



# SERVICE CHARTER

## Service Performance Contract

The Council shall deliver the following services within the specified time frames upon submission of the **required documents in whole**:

NO.	ACTIVITY	TIMELINE
1.	Indexing	Seventy (70) working days
2.	Local Registration	Thirty (30) working days
3.	Registration for Foreign-Trained Nurse Assistants, Nurses and Midwives (Temporary)	Two (2) working days
4.	Registration for Foreign-Trained Nurse Assistants, Nurses and Midwives (Permanent)	Five (5) working days
5.	Local Verification	Ten (10) working days
6.	Foreign Verification	Ten (10) working days
7.	Renewal of: a. Professional Identification Number (PIN) b. Auxiliary Identification Number (AIN)	Ten (10) working days
8.	Change of Name	Ten (10) working days
9.	Change of Date of Birth	Ten (10) working days
10.	Release of Licensing Examination Results for Nurse Assistants, Nurses and Midwives trained in Ghana	Seventy (70) working days
11.	Release of Licensing Examination Results for Foreign-Trained Nurse Assistants, Nurses and Midwives	Ten (10) working days
12.	Conduct Support Supervisory visits to training institutions	At least one visit to each training institution every year
13.	Conduct support supervisory visits to clinical training sites	At least one visit to each clinical training site every year
14.	Conduct initial assessment visit to proposed institutions upon receipt of application and payment of initial assessment visit fee	Ten (10) working days
15.	Communicate outcome of assessment visit to NAB and Applicants a. Favourable (Clearance letter) b. Unfavourable	Ten (10) working days
16.	Issue of Professional Accreditation Certificate upon submission of Institutional and Programme Accreditation letters from NAB	Five (5) working days
17.	Continuing Professional Development/Education (CPD/E) Consultancy Accreditation a. Assessment Visit upon receipt of application and payment of initial assessment visit fee b. Issuance of professional accreditation certificate	Ten (10) working days Five (5) working days
18.	Conduct Continuing Professional Development/Education (CPD/E) programmes for practitioners	Once every quarter
19.	Remarking	Ninety (90) working days
20.	Response to request for Duplicate Documents	Five (5) working days
21.	Response to application for Nurse/Midwife Examiner	Thirty (30) working days

### NOTE

- For the four basic professional programmes (RCN, RGN, RM & RMN) license (PIN) is issued after one year mandatory rotation/ national service.
- Professionals for the four basic programmes are to apply for their registration within 6 weeks of qualification (Delays will attract the relevant penalty).
- Qualified Foreign-Trained Nurse Assistants, Nurses and Midwives are to register on completion of their ninety-day supervised orientation within fifteen working days
- Inconsistencies in document(s) received should be reported for rectification within two weeks.
- A call for remarking can only be done not later than six months after the last exams.