

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF AGRICULTURE AND ENVIRONMENTAL SCIENCE
CLIENT SERVICE CHARTER

1. INTRODUCTION

1.1 Preamble

The Client Service Charter for the Faculty of Agriculture and Environmental Science (FAES) is a framework of how the Faculty business works with clients in terms of excellence, response times and standards.

The purpose of this client service charter is to create awareness of the availability of services offered by the faculty. The charter will give a chance to our clients to understand our services. Therefore, this charter presents a procedure that clients must follow to: communicate, get services, complain and get feedback or comment on quality of service offered by the faculty.

With the launch of the charter, the faculty commits itself to embrace efficiency, effectiveness and excellence in service delivery. In conducting our business, we are guided by the Bindura University of Science Education (BUSE) Faculty Standard Operating Procedures and Academic Quality Assurance standards.

1.2 Vision

We intend to provide our clients with the best research, and teaching and learning environment, characterised by innovation and use of modern technology.

1.3 Mission

To contribute to Sustainable Development through excellence in Learning and teaching, Research and Community Engagement in Agriculture and Environmental Science. The Faculty shall provide an environment that is conducive to its clients and rewarding for members.

1.4 Core Values

The Faculty core values are in line with the university core values to which we add honesty and respect. These core values are explained in the table below.

	Values	Meaning or Expected Behaviour/Actions
1.	Honesty	Upholding the virtues of integrity, meritocracy, uprightness and fair play in all activities.
2.	Respect	Valuing everyone's contribution or opinion, due regard for the feelings, wishes, or rights of others.
3.	Quality Customer Service	Provide the right service, at the right time to our clients.
4.	Student Centredness	Student at the centre of everything, concern for the quality of the student. Related actions include provision of a wide variety of educational programmes, learning experiences, instructional approaches and academic support strategies that are intended to address the distinct learning needs, interests, aspirations or cultural backgrounds of individual students and groups of students.
5.	Knowledge Acquisition and Sharing	Lifelong learning, continuous renewal of knowledge, valuing experience and reflecting. Typical actions include on-the-job-training, job rotation and maintaining a repository of 'lessons learned.'
6.	Teamwork and Diversity	Acceptance and respecting differences, inclusivity, agreeing to disagree, seeking to understand, cooperation, caring for each other's success, receptiveness to others, solidarity, defending the absent, receiving and giving criticism, trusting others intentions.
7.	Innovation and Excellence	Outstanding quality, above the norm, raising the bar, efficiency, effectiveness, creativity, initiative, originality, solving problems, listening and learning culture, converting mistakes into learning points.
8.	Commitment and Discipline	Dedication to duty, loyalty, sacrifice, order, respect authority, obedience, compliance

2. CORE FUNCTIONS

2.1 Teaching

2.1.1 Developing of new programmes and, teaching and learning materials.

2.1.2 Coordination of curriculum development and review

2.1.3 Coordination of teaching and learning and examinations.

2.2 Research

- 2.2.1 Conducting research that is in line with national and global priorities in collaboration with industry.
- 2.2.2 Communicating research findings through local press, peer-reviewed publications and presentations at national and international conferences.

2.3 Community Engagement

Community engagement activities in the faculty include designing and implementing agricultural and environmental programmes and projects that improve peoples' quality of life. These include: raising tree and ornamental plants seedlings; establishment of demonstration apiaries conducting education programmes in print and electronic media; and conducting demand-driven short courses.

2.4 Innovation and Industrialisation

2.4 Degree Programmes offered in the Faculty

2.4.1 Existing Undergraduate Programmes

- 2.4.1.1 Bachelor of Agricultural Science Honours Degree (Animal Science)
- 2.4.1.2 Bachelor of Science Honours Degree in Animal Health and Production Extension
- 2.4.1.3 Bachelor of Agricultural Science Honours Degree (Crop Science)
- 2.4.1.4 Bachelor of Science Honours Degree in Agricultural Economics and Management
- 2.4.1.5 Bachelor of Agricultural Science Honours Degree (Education and Extension)
- 2.4.1.6 Bachelor of Environmental Science Honours Degree in Forestry
- 2.4.1.7 Bachelor of Environmental Science Honours Degree in Natural Resources Management
- 2.4.1.8 Bachelor of Science Honours Degree in Safety, Health and Environmental Management
- 2.4.1.9 Bachelor of Science Honours Degree in Wildlife Ecology and Management

2.4 Postgraduate Programmes by Coursework

2.5.1 Master of Science Degree in Agroforestry

2.5.2 Master of Science Degree in Food Security and Sustainable Agriculture

2.6 Postgraduate Studies by Research

Master of Philosophy and Doctor of Philosophy Programmes in all the above mentioned disciplines exist.

3. PRINCIPLES OF THIS CLIENT SERVICE CHARTER

3.1 In our service, we pledge to:

- 3.1.1 service our clients with dignity, courtesy and respect;
- 3.1.2 provide efficient and effective service at all times;
- 3.1.3 adhere to ethical and equitable service provision;
- 3.1.4 uphold transparency and accountability of all times;
- 3.1.5 espouse the principles of natural justice at all times;
- 3.1.6 maintain appropriate confidentiality; and
- 3.1.7 discharge our duties professionally, passionately and with patriotism.

4. CLIENTS PARTNERS AND STAKEHOLDERS

4.1.1 Internal Clients

- 4.1.2 Students
- 4.1.3 Academic staff
- 4.1.3 Academic support staff

4.2 External Clients

- 4.2.1 Parents and Guardians of students
- 4.2.2 Secondary and High Schools
- 4.2.3 Funding Partners
- 4.2.4 Service Providers/Suppliers
- 4.2.5 Commerce and Industry
- 4.2.6 Regulatory Authorities
- 4.2.7 Government
- 4.2.8 Local Community

4.3 Partners and Stakeholders

In the provision of its services, the Faculty collaborates with the following partners and stakeholders within the University:

- 4.3.1 University Executive Management
- 4.3.2 University Senate
- 4.3.3 Other Faculties
- 4.3.4 Service Departments
- 4.3.5 Neighbours

4.4 Client Expectations

The following are the least that clients, partners and stakeholders should expect from the Faculty:

- quality service
- prompt processing of examination results
- a safe and healthy environment, and
- courteous and timely response to requests and enquiries

4.5 Expectations of the Faculty

The Faculty expects its clients, partners and stakeholders to:

- treat its staff with respect and courtesy;
- provide sufficient and accurate information to enable its staff to respond to requests and enquiries appropriately;
- support its programmes and activities;
- observe the rules and regulations governing common undergraduate and postgraduate programmes, and;
- provide prompt feedback and comments on the services rendered.

5. COMMITMENT TO SERVICE DELIVERY

The Faculty commits to deliver outstanding service as detailed below.

	Service	Requirement	Cost to	Timeline
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			Client	
1	Orientation of Students	-Students are issued with information handbook. -Students are given clear guidelines on Academic programmes, examination rules, student support services and disciplinary procedures	NIL	Student's first week at the University
2	Registration of Students	-Students register for courses in accordance with the General Academic Regulations. -Students are registered for the prescribed courses for each semester as required.	Payment of fees	Within five (5) weeks
3	Teaching and Learning	-Teaching timetable is duly prepared in good time and made available on-line prior to student arrival and subsequent registration. -Teaching conducted as per approved timetable.	NIL	1 st day of each Semester to the end of Semester as prescribed by the Registrar
4	Student Academic Trips	-Budgets and schedules from respective Departments are in place.	-Own food for students. -Travel and Subsistence allowance for staff	As scheduled
5	Conducting of Examinations	-As per approved examination timetable.	NIL	As scheduled by the Registry
6	Processing of Examinations	-Discuss and Recommend for each student the final examination mark for every course examined.	NIL	As scheduled by the Registry
7.	Handling of disciplinary cases for staff and students	-Issue is picked up by the Faculty and reported.	NIL	48 Hours
8	Supervision of Postgraduate students	-As stipulated in the Faculty Standard Operating Procedures.	Payment of fees	-As stipulated in the Faculty Standard Operating Procedures.

9	Student Clearance	-As stipulated in the Faculty Standard Operating Procedures.	Printing, binding, and CD with dissertation	-As stipulated in the Faculty Standard Operating Procedures.
10	Publication of Faculty Annual Report	According to the University timeline	NIL	Annually
11	Staff Appraisal	Completion of the appraisal form	NIL	Conducted between March and October every calendar year.
12	Responding to telephone calls and emails	Official lines	NIL	Prompt
13	Receiving visitors/response to queries	Official visitors	NIL	Prompt

6. FEEDBACK

We value advice and opinions of clients in improving the services provided by the Faculty. In that respect, we will be grateful if we receive comments, advice or complaints about our services through: letters, electronic mails, website, and questionnaire, phone calls, and face-to-face discussions with our leadership including the Executive Dean of Faculty or Chairpersons of responsible Departments.

All written communications to be addressed to:

**The Executive Dean, Faculty of Agriculture and Environmental Science
Bindura University of Science Education
P. Bag 1020
BINDURA
ZIMBABWE**

**You can call us on (066210) 6505 or 0715 511 988 or 0712 842 712 or 0712 842 714
Reach us through email on: faesdeansoffice@buse.ac.zw or faesfacultyoffice@buse.ac.zw**

Customer feedback box

Make use of this box outside the Faculty Office

Location

Astra Campus is located along Trojan Road