

BINDURA UNIVERSITY OF SCIENCE EDUCATION



CLIENT SERVICE CHARTER

PREAMBLE

Bindura University of Science Education (BUSE) is dedicated to delivering high-quality service to all its clients, including students, staff, and stakeholders. This Client Service Charter reflects our commitment to transparency, accountability, and continuous improvement in all client interactions. Our goal is to provide a conducive environment that supports academic, research, and personal development, fostering a culture of inclusivity, respect, and innovation.

VISION

An internationally renowned university producing transformative and innovative graduates.

MISSION STATEMENT

To produce responsible, knowledgeable, skilled, innovative and entrepreneurial graduates through teaching, research innovation; and develop products and services for industrialisation and community transformation.

CORE VALUES

- Integrity
- Diversity
- Innovativeness
- Commitment
- Student Centredness
- Teamwork

CLIENTS

- Students (local and international)
- Student Representative Council
- Alumni
- Staff
- Parents
- Suppliers

SERVICES

● Teaching and Learning

The heritage-based Education 5.0 philosophy informs the outcomes-based academic programs offered by Bindura University of Science Education (BUSE).

● Research and Publications

The University continually invests in physical and intellectual infrastructure to create a conducive environment that fosters relevant quality research and publications.

● Community Engagement

As part of its corporate social responsibility, the University staff and students participate in various community programmes and activities.

● Innovation

The Bindura University of Science Education Innovation Hub supports staff and student innovations aligned with Education 5.0. It transforms research into practical solutions addressing local, national, and global challenges.

● Industrialisation

Bindura University of Science Education bridges innovation and industry through its Industrial Park, translating research outputs into goods and services.

SERVICE STANDARDS

BUSE service standards reflect our dedication to delivering quality,

timely, and effective solutions.

COMMITMENTS TO CLIENTS

BUSE is committed to maintaining high quality service standards to meet the needs of its clients effectively. Our service commitments include:

- **Timely Communication:** Ensuring that clients receive prompt and clear responses to inquiries.
- **Accessibility:** Providing an inclusive environment with access to modern facilities and digital resources.
- **Respect and Fairness:** Treating all clients equitably, respecting diversity in age, gender, religion, and background.
- **Continuous Improvement:** Regularly reviewing and enhancing our services to align with best practices and client expectations.

CLIENT RIGHTS

Clients at BUSE have the following rights:

- **High-Quality Education:** Access to comprehensive and transformative academic programs.
- **Modern Facilities:** Access to well-maintained learning environments, resources, and technology.
- **Privacy and Confidentiality:** Assurance that personal information will be handled responsibly.
- **Fair Assessment:** Expectation of transparent, fair, and accurate assessment in academics.
- **Respectful Interaction:** Right to courteous, professional, and responsive service at all times.

CLIENT OBLIGATIONS

To maintain a productive relationship with BUSE, clients are expected to:

- **Provide Accurate Information:** Ensure all provided information is complete and truthful for effective service.
- **Timely Feedback:** Share feedback on services received to support continuous improvement.
- **Respect University Policies:** Adhere to BUSE's guidelines, respecting the rights and needs of others.
- **Meet Financial Obligations:** Fulfil financial responsibilities on time to support university operations.
- **Promote the University's Reputation:** Uphold and positively represent the values and integrity of BUSE.

FEEDBACK AND COMPLAINTS

BUSE values feedback from its clients, viewing it as essential for improving service quality. Clients are encouraged to share complaints, compliments, or suggestions through the following feedback channels:

Email: advancement@buse.ac.zw

In-Person: Visit the Advancement and Public Affairs Office during business hours.

Telephone: +263662107619

Website: www.buse.ac.zw

Shaping and Creating the Future: Building Zimbabwe