaro Street
Hamrun



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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;

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

To enrich the lives of people and communities by strengthening literacy skills and thus help reduce poverty, promote social inclusion, and foster personal wellbeing.

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. NATIONAL LITERACY AGENCY CUSTOMERS

The Agency works towards providing literacy programmes, projects, and initiatives that are geared towards schools, educators, parents/caregivers, and children.

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 3 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 10 to 15 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: https://nla.gov.mt. Links to our social media pages (like Facebook and YouTube) are provided also on the website.

Payment Methods

When a payment to the National Literacy Agency is due, this can be done by cheque (if amount is €20.01 or more) or by using:

IBAN MT54VALL22013000000040023748325

In cases when this is not possible, cash payments are to be made in person by visiting the Agency's premises.

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**
National Literacy Agency
National Literacy Centre
Joseph Abela Scolaro Street
Hamrun HMR 1304
- **Gozo**
National Literacy Agency
Literacy Resource Centre
c/o Xagħra Primary School
Racecourse Street,
Xagħra XRA 2013

B. Opening Hours

- **Malta**
Winter (1st October–15th June):
Monday to Friday 07:30–16:30
Summer (16th June–30th Sept):
Monday to Friday 07:30 – 13:30
- **Gozo**
Winter:
Mon, Wed, Fri 13:00 – 14:30
Tue and Thurs 13:00 – 16:00
Sat 10:00 – 12:00
Summer: Thurs 09:00 – 11:00
Sat 09:30 – 11:30

C. By Telephone

- **Malta on (25982992)**
During the mentioned hours
- **Gozo on (25988725)**
During the mentioned hours

D. Email

nla@ilearn.edu.mt

E. On our website

<https://nla.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:

National Literacy Agency

Personally:	National Literacy Agency, National Literacy Centre, Joseph Abela Sclaro Street, Hamrun, HMR 1304.
By Phone:	2598 2992
By Post:	National Literacy Agency (Attn: Mr David Muscat) National Literacy Centre, Joseph Abela Sclaro Street, Hamrun, HMR 1304.
By Email:	nla@ilearn.edu.mt
Online:	Using our online feedback or complaints forms at https://nla.gov.mt/forms/

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

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
Read at Home / Aqra d-Dar	Parents or guardians of children aged 0-17.	None. Books to be returned undamaged and in a timely manner.	Online form https://nla.gov.mt/programmes-aqra-d-dar/	In person: Applicants may pick up their order on the same day they apply. By delivery: Delivery timeline varies from 2 working days up to 10 working days, according to the delivery schedule based on localities. Delivery to Gozo may take up to 20 working days.
Read with Me / Aqra Miegħi	Babies and toddlers aged 0 to 3 and their parents or caregivers.	Parents or caregivers must accompany babies and toddlers.	Booking of session may be carried out by: - Phone on 2598 3335; - Email aqra.storja@ilearn.edu.mt; - Personally, at our Offices in Ħamrun or Xagħra Gozo; Facebook message https://www.facebook.com/readwithme.nla - Walk-ins are accepted.	Booking of session is instant according to the date and time chosen. Session schedules are published on https://www.facebook.com/readwithme.nla and on https://nla.gov.mt/read-with-me/ The service is given all year round except for short recesses during Christmas, Easter, and Santa Marija week.

European Day of Languages Note: The competition typically runs from June to October.	Students aged 3–16 with some degree of foreign language skills or abilities.	Submission of both a consent form and competition entry.	Online form which is available on https://www.facebook.com/langpoli_cymalta when the competition is open Submit the competition entry via email on edl.nla@ilearn.edu.mt	Submissions are registered within 3 working days upon receipt of the online form and the competition entry. Winners are announced within 20 working days after the competition has ended.
Parents the First Teachers / Ġenituri l-Ewwel Għalliema	Parents/caregivers of children from 0 to 3 years.	Parents must be accompanied by children aged 0 to 3 years.	Booking of session may be carried out by: - Phone on 2598 3335/3328; - Email aqra.storja@ilearn.edu.mt; - Personally, at our Offices in Hamrun or Xagħra Gozo; Facebook message https://www.facebook.com/readwithme.nla - Online form at https://nla.gov.mt/genituri-l-ewwel-ghalliema-parents-the-first-teachers/	Booking of the course is immediate based on the schedule in the advert, subject to availability on a first-come, first-served basis. Applicants are urged to apply at least 3 weeks before the commencement of the 5-week course due to limited availability. If courses are fully booked, or no new courses have yet been scheduled, applications will still be accepted year-round and placed on a waiting list.
The Pleasure of Reading (in the community) / Gost il-Qari	Children aged 7 to 11.	Parents may be required to attend with their children.	Booking of session may be carried out by: - Phone on 2598 3335; - Email aqra.storja@ilearn.edu.mt; - Personally, at our Offices in Hamrun or Xagħra Gozo; - Facebook message https://www.facebook.com/GostilQari. - Walk-ins are accepted.	Booking of session is instant according to the date and time chosen. Session schedules are published on https://www.facebook.com/GostilQari and on https://nla.gov.mt/gost-il-qari-the-pleasure-of-reading/ . The service is given all year round except from short recesses during Christmas, Easter, and Santa Marija week.

Literacy Resource Centres	Educators and parents of children attending one of NLA's programmes.	Users of this Centre must have a Malta Libraries membership.	For access of the Literacy Resource Centre one may: - Email lrc.nla.malta@ilearn.edu.mt; - Phone on 2598 3317 (Hamrun, Malta) or 2598 8725 (Xaghra, Gozo); - Visit us at our Office in Hamrun or in Xaghra.	Access to the Resource Centre is immediate for face-to-face clients. Those who send the request by email or phone, processing will take up to 5 working days.
Reading Stars / Il-Brillantini tal-Qari The competition is active throughout the scholastic year.	Avid readers aged up to 18 years.	Submission of both a consent form and competition entry.	Online form at https://nla.gov.mt/brillantini-tal-qari-reading-stars/ or https://www.facebook.com/readingstarsmalta/ Submission of competition entry via email readingstars.nla@ilearn.edu.mt	Submissions are registered within 3 working days. Winners are contacted individually and ahead of public announcement.
Malta Writing Programme Clubs / Klabbs tal-Programm tal-Kitba ta' Malta	Students of a specific age group according to the Club being organised.	Parents or caregivers must participate in the case of specific Clubs. Participation fee.	Online form. Each programme has a different schedule which can be found of the Facebook page https://www.facebook.com/MaltaWritingProgramme	Applications are processed within 3 working days.
Nurturing the Love of Reading in Babies / Inrawmu t-Trabi Jaqraw	Expectant parents and grandparents, as well as parents and grandparents of babies up to 8 months old.	Seminars are one and a half hours long. They are held both online and face-to-face. When online, attendees are encouraged to keep the camera switched on.	Applicants can apply for sessions either by: - Email aqra.storja@ilearn.edu.mt; - Phone on 2598 3335 / 3328 - Online form at https://nla.gov.mt/nurturing-the-love-of-reading-in-babies-inrawmu-t-trabi-jaqraw/ - Facebook message at https://www.facebook.com/readwithme.nla	Applications are processed within 3 working days. Attendance will depend on the applicant's choice from the schedule of seminars.

Nwar Family Literacy Programme	Children aged 7 to 10 who have not acquired the required basic literacy skills and their parents or caregivers.	A parent or caregiver must accompany children for Nwar sessions. The school needs to fill in a section of the application to confirm that the student qualifies for the service.	Nwar referral form https://nla.gov.mt/nwar-family-literacy-programme/ (including required documentation).	Applications received are acknowledged within three working days. Attendance of sessions will depend on the centre, language, and age chosen. Since sessions require homogeneous groups of children, availability may not be instant. Once an opportunity arises in a centre and the student's application matches, they are called in for an assessment.
The Magic of Stories (in the community) / Seher l-Istejjer	Children aged 4 to 7 and their parents or caregivers.	Parents or caregivers must accompany children.	Booking of session may be carried out by: - Phone on 2598 3335; - Email agra.storja@ilearn.edu.mt; - Personally, at our Offices in Ħamrun or Xagħra Gozo; - Facebook message https://www.facebook.com/themagicofstories.nla. - Walk-ins are accepted	Booking of session is instant according to the date and time chosen. Session schedules are published on https://www.facebook.com/themagicofstories.nla and on https://nla.gov.mt/seher-l-istejjer-magic-of-stories/. The service is given all year round except from short recesses during Christmas, Easter, and Santa Marija week.
Family Writing Activities / Xalati ta' Kitba	Children in Year 3 to Year 5 and children in Year 6 to Year 8, in state and non-state schools, and their parents or caregivers.	Parents or caregivers must accompany children. Parents or caregivers pay a token fee per family per activity by a specified deadline before the activity.	Online form: https://www.facebook.com/profile.php?id=100063749462608	Applications will be processed within 3 working days. Students and their parent/s or caregiver/s will attend on the day scheduled for the activity.