

BINDURA UNIVERSITY OF SCIENCE EDUCATION
FACULTY OF SOCIAL SCIENCES AND HUMANITIES
CLIENT SERVICE CHARTER

1. INTRODUCTION

1.1 Preamble

The client service charter for the Faculty of Social Sciences and Humanities (FSSH) 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 teaching and learning, 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 Degree Programmes offered in the faculty

2.4.1 Existing Undergraduate Programmes

- 2.4.1.1 Bachelor of Science Honours Degree in Social Work
- 2.4.1.2 Bachelor of Science Honours Degree in Peace and Governance
- 2.4.1.3 Bachelor of Science Honours Degree in Culture and Heritage Studies

2.4.2 Programmes under development

- 2.4.2.1 Bachelor of Science Honours Degree in Sociology
- 2.4.2.2 Bachelor of Science Honours Degree in Correctional Studies
- Diploma in Correctional Studies

2.5 Postgraduate Programmes by Coursework

- 2.5.1 Master of Science Degree in International Relations
- 2.5.2 Master of Science Degree in Peace and Governance

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 Client	Timeline
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	Payment of fees	Within five (5) weeks

		<p>the General Academic Regulations.</p> <p>-Students are registered for the prescribed courses for each semester as required.</p>		
3	Teaching and Learning	<p>-Teaching timetable is duly prepared in good time and made available on-line prior to student arrival and subsequent registration.</p> <p>-Teaching conducted as per approved timetable.</p>	NIL	1 st day of each Semester to the end of Semester as prescribed by the Registrar
4	Student Academic Trips	<p>-Budgets and schedules from respective Departments are in place.</p>	<p>-Own food for students.</p> <p>-Travel and Subsistence allowance for staff</p>	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 Dean, Faculty of Social Sciences and Humanities
Bindura University of Science Education
P. Bag 1020
Bindura**

**You can call us on (0271) 6427 or 071 284 2720
Reach us through email on: fssh@buse.ac.zw**

Customer feedback box

Make use of this box outside the Faculty Office

Location

Astra Campus is located along Trojan Road