

NATIONAL ANTHEM

Arise O compatriots, Nigeria's call obey

To serve our father land

With love strength and faith

The labour of our heroes past

Shall never be in vain

To serve with heart and might

One nation bound in freedom,

Peace and Unity.

O God of creation

Direct our noble cause

Guide our leader's right

Help our youth the truth to know

In love and honesty to grow

And living just and true

Great lofty heights attain

To build a nation where peace

And justice shall reign

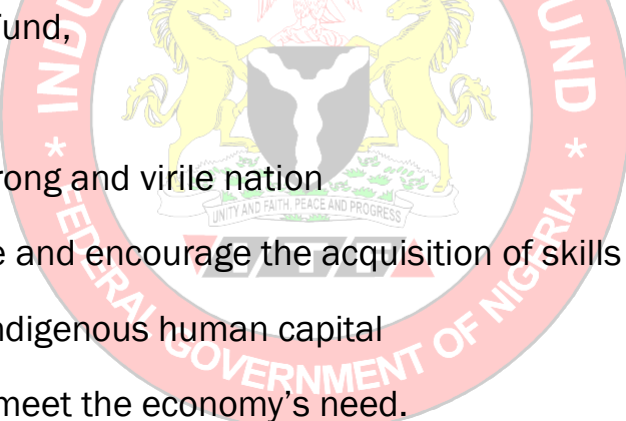


THE PLEDGE

I pledge to Nigeria my country
To be faithful loyal and honest
To serve Nigeria with all my strength
To defend her Unity and uphold her honour and glory
So help me God.

ITF ANTHEM

STANZA 1

A large, semi-transparent version of the ITF logo is overlaid on the text of the anthem. It features the same central emblem as the smaller logo, surrounded by the text "INDUSTRIAL TRAINING FUND" and "FEDERAL GOVERNMENT OF NIGERIA".

Industrial Training Fund,
Let us all arise
Arise and build a strong and virile nation
To Provide, Promote and encourage the acquisition of skills
So as to generate indigenous human capital
A pool sufficient to meet the economy's need.

CHORUS

Through integrity, efficiency and effectiveness
Commitment, loyalty, team work
Professionalism and creativity
ITF, let us all arise.

STANZA 2

O God! Grant ITF the knowledge and wisdom,
Strength imbued with character and shaped
With utmost skills to work renewed
Passion, commitment and dedication
Help us to deliver on our avowed mandate
To lift the cause of humanity in posterity

ITF PHILOSOPHY

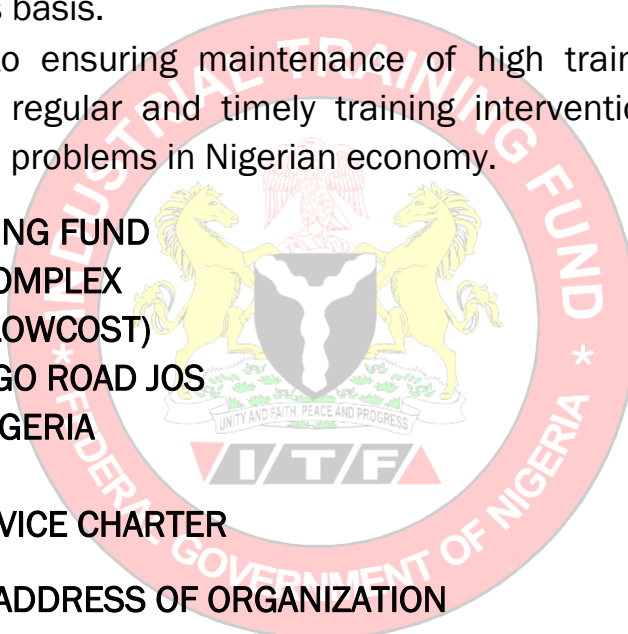
The ITF believes in the provision of high services in the area of National Development through: *

- The empowerment of organizations to provide corresponding high quality products and services.
- The recruitment and development of well motivated high caliber staff for the services of the ITF
- The maintenance of very strong interface with the changes and developments in the national global economy, through proper relationship with employer's organizations such as Manufacturers Association of Nigeria (MAN), Nigeria Employers Constructive Association (NECA) AND Nigerian Association of Chambers of Commerce, Industry, Mines and Agriculture (NACCIMA) e.t.c.
- The maintenance of such relationship with government to ensure that government's best intentions for National Development and achieved;
- The adoption of a systematic approach to training as a strategy for National Development and Growth.

ITF SERVICOM PRINCIPLES

- Conviction that the Nigerian economy can only realize its full potential and take its rightful place in the world economy if its abundant human capital is well developed and regularly updated.
- Renewal of commitment to provision of standardized quality skill training in Nigerian economy.
- Consideration for needs of Nigerian employers to have ready access to established ISO equivalent, training standard and quality intervention/support.
- Avowal to ensure and provide quality training interventions and support on continues basis.
- Dedication to ensuring maintenance of high training standards and provision of regular and timely training intervention to solve human performance problems in Nigerian economy.

**INDUSTRIAL TRAINING FUND
HEADQUARTERS COMPLEX
(OPPOSITE STATE LOWCOST)
P.M.B 2199, MIANGO ROAD JOS
PLATEAU STATE, NIGERIA**



INTERGRATED SERVICE CHARTER

NAME AND ADDRESS OF ORGANIZATION

1. **INDUSTRIAL TRAINING FUND**
P.M.B. 2199, MIANGO ROAD, JOS, PLATEAU STATE NIGERIA.
2. **NAME OF DIRECTOR-GENERAL/CHIEF EXECUTIVE**
SIR. JOSEPH N. ARI
3. **WEBSITE**
www.itf.gov.ng
dgitf@itf.gov.ng
4. **NODAL OFFICER**
NAME: M.A. SULYMAN NINGI

LOCATION: SERVICOM OFFICE,
INDUSTRIAL TRAINING FUND,
HEADQUARTERS COMPLEX, JOS
TELEPHONE: 08037014684
OFFICE Email: servicom@itf.gov.ng

SERVICE CHARTER

1.0 Introduction

The Industrial Training Fund, (ITF) IS A Human Resource Development Agency of the Federal Government of Nigeria. By virtue of section 2(a)(b)(c)(d) of the enabling Act, (as amended in 2011), the ITF is statutorily mandated to:

- a. Provide, promote and encourage the acquisition of skills in industry and commerce with a view to generating a pool of indigenous trained manpower sufficient to meet the needs of private and public sectors of the economy;
- b. Provide training for skills in management, technical and entrepreneurial development in the public and private sectors of the economy;
- c. Set training standards in sectors of the economy and monitor adherence; and
- d. Evaluate and certify vocational skills acquired by apprentices, craftsmen and technicians in collaboration with relevant organizations.

The Service Charter is an operational tool that guides both the service provider and service taker (customers) expectations so as to stimulate improvement and reforms.

The Service Charter in ITF terms is therefore, a declaration of the Fund's commitment to provide quality and timely training and other related services to meet the unique and changing needs of its clientele in Nigeria and the world at large as contained in its mandate.

All Employers of labor in the private and public sectors of Nigerian economy are beneficiaries of this declaration. Specifically affected, are employers under the various Organized Private Sector (OPS), Employers Associations, Ministries, Parastatal and Human Capital Development Organizations etc.

2.0 VISION STATEMENT

To be the foremost Skills Training and Development Organization in Nigeria and one of the best in world.

3.0 MISSION STATEMENT

To set and regulate training standards and offer direct training intervention in Industrial and Commercial skills training and development, using a corps of highly competent professional staff, modern techniques and technology.

4.0 CORE VALUES

- Commitment
- Loyalty
- Integrity
- Professionalism and Creativity
- Efficiency and Effectiveness
- Team Work

5.0 MOTTO

.....ITF, Developing the Nation's Human Resource.

6.0 CUSTOMERS/CLIENTS

Internal:

- Departments/Units
- Area Offices/Training Centers
- Corporate Office
- Staff School

External:

- Nigeria Association of Chambers of Commerce, Industries Mines and Agriculture (NACCIMA)
- Nigeria Employer's Consultative Association (NECA)
- Manufacturers Association of Nigeria (MAN)
- Corporate Affairs Association (CAC)

- Federal Inland Revenue Service (FIRS)
- The Nigerian Custom Service
- Nigeria Immigration Service
- Federal and State Ministries
- Parastatal
- Local Government
- National University Commission (NUC)
- National Board of Technical Education (NBTE)
- National Commission for Colleges of Education (NCCE)
- Independent Petroleum Marketers Association of Nigeria (IPMAN)
- Nigeria Export Processing Zone Authority (NEPZA)
- Nigeria Export-Import Bank (NEXIM)
- Economic and financial crime commission (EFCC)
- Nigeria Port Authority (NPO)
- National Orientation Agency (NOA)
- Trade Union Congress (TUC)
- Nigeria Labour Congress (NLC)
- Standard Organization Of Nigeria (SON)
- Office of the Accountant-General of the Federation
- Office of the Auditor-General of the Federation
- Bank of Industry, NASSI, NASME, FMTI
- And every employer having either 5 or more employees in his establishment, or having less than 5 employees but with a turnover of N50,000,000.00 (fifty million naira) and above per annum.

7.0 SERVICE PROVISION

The Fund provides the statutory services enshrined in section 2 of the amended Act, as mentioned under the introduction to this charter and other services such as:

- a. Identification of training needs in sectors, sub-sectors and companies/organizations through surveys/studies.
- b. Designing and developing programmes to solve identified needs.

- c. Provision of technical assistance to the employers of labour that enables them attain high level standards in training of their work force and to meet necessary conditions for payment of Training Reimbursement Claims.
- d. Payment of Training Reimbursement Claims to contributing employers in accordance with statutory provisions and ITF Reimbursement Scheme.
- e. Organizing on-and-off the job courses, conferences, workshops and seminars for clients, applying developed curricular and/or training modules to solve human performance problems in the areas of technical, technological, engineering and entrepreneurial skills.
- f. Provision of training assistance to clients in the areas of Supervisory and Management skills development.
- g. Determining skills deficiencies and apprenticeable trades through study of employer's profile and gaps with a view to establishing potentials for skills and apprentice training.
- h. Conducting process/systems consulting in agreement with clients to identify and redress process/systems problems and promote productivity.*
- i. Conducting in-company safety surveys in collaboration with clients and assisting clients to develop and implement in-house safety training programmes
- j. Assisting institutions of higher learning to find placement opportunities for students participating in Students Industrial Work Experience Scheme (SIWES).
- k. Processing and paying allowances to students and institution supervisors who participate in SIWES in accordance with operational guidelines.
- l. Regularly reviewing standards, programmes and services to meet the changing needs in training and development of human capital in national economy.
- m. Conducting productivity and efficiency improvement training surveys in client organizations to identify productivity and efficiency improvement through tailor made training.

- n. Conducting research in the area of human resource development and other areas of national interest and making the research findings available to our clients.
- o. To assist micro, small and medium business owners in identification of business problems and rendering advice that will improve their business.
- p. To provide skill acquisition programme to clients on mechanical, agricultural, electrical, automobiles, mechatronics, culinary service, ICT, welding and fabrications and instrumentation process.
- q. Inform clients' organization of changing social, political, economic and other external factors affecting training requirements and to advice on these as appropriate.
- r. Provide assistance to clients where appropriate, or make provisions of such assistance by external bodies or organizations where necessary.

8.0 Service Delivery specifications

Customers /clients should expect from the ITF

- a. Submission of study /survey report for discussion with clients within one month of study /survey on any assignment requested by the client or initiated by the Fund.
- b. Implementation of quality tailor-made training programmes within the time frame agreed with the client.
- c. Implementation of quality and standard scheduled courses /workshops as per date and venue published in the FUNDS annual programme Brochure.
- d. Provision of Forms 3A and 6A for Training personnel and programme approvals. TR Forms 1-4 for Reimbursement claims, use at the Beginning of each training year.
- e. Supply of published Training guidelines /Manual on request.
- f. Approval/Disapproval of applications for local and overseas training programmes within two weeks (for local) and four weeks (for Overseas) of submission.
- g. Payment of Reimbursement claims within three months of submission of claims in approved format in accordance with ITF Reimbursement scheme.
- h. Respond to request for consultancy/advisory service within two weeks of request.

- i. Payment of student allowance by E-payment within two months of receipt of approval placement list of National University Commission (NUC) National Board for Technical Education (NBTE), National Commission for Colleges of Education (NCCE), subject to availability of fund.
- j. Payment of 50% of Supervisory Allowance within two months of receipt of approved master and placement lists and effect balance payment within two months of receipt of duly completed form 8 subject to availability of fund.
- k. Payment of bills/charges for service duly rendered to the Fund within two months of submitting certified claims.

9.0 Performance Monitoring and Publication

The ITF will ensure compliance to set standard and provision of quality service through:

- a. Course/workshop evaluation of every programme and discussion of report at management.
- b. Vetting and approval of employers training plans and programmes.
- c. Monitoring the implementation of employer's approval in-house training programmes and vetting of course report.
- d. Inspection of in-company apprentice/skills training programmes.
- e. Supervision of students on industrial attachment at their places of attachment to check compliance with SIWES guidelines.
- f. Survey of customer's level of satisfaction with ITF service, through the administration of structured instruments.
- g. Publication of relevant pamphlets, brochure, bulletins, Manuals/Training Guide, advertisement on bill boards, states and National media to regularly inform the Government Stakeholders and general public on the activities and service of the Fund.

10.0 Grievances and Redress Mechanism

The ITF pledges to provide quality and timely service to its client. Commitment to global shared vision of effective/efficient service

Delivery and sustaining the customer expectations remain a cardinal goal to the Fund. However, in the case of service failure, the following procedures are available for customers to seek redress:

- Visit, call by phone or write to Area Manager of ITF Area Office where the customer is located giving details and evidence of grievances/service failure.
- In the event of unsatisfactory response from Area Manager the customer may write or call the Director General or the Nodal Officer at I.T.F Headquarters, Jos using the addresses listed under Enquiry.
- All complaints duly addressed/made to appropriate authority will be acknowledged at the first instance within one week of receipt.
- All complaints and / or grievances shall be verified and if fund genuine, appropriate redress action will be taken within 15 working Days.
- All complaints and/or grievances received from the internal customer shall be verified, if found genuine, appropriate redress motion shall be taken within 5 working days.

11.0 obligations and expectations

11.1 customer obligations:

In order to qualify for these services and for the ITF to meet its customers' expectations, customers are obliged to:

- Make prompt and regular payment of statutory training contributions and/or other appropriate fees for service.
- Submit Training Reimbursement Claims annually in accordance with statutory and ITF reimbursement Scheme provisions.
- Adhere to and comply with statutory provisions and ITF guidelines on training and Student Industrial Work Experience Scheme (SIWES).
- Cooperate and collaborate with the ITF to bring synergy to bear on developing required skills in the Nigeria economy.
- Accept and provide relevant placement for students of higher institutions on industrial attachment.

11.2 Management Obligations

- To sustain a network of field offices as direct link with ITF clients for easy delivery of services.
- To recruit and develop well motivated high-caliber staff for effective and efficient service delivery.

- To ensure deployment to the field, a corps of competent professionals capable of responding appropriately to the training needs of ITF clients.
- To deploy information and communication technology and also modern training infrastructures that meets global training standards and ensure customers satisfaction.
- To ensure that all monies due to the Fund in form of employers contribution, course fees and government subventions are collected and paid into the Fund's account appropriately.
- To ensure that all payment for SIWES allowances and reimbursement of training claims are effected as at when due.
- to continue to expand and equip existing skills training centres and to establish new ones within limits of available resources of the ITF.
- To provide training guidelines and advice to the professional staff in the field on how best to solve the problems they encounter in the course of delivering service to the Fund's clientele.
- To ensure that government best intentions for sustainable national development are achieved through human capital development.
- The Funds shall continue to benchmark its services nationally and internationally with other similar training organization for the purposes of keeping abreast with the new development in the service industry.
- Through the continuous examination of service delivery data, the Fund shall develop an internal self-appraisal mechanism for continuous performance/service improvement.

11.3 Government Obligations

- Government's annual subvention should be restored and made constant.
- Government to continue to sponsor and fully finance Students Industrial Work Experience Scheme (SIWES) as the scheme is very relevant to students, by bridging the gap between theory and practice.
- Government to continue to give the Fund necessary support and guidance.
- Government to provide and ensure safe/conducive operating environment for industrial operators.

12.0 Stakeholders Participation

- Stakeholders' Forum shall be organized continually for the purposes of soliciting support and cooperation for the Fund as a corporate body on one hand and to also provide the Fund with opportunity to licit opinions, information and suggestions on the Fund's service delivery on the other hand.
- In line with the global trends in the service industry and stakeholder's expectation, the integrated and local service charters of the Fund shall be reviewed once in every two years.
- Review of the Fund's service charters shall be carried out in collaboration with its internal and external stakeholders and the SERVICOM Office in the Presidency.
- Designing and updating of the curriculum of the Fund's training activities shall be carried out as a cooperative process between the Fund and its stakeholders, for an enhanced customer satisfaction.
- Synergy between the Fund and SIWES participating Institutions shall continue to be strengthened through the conduct of SIWES Bi-annual National Training Conference, for the purpose of appraising the modus operandi of the Scheme and suggestion for improvement.
- Through the conduct of the Fund's End of year Review meetings, Stakeholders shall have first-hand information about the Fund's strengths and weaknesses, its areas of needs and stakeholders' obligations to the Fund.

13.0 Limitations/Challenges

The following may limit the avowed commitment of the Fund to meet the customer's expectations in some areas of service provision:

- Default of employers in regular payment of statutory 1% annual training contributions as mandated.
- Inadequate and irregular funding of SIWES operations by the Federal Government.
- Insufficient placement opportunities for students' attachment in industries.
- Limited resources to expand and establish more industrial skills training centers across the country.
- Late approval of budgets.
- Inadequate faculty mix for the Fund's training course and programmes.

- Lack of donor agencies to assist industrial skill Training centers.
- Insufficient training tools and equipments for both soft and hard skills.
- Insufficient training opportunities for Fund's staff in emerging field and other specialized areas of industry and commerce such as: Oil & Gas, Aviation etc.
- Overlapping of functions with other agencies of Government.

14.0 Enquiry

All enquiries relating to this Charter should be made to the Director General/Chief Executive, Industrial Training Fund, Miango Road, P.M.B 2199 Jos, Plateau state,

Email: dgitf@itf.gov.ng OR The Nodal Officer: servicom@itf.gov.ng

- Any enquiries from the public on the service delivery of the Fund by telephone shall be connected by not more than two (2) rings of the telephone.
- Any member of the public making physical enquiries on the Fund's service delivery shall be treated satisfactorily at the first point of contact i.e the Fund's Headquarter, Area Offices and Training Centres Reception by a corps of knowledgeable officers.

15.0 Conclusion

In discharging its duties to the clients, the Fund shall continue to educate the public on the services it renders and serve its stakeholders with integrity, honesty, fairness, efficiency, courtesy and promptly, in execution of its set mandate for Visible multiplier effect on the national economy.