

**BINDURA UNIVERSITY OF SCIENCE EDUCATION**  
**FACULTY OF SOCIAL SCIENCES AND HUMANITIES**  
**DEPARTMENT OF PEACE AND GOVERNANCE**  
**CLIENT SERVICE CHARTER**

**Preamble**

The Department of Peace and Governance is housed in the Faculty of Social Sciences and Humanities at Bindura University of Science Education. For the past ten years, the Department of Peace and Governance has been consistently providing quality academic products and capacity building trainings to promote peaceful societies and to contribute to good governance and sustainable development. The Department seeks to respond to the ever changing national, regional, continental and global dynamics in the field of peace and governance. The past few years have witnessed a lot of policy changes and adjustments at the global and national levels. Notable developments include the proclamation of the Sustainable Development Goals (SDGs) as benchmarks for global developmental initiatives, the adoption of the African Union Agenda 2063 and locally the announcement of the National Development Plan 1 as policy documents guiding national and international development. As an academic department in the social and human sciences, we seek a client service charter that is dynamic, responsive and relevant to the realisation of these global, continental and national developmental aspirations.

Therefore, the purpose of this client service charter is to provide a transparent and accountable framework of engagement with all stakeholders, primary and secondary, so that they all get quality and reliable service from the department.

**Stakeholder**

Individual(s) or institutions which are directly or indirectly affected by the services offered by the Department of Peace and Governance. Internal Stakeholders include students, academic staff and academic support staff, University Executive Management, University Senate, Other Faculties, and service departments.

External Stakeholders include parents and guardians of students, primary, secondary and high schools, funding partners, regulatory authorities, government, and local communities.

## **VISION STATEMENT**

Our vision is to be an eminent department offering high quality peace and governance academic products, capacity-building programmes and innovative solutions for a peaceful and thriving society.

## **MISSION STATEMENT**

To deliver world-class teaching, training, capacity building, research and innovation needed for the advancement of sustainable peace, strategic leadership, and good governance for social justice and sustainable development.

## **Core Values**

The core values of the Department are in line with the Faculty and the University core values. However, ours reflect the specific values relating to the scope and operations of the department.

**Humanity** We thrive on human-centred teaching, research and programming. The basis of our operations is to nurture human development in all its dimensions.

**Accountability** We endeavour to be accountable to our primary stakeholders and secondary stakeholders including funding partners.

**Transparency** We are committed to working transparently. All issues relating to conflict of interest shall be declared at all times.

**Student Centeredness** We thrive to promote and maintain a student-centred approach to instructional processes, learning experiences, and academic support strategies.

**Gender-Sensitivity** A society with gender-sensitive learning, research and capacity development initiatives will certainly have more sustainable transformative outcomes anchored on equality and equity.

**Reflective Learning** We believe learning is transformational and that any transformation should provide for reflective learning, building on lessons learnt whilst also finding new solutions for models, policies and theories that would have failed to achieve intended objectives.

## **Core Functions**

### **Teaching**

- Provision of teaching, learning and assessment (formative and summative evaluation).
- Development of teaching and learning materials including new programmes.
- Coordination of curriculum development and review at the Department level.

### **Research**

- Conducting research that is in line with national, regional and global trends and priorities
- Disseminating research findings through peer reviewed journals, policy briefs, position papers, local and international conferences and seminars etc.
- Nurturing participatory research processes with local and international communities to increase uptake of research outcomes.
- Documentation of locally generated research findings.
- Promoting student scholarship through publication of their research projects and dissertations.

### **Extension Services/Community Engagement**

- Capacity building in governance, peacebuilding, leadership, policy formulation and implementation in local, national, regional and international organisations.
- Promoting conflict-sensitive and gender-sensitive development in communities and thus contributing to sustainable human development and inclusivity.

### **Innovation**

- Nurturing and promoting innovative ideas aimed at improving governance processes and peacebuilding processes.
- Encouraging innovative ideas among students and the community at large.

### **Industrialisation**

- Promoting industrialisation through influencing sound policies and leadership that serves as a glue to sustainable development.

## **Programmes Offered in the Department**

### **Existing Undergraduate Programmes**

- Bachelor of Science Honours Degree in Peace and Governance (HBScPG)

### **Existing Postgraduate Programmes by Coursework**

- Master of Science in International Relations (MScIR)
- Master of Science in Peace and Governance (MScPG)

### **Existing Postgraduate Programmes by Research**

- Master of Philosophy (MPhil) and Doctor of Philosophy (DPhil) in all the above mentioned disciplines are offered.

### **Principles of this Client Service Charter**

- To serve with impartiality regardless of gender, ethnicity, religion, creed, political affiliation or status in society.
- To serve our clients with utmost respect, dignity and courteousness.
- To adhere to ethical and equitable service delivery at all times.
- Champion principles of social justice and humanism at all times.
- Uphold fairness, transparency, accountability and reasonableness at all times.
- Promote local participation and local ownership.

### **Client Rights/Expectations**

- Right to request and receive complete, accurate and timely information on the services offered by the Department.
- Quality service delivered in an efficient and timeous manner.
- Courteous and hospitable reception at all times.
- Right to appeal if aggrieved in any way.
- Professional contact from all members of the Department.
- Timeous processing of results for assignments and examinations.
- Safe and healthy learning environment.
- Ethical conduct in research, teaching and community engagement.

### **Expectations of the Department**

- Treat its staff with respect and courtesy
- Professional grooming and conduct
- Collegiality and ability to work with all stakeholders.
- Provide sufficient and accurate information to enable its staff to respond to requests and enquiries appropriately and expeditiously.
- Observe the rules and regulations governing common undergraduate and postgraduate programmes.

### **Reviewing and Maintaining the Charter**

This charter shall be constantly reviewed so that it continuously respond to the ever changing national and international dynamics relevant to the department and its stakeholders.

## **Feedback Mechanisms**

We value advice, opinions and suggestions of clients in improving the services provided by the Department. In that regard, we will be grateful if we receive comments, advice or complaints about our services through letters, emails, and phone calls or face-to-face discussions with our Chairperson and members of the Department.

All written communication can be addressed to:

The Chairperson,

Department of Peace and Governance

Faculty of Social Sciences and Humanities

Bindura University of Science Education

Private Bag 1020

Bindura

You can call us on: +263 662106229

Reach us through email on: [dmakwerere@buse.ac.zw](mailto:dmakwerere@buse.ac.zw)

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