

BINDURA UNIVERSITY OF SCIENCE EDUCATION

FACULTY OF SOCIAL SCIENCES AND HUMANITIES

**DEPARTMENT OF LANGUAGES AND COMMUNICATION
SKILLS**

CLIENT SERVICE CHARTER

PREAMBLE

The clients service charter was developed in consultation with students and staff members. The main purpose of the Department is to promote teaching and learning, research, innovation, Industrialisation, extension services. The department endeavours to impart effective Communication Skills and contribute to the moulding of a holistic individual through an appreciation of the tangible and intangible heritage of Zimbabwe.

The charter is two pronged: what is expected of the department and what is expected of clients (who are mainly students, guardians, and stakeholders)

Provisions by the department

- ❖ Prompt and effective service
- ❖ Academic skills
- ❖ Fairness
- ❖ Freedom of expression
- ❖ Dignity
- ❖ Professional respect
- ❖ Respect for clients
- ❖ Access to required information
- ❖ Honour and integrity

Clients' responsibility

- ❖ Respect of staff
- ❖ Complying with regulations
- ❖ Opening up about grievances
- ❖ Provide feedback
- ❖ Detail accuracy
- ❖ Less noise
- ❖ Phones on silent
- ❖ Report any abuses and cheating.