



# ILPD SERVICES CHARTER

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## RECTOR'S MESSAGE



### **Dr Aimé MUYOBOKE KALIMUNDA**

We are proud to present the Service Charter for the Institute of Legal Practice and Development (ILPD), which reflects our commitment to supporting the government's reform agenda. This document underscores our dedication to efficient service delivery, transparency, and accountability.

The Service Charter outlines the core functions of ILPD, the services we provide, and the related requirements. Additionally, it offers insights into our service centers and the relevant legal frameworks guiding our work. By establishing this charter, we reaffirm our commitment to serving our clients, fostering greater understanding, and continually enhancing the quality of our services.



## INTRODUCTION

The Institute of Legal Practice and Development (ILPD) plays a pivotal role in shaping the legal landscape of Rwanda, having been established in 2006 as a key component of the 2004 Justice Sector reforms. As a public higher learning institution, ILPD is dedicated to providing comprehensive professional legal education, offering both postgraduate and short courses designed to equip the legal workforce with essential skills and knowledge. Beyond education, the Institute is committed to advancing legal development through rigorous research and effective dissemination of legal knowledge.

ILPD envisions a future marked by collaboration with domestic and international partners to promote excellence in legal practice and foster a culture of academic inquiry. Our mission centers on delivering high-quality legal education, professional training, and impactful research, aiming to drive progress in the fields of law and justice both in Rwanda and globally.

This Service Charter outlines the services we provide, our commitment to quality, the rights and responsibilities of our clients, and the standards by which our services are delivered.

### Vision

“To become the leading practice training institution for legal professionals in the spirit of excellence, independence and service to the community, drawing from the diversity and richness of civil and common law traditions.”

### Mission

- ✦ To provide legal professional education to persons holding at least a Bachelor’s Degree in Law;
- ✦ To provide training to those working in the field of justice and in related fields;
- ✦ To promote research and disseminate law;
- ✦ To collaborate with other institutions of learning and research in Rwanda and abroad in the field of education and research in order to promote law and justice;
- ✦ To support any other initiative that may contribute to the promotion of law and justice.



## Mission

- ✦ Justice, ✦ Ethics, ✦ Independence
- ✦ Equity, ✦ Integrity,

## Our Clients and Stakeholders

ILPD serves and partners with:

- ✦ Justice sector institutions (Judiciary, Ministry of Justice, Prosecution, RNP, RIB, RCS, etc.)
- ✦ Law graduates and legal professionals
- ✦ Law schools and universities (local and international)
- ✦ Regional and international organizations
- ✦ Donor agencies and development partners
- ✦ Civil society and the general public



## 6. Our Core Services

### 6.1. Postgraduate Programmes

<b>S/N</b>	<b>PROGRAMME</b>	<b>DESCRIPTION</b>
<b>1</b>	Postgraduate Diploma in Legal Practice (DLP)	The DLP is a postgraduate professional training course designed to give lawyers, prosecutors, and judges the skills and knowledge they need for practice. The Institute of Legal Practice and Development offers DLP in two different modes: Full-time Nyanza and Part-time mode evening in Kigali, weekend in Kigali, Nyanza and Musanze as well as executive mode. This training course consists of eight modules.
<b>2</b>	The Diploma in Legislative Drafting (DLD)	The DLD is a Postgraduate Diploma course designed to give professional skills in legislative drafting to lawyers from Rwanda Law Reform Commission, other ministries, public institutions, parliament, and private sector. More specifically, the programme concerns legal advisors of the institutions and other people interested in that domain.
<b>3</b>	Postgraduate Diploma in Bailiffs Practices	This is a training of professional bailiffs aiming at the capacity building in their duties of executing judgments." The Association itself has set as an objective "the promotion of the skills development and better service delivery in relation to bailiffs responsibilities."



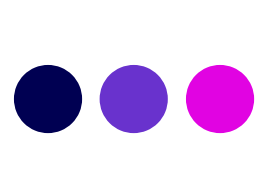
<b>S/N</b>	<b>PROGRAMME</b>	<b>DESCRIPTION</b>
<b>4</b>	Postgraduate Diploma in Labor Law Practice (DLLP)	The DLLP was introduced due to the persistent existence of gaps in the application of labour laws in Rwanda. Rwanda like many of its East African counterparts has no specialised labour courts dealing specifically with labour-related matters nor does it have specialised labour law practitioners handling labour-related matters including conciliation and arbitration
<b>5</b>	Postgraduate Diploma in Tax Investigation (DTI)	Tax administration is mandated to contribute to socio-economic development by, on one hand facilitating legitimate trade and, on the other, protecting the national economy and society against illicit trade. Whereas paying taxes is a noble contribution to national development, traders, both local and international, will always try to evade taxes. The only way to curb this is to have well-trained tax investigators. The program thus, comes to address that.
<b>6</b>	Postgraduate Diploma in Procurement Practice (DPP)	An effective public procurement system has many benefits to a developing country; that desires to have cost savings, acquire appropriate goods and services, and timely delivery of essential services, among others. Providing procurement professionals with the right procurement knowledge, skills, and competencies is vital in the realization of the above benefits.
<b>7</b>	Postgraduate Diploma in Child Justice (DCJ)	This programme is generally intended to equip all those that shall be trained through it with the requisite knowledge and skills sufficient to enable them to professionally dispense their respective responsibilities relating to child justice activities.



<b>S/N</b>	<b>PROGRAMME</b>	<b>DESCRIPTION</b>
<b>8</b>	Postgraduate Diploma in Family Law Practices (DFP)	This programme is generally intended to equip trainees with the requisite knowledge and skills sufficient to enable them to professionally dispense their respective responsibilities relating to family law as a dynamic field of law concerning a basic social institution: the family.
<b>9</b>	Postgraduate Diploma in Civil Procedure Practice (DCPP)	This programme will help trainees to know how to meticulously examine and handle complex procedural issues. Under this programme trainees will gain advanced knowledge about how procedural law is interlinked with many other fields of law, i.e. substantive law such as contracts, constitutional law, criminal law, property, tax, torts, etc.
<b>10</b>	Postgraduate Diploma in Contract & Tort Law Practice (DCTP)	The Postgraduate Diploma in Contract and Tort Law Practice is a highly practical, information-packed programme that equips trainees with the ability to anticipate and address the risks, issues, and conflicts that arise in entering into and managing contractual relationships as well as the issues and conflicts that may arise in relation to tortious conduct.
<b>11</b>	Postgraduate Diploma in Criminal Process and Sentencing (DCPS)	The goal of this programme is to equip criminal investigators, prosecutors, defense lawyers, judges, and other interested criminal law practitioners with high-quality hands-on experience in the criminal process and sentencing that will enable them to professionally fulfill their respective attributions.



<b>S/N</b>	<b>PROGRAMME</b>	<b>DESCRIPTION</b>
<b>12</b>	Postgraduate Diploma in Criminal Process for International Crimes and Genocide Ideology (DCGI)	This programme aims at training professionals in the legal field in the areas of investigation, prosecution, and adjudication of international crimes, mainly genocide, crimes against humanity, and war crimes, as well as the crime of genocide ideology and related crimes.
<b>13</b>	Postgraduate Diploma in Criminal Process for Economic Crimes (DCPEC)	The purpose of this programme is to improve the capacity to better detect, investigate, and adjudicate complex economic and financial crimes; recover the proceeds of the underlying predicate crimes such as corruption and related offenses that require international or national cooperation of various institutions, embezzlement, money laundering, tax offenses, public procurement offenses, capital markets offenses, cybercrimes and other economic crimes, etc.
<b>14</b>	Postgraduate Diploma in Corporate and Insolvency Law Practice (DCIP)	This programme is generally intended to equip all those that shall be trained with corporate and insolvency matters. The programme shall also enhance the capacity of trainees to contribute in the Rwandan business legal environment and the settlement of company and insolvency disputes in a professional way.



## 6.2 CONTINUING LEGAL EDUCATION (CLE)

The primary objective of our CLE is to expand and keep current knowledge attained in degree programs up to date. Our law training short courses are designed for those working in the public and private sectors. We have short courses suitable for legal advisers, lawyers, prison officers, policy makers, and legal officials in different institutions, Bailiffs, legislators, Local Authorities, members of the prosecution and the judiciary, etc.

## 6.3 RESEARCH

Research is part of the ILPD's mission. ILPD conducts applied and policy-relevant legal research that contributes to the further development of the legal system and the rule of law in Rwanda and the region.

## 6.4 Law Development and Dissemination

- ✦ Contribution to legislative reforms
- ✦ Public awareness and legal literacy campaigns
- ✦ Publication and dissemination of legal materials

## 7. Our Commitments to You

**We are committed to:**

- ✦ Delivering high-quality, practical, and relevant legal training
- ✦ Ensuring transparency, fairness, and professionalism in our services
- ✦ Promoting innovation and responsiveness to national and regional legal needs
- ✦ Providing equal opportunities for all learners and partners
- ✦ Continuously improving our services based on feedback and evaluation

## 8. What We Expect from You

- ✦ Respect for ILPD policies, staff, and fellow learners
- ✦ Active participation in training and professional development
- ✦ Constructive feedback for continuous improvement
- ✦ Ethical conduct and academic honesty



## 9. FEEDBACK AND COMPLAINTS HANDLING

ILPD welcomes suggestions, compliments, and complaints as part of our commitment to service excellence.

You can reach us via:

- ✦ Email: [info@ilpd.ac.rw](mailto:info@ilpd.ac.rw)
- ✦ Telephone: +250788891482
- ✦ P.O Box 49, Avenue des Sports, Nyanza, Southern Province, Rwanda
- ✦ Website: [www.ilpd.ac.rw](http://www.ilpd.ac.rw)
- ✦ In person: Office of the coordinators/ Administration

## 10. SERVICE STANDARDS

<b>Service</b>	<b>Standard Response Time</b>
Response to general inquiries	Within 2 working days
Payment of invoices for suppliers	45 working days
Issuance of academic transcripts/certificates	Within 2 working days
Admission decision	Within 2 working days after submission of the application
Processing feedback/complaints	Within 5 working days
CLE course announcement and registration	At least 2 weeks before start date



### Departmental contacts in case of complaints

<b>S/N</b>	<b>Department</b>	<b>Contact</b>
<b>1</b>	Academic Registry	<b>Name: Mr. Richard Mugisha, Registrar</b> <b>Tel: +250788306034</b> <b>Email: registrar@ilpd.ac.rw</b>
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## Annex 1: ILPD Staff Contacts

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Institute of Legal Practice and  
Development

*Excellence in Legal Practice*



**Institute of Legal Practice and Development**

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