



Botswana Institute of Banking & Finance

Transforming future capability

CUSTOMER SERVICE CHARTER



2026

FOREWORD

The Botswana Institute of Banking and Finance (BIBF) Customer Service Charter is developed with the intention to express and affirm our commitment to deliver high quality service to students, staff, alumni, and all other stakeholders. The Service Charter marks an important milestone in our journey to service excellence as it spells out our bold commitment to enhance performance at the organizational level.

The Charter outlines the range of services and standards which we commit ourselves to uphold, and the various channels to share feedback. It also provides guidance to our customers on how to lodge complaints and or make suggestions on improvements in our service.

We therefore highly appreciate feedback on the customer service received. This feedback is critical as it will be continually used to improve the provision of quality service.

ABOUT BIBF

Established under the Societies Act 1991, the Botswana Institute of Banking and Finance (BIBF) is a non-profit making and member-driven organization. It was established at the behest of the central bank primarily to promote banking as a career and profession, and to contribute to national policy development on matters pertaining to banking and finance.

The membership comprises of banks including the Central Bank, and these constitute the corporate membership. The membership also extends to individuals namely ordinary members (bank employees) and affiliate members who are members outside the banking industry.

BIBF is accredited by Botswana Qualifications Authority (BQA) and offers courses recognised by the Human Resources Development Council (HRDC).

OUR STRATEGIC FOUNDATION

Vision

Lead innovative, agile, and sustainable future oriented solutions.

Purpose

Provide banking and finance insights/leadership to the banking fraternity on industry opportunities to leverage and build capacity.

Our Shared Values

Proactive

Industry leadership & relevance.

Agility

Ability to rise to unique challenges as they arise.

Customer Centric

The client is the reason for all we do.

Stakeholder Value

Deriving value for our learners – giving BIBF qualifications boost.

Collaboration

Working together towards common goals.

Value Innovation

Creating new future fit solutions that create value for clients.



OUR SERVICE AREAS

BIBF provides the following services:

- Long term programmes – accredited qualifications preparing learners for careers in banking and finance.
- Short courses – a range of technical, high-impact courses designed to offer practical industry skills.
- Membership – a membership programme that connects professionals in the financial services sector.
- Consultancy – customised solutions to meet corporate client needs.

OUR COMMITMENT TO CUSTOMERS

We are committed to delivering service that reflects our values of customer- centricity and agility. Our obligations to customers include:

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- being professional and treating customers with courtesy, respect, transparency, and fairness.
 - Manage our customer information as per regulations of the Botswana Data Protection Act.
 - anticipating customer needs and addressing potential issues before customers reach out.
 - responding to all queries within agreed timelines.
 - providing opportunities for customers to give feedback on our services.

OUR SERVICE STANDARDS

BIBF is committed to serving its customers in a prompt, reliable, and fair manner. To ensure consistency and accountability, we commit to the following standards:

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- **Enquiries & Communication**
 - Acknowledge emails and online enquiries within 24 working hours during business days.
 - Respond to walk-in and telephone enquiries promptly during office hours in a courteous manner.
 - **Training & Programme Support**
 - Provide clear course information before registration
 - Share course registration and course details in good time
 - Ensure course facilitators are qualified and industry-relevant
 - **Customer Experience**
 - Offer a professional, welcoming, and supportive environment.
 - Handle complaints timely, fairly, confidentially, and constructively.
 - Provide fit for purpose training
 - **Continuous Improvement**
 - Regularly review our processes to improve turnaround times and service quality.

SERVICE DELIVERY MATRIX

S.NO	SERVICE OFFERED	REQUIREMENTS	COST	TIMELINE
1	Payment for goods and services supplied to the Institute	Evidence of order, invoice, and delivery note	Free	Within 30 days
2	Response to phone calls	Phone call	Free	20 seconds
3	Application for a course	Certified academic certificates, certified copy of ID, proof of payment	As per approved fee structure (visit www.bibf.ac.bw)	7 days
4	Application for exemption	Certified academic certificates, certified course outlines from the institution attended	Cost per subject exempted as per approved fee structure	14 days
5	Withdrawal from studies	Proof of payment, letter for withdrawal * Done within 2 weeks after classes have commenced by the student.	In accordance with the BIBF Learner Withdrawal and Refund Policy (visit www.bibf.ac.bw)	Refund done within 5 days after approval
6	Appeal for results & remarking	Letter requesting remarking * Done within 5 days after results have been released by the student	As per approved fee structure (visit www.bibf.ac.bw)	Approval granted within 5 days by the Director.
7	Deferment of examination	Covering letter from the student plus medical report * Submitted 2 weeks before examinations start	Free	Response given within 3 days after receiving the letter

8	Request to change examination venue	Letter from the student outlining the reasons * The letter to be submitted 3 weeks before examinations start	Free	Academics to respond with 3 days after receiving the letter.
9	Issuance of transcript		Free	14 days after release of results
10	Duplicate of certificate	Affidavit, request letter and payment.	As per approved fee structure.	Once a semester.
11	Duplicate of transcript.	Affidavit, request letter and payment.	As per approved fee structure.	3 days after submission.
12	User Account Creation (Email, LMS, Network Access).	Approved request form, staff/student registration confirmation.	Free.	Within 1 working day.
13	Password Reset / Account Unlock.	Valid user identification.	Free.	Within 30 minutes
14	Learning Management System (LMS) Support	Logged email with issue description	Free	Within 4 working hours
15	Email & Collaboration Tools Support (OneDrive, Teams, etc.)	Logged email/call	Free	Within 4 working hours
16	Hardware Support (PCs, Laptops, Printers)	Asset tag number and fault description	Free (Institute-owned devices)	Within 1–2 working days
17	Software Installation & Updates	Licensed software request, approval from line manager	Free (licensed software)	Within 1 working day
18	Network & Internet Connectivity Support	Reported connectivity issue	Free	Within 2 working hours
19	Cybersecurity Support (Phishing, Malware, Suspicious Activity)	Immediate incident report	Free	Immediate response (within 1 hour)

20	Data Backup & Recovery Support	Approved request and justification	Free	1–3 working days
21	System Access for New Projects / Courses	Approved project/ course request	Free	2–5 working days
22	ICT Support for Training & Events	Event schedule and requirements submitted in advance	Free	Setup completed at least 1 day before events
23	Procurement of ICT Equipment	Approved requisition and budget	Cost as per quotation	As per supplier lead time
24	Payment for goods and services supplied to the Institute	Evidence of order, invoice, and delivery note	Free	Within 30 days
25	Retrieval and provision of organisational records	Fill the file movement register	Free	Less than 3 minutes
26	Issuing invoices for programmes or services	Confirmed enrolment or service request	Free	Within 5 working days
27	Issuing course certificates	Completion of programme requirements	Included in course fee	Within 7 working days
27	Processing membership applications	Completed membership form and payment	As per approved fee structure	Within 5 working days

OUR CUSTOMER'S OBLIGATIONS

To help us serve you better, we ask that you:

- Provide accurate and complete information during registration and enquiries
- Observe registration deadlines, payment terms, and course requirements
- Treat BIBF staff, facilitators, and fellow customers with respect and professionalism
- Familiarise yourself with policies, terms and conditions applicable to services used
- Communicate challenges or concerns timeously

FEEDBACK & COMPLAINTS MECHANISMS

Your feedback helps us grow and improve.

You can share compliments, suggestions, or concerns through:

- Email and official communication channels (Tel: +267 395 2493, Email: enquiries@bibf.ac.bw Website: www.bibf.ac.bw and Facebook: Botswana Institute of Banking & Finance)
- Feedback forms at training programmes and events
- Direct engagement with BIBF staff
- Formal complaints submitted in writing

We commit to:

- Acknowledging feedback within 2 working days
- Investigating and responding within a reasonable timeframe (5 working days)
- Using feedback to enhance service delivery and customer experience

COMPLAINTS ESCALATION PROCESS

This is the official complaints procedure through which BIBF will handle all complaints lodged by customers to deliver a consistent, high-quality response to complaints.

1	Frontline officer	Address complaint through telephone, email, or in person, and await response.
2	Line Manager	If dissatisfied with the response, contact this office directly through, email, telephone or in person. The complaint will be reviewed, and resolved, and a written response will be provided.
3	Managing Director	If dissatisfaction continues, a customer may escalate their complaint in writing to this office.

MONITORING & EVALUATION OF THE SERVICE CHARTER

This service charter will be monitored and evaluated on a regular basis through a Customer Satisfaction survey. Results of the monitoring and evaluation exercises will be used to improve the service charter, and ultimately service delivery.

Signed: 

Managing Director



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