



MKOBA TEACHERS COLLEGE



CLIENT SERVICE CHARTER

Education to the people



MAWHI OKUZHULA

Iwhalo lyemishingo nabashingisi beMkoba Teachers College yeyi inopa ifupipiso yokuzwipila kwekoloji yeyi kuvashingisi bacho zwinda nokupoa kusinopela kwemishingo yephozhluzhulu kubanhu bese. Kutambulwa kwewhalo yeyi chitondejelo chokuzwipila kweKoleji pakupa mishingo inochenamisa nenzila ilobhudilila kubalayijwa bedu navanhu bese banachokuta neKoleji yeyi, zwiwendelana ngombono wayo akale kutobeleja milawu yezwitondejelo zwilokwelela. Inobhisila pachena kuzwipila kwedu kundaijo yophezulu zhulu, kunyamula lubimbo muzwilayijo, nokubona kuti balayijwa bedu banowana lubhancha nezwishingo zwabanoda kuti kuti bebhudilile. SeKoleji tinokuja lubimbo lwabashingi lwabanalo munasu, akale takazwipila kulondota kuzwibhata zwibuyanana kwipo pezhulu zhulu nobumhizha, zwipopachena nokubanondandu. Tinomukoka kuti mubale iwhalo yeyi kuti muzibe zwinji pezhulu pokuzwipila kwedu pokubhudilila munazwendaijo yechiwalilo (early childhood), yepurayimari(junior) nendaijo yopezhulu (secondary).

Ikoleji inozwivuma kuti mubugalo bulosiyana siyana, munotiwa zwinjinji, kuna unshaji wokutazwibhodo. Bashingi bedu balozwipila kuzhajikija zwilomisilwa kuti bete zwimomuhalo yeyi. Tichandila mbeli tibabalila kunyamula inzila yokushinga akale totambula zwichababonwa namaano zwinova kwamuli.

Iwhalo yeyi ndiyozwinangwa zwabanji chete akale ayitoba iwhalo inosungilwa pomulawu. Linowanikwa poluwa lokulebejana www.mkobac.ac.zw.

CHISHOBELELO

INDAYIJO KUBANHU

IMBONO

2030 Kutà zwinabumhizha mukubhika balayijwa bopezhulu zhulu banabumizha mundayijo yozwichibanhu (Heritage based) mundayijo yechiwalilo (Early Childhood Development), yoKupulayimali yeyokuSekondali munazweSayinsi panoswika igole lya2030

CHINANGWA CHEDU

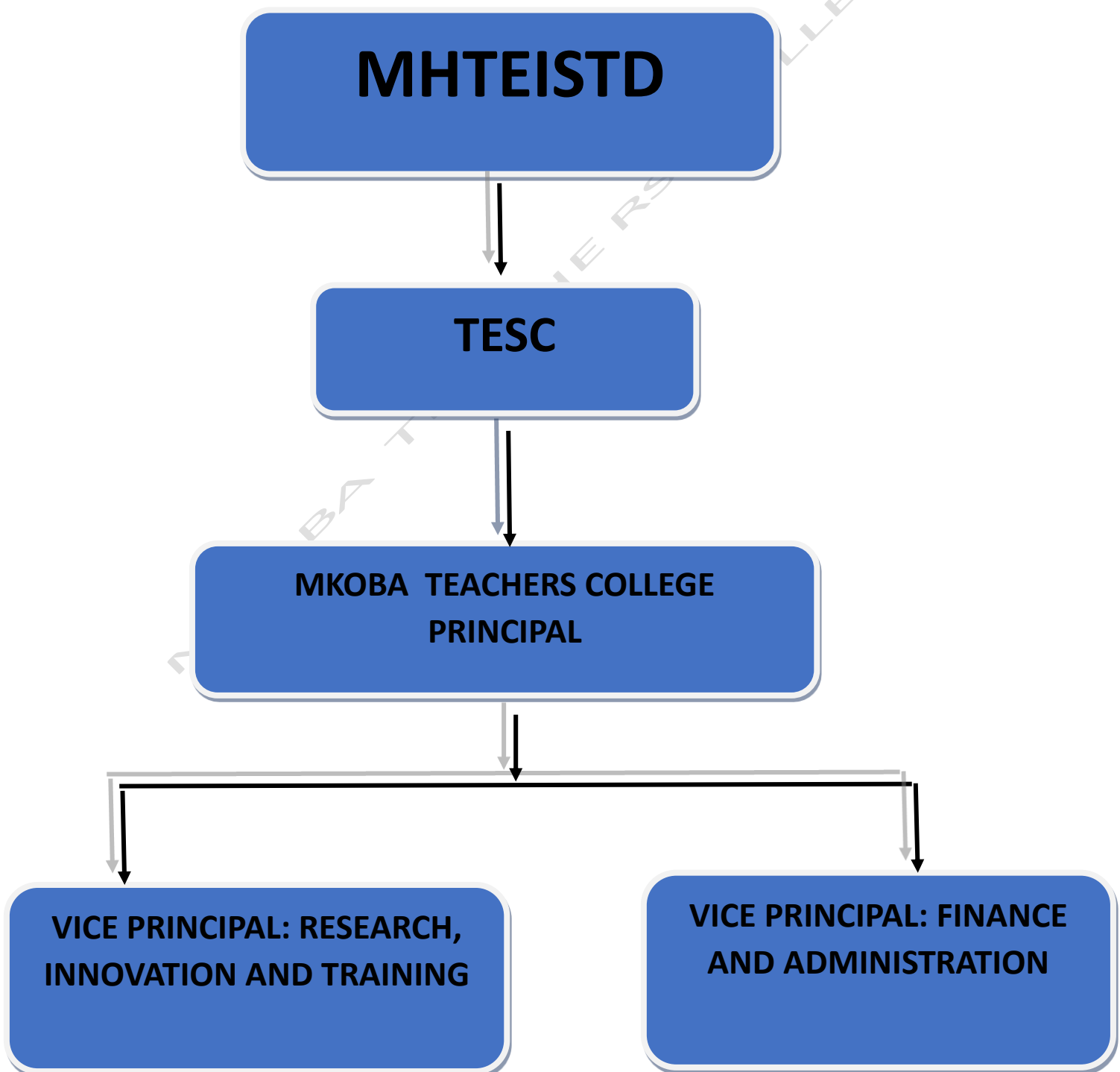
Kupa indaijo yabalayijwa yopezhulu zhulu pakukubusa banoshinga, inokutaija zwesayinsi nozwemichina yamazhubano ilotungamila nozwefuma kushingisha indaijo yechibanhu nozokuta namaboko(Heritage Based Education 5.0).

Zwitondejelo zwibhodo zwinotitungamilila kwelela kutiwa

- Kuzwiyelela- kutubula kutà mano nokuba nenshandulo jilosiyana nejabamwe
- Kutà zwibhido- kutubula kubanechokomende akale nokuziba zwibhido nozubi
- kushingilila-kundila beli uzwipila kuti uwane chawunoda kojoba kulinobukukutu

- Kuda inyika iyo- kubanhu unaludo nenyika iye nokuzwipila nokukutaija zwinesimba kunyika
- Kubuza michelo mibhodo- kushingisha zwiwanikwa mukuta zwishingiso nokuta mishingo
- Kubumba maano mapya-kutubula kutazwinu zwipya mukuta mishingo akale nokuta kuti kube nobugalo bulosununguka / bunoshingika pakuta zwilongo nokuta mishingo
- Kubhatanisa wose- kushinga nonhu wose, kasa kasa yabo balolingilwa pasi, kubhata banhu zwibuya, ukwelanisa akale nokulemekeja.
- Kushingilaa pamwempela- segapo kutila kutila kuzhajikijwa chinangwa
- Indusitili- kushinga nesimba usinonyala

KUMA KOBUTUNGAMILI



Mishingo inotiwa nonhu wose

- Kulayija zwilayijo muzwilayijo zwilosiyana siyana
- Kulinga balayijwa
- Kulaya balayijwa nabamwe bashingi
- Kuta zwishingiso nokushinga kwazo munazwendayijo
- Kulyijana nokubumba bukamu bubhodo nabanhu namaindusitili
- Kubamba nokulonganya zwilayijo tu zwabalayijwa
- Kubaka nokulondota zwibakwa zweKoleji
- Kubumba bugalo bokulayijilwa bubuya
- Kupa zwilayijo zokutanga nezokuta belipelyo
- Kupotesesa nokubumba zwipya
- Kuta maindusitilianova mubugalo
- Kupa ishandulo munezwemichina yamazhubano

MAKAPO NEMISHINGO YAWO

	IGAPO	Mishingo
1	Banobona nozwabashingi	• Kutola nokushala bashingi balokwelela • Kulayija nokukubusa bashingi • Kulinga buchilo nokutabilijika ponshingo • Kukwendeswa kwendipo jabashingi nokutungamila • Kulingisisa nokubhata kwabashingi • Kubambanya zwinokwelela kusengwa • Kulinga zokukolola banaamilandu • Kulinga la zokunyetutukwa
2	Banobona nozokutengwa kwezwinhu	• Kubambanyila kutenga kwezwinhu kushingiswa mulawu wokutenga wonhu wose nomulawu wokulashwa kwezwinlongo zwichinoshingiswa • Kubhata zwibhodo inzila jinobona nozokutengeselana • Kubambanyila zwinokwelela kusengwa • Kutambula zwakwalwa zwabhuda kunabamwe • Kubambanya makwalo okuvumilana emishingo akale nokusenga makwalo yayo kunbakulwana banobona nezwemali kuti ewashinge
3	Banobona nozokukwendeswa kwemishingo	• Kulondotwa nokukobana kozwinhu zwimo muzwintolo • Kulungisisa nokushongeja zwibakwa nezwinlongo • Kukwendeswa nokulingwa kwezokukwendeswa • Kulaswa kana kutengeswa kwezwinlongo zwichinoshingiswa • Kukwendeswa nokubambila zwokutabilijwa (Security) • Kukwendeswa kwemishingo yozobuchilo • Kukwendeswa nekutungamilitwa kobulongwa bwakasiyana (Projects) • Kukwendeswa kwemishingo yozokubhika zokulya (Catering) • Kulondotwa nokukwalisa zwilongo nezwbakwa zose zweKoleji • Kulondota kwamakwalo nozwikolo zwabalayijwa • Kukwendeswa nokukobelana kwamafuta okukwendeswa Fuel • Kubambanya makwalo oluzibo anosengwa kubakulwana (Returns) • Kutambulwa nokubhiswa kozwinhu

4	Zwemali	• Kulonganya unshingisilo wemali (Budgeting) • Kulungisa makwalo okulipisa (Invoicing) • Kubambanya makwalo okutambula imali (Receipting) • Kukwendeswa kwazwitiko(Projects) • Kukwelanisa nokubambanya zwilokwalwa zwemali nozwiko kubhenki(Reconciliations) • Kulipa banoda kulipwa • Kubunganya nokulondota makwalo email • Kubambanya makwalo ezwemali yekoleji
5	Zwobugalo bwabalayijwa	• Kupa maano, kutungamilila nokukolola balayijwa (Guidance and Counselling) • Kulinga nozopokugala nokupiwa jingumba kwabalayijwa (Accommodation) • Kukwendeswa kokushangana kwabalayijwa (Assembly) • Kubambanya nokubhatanisa zwitiko zwabalayijwa • Kulingwa konshaji yokuleka kulayijwa nokubuya kukwe undayijwa • Zwitiko zokutambula balayiojwa baphya bachinotanga
6	Zwikamu zwendayijo Zolulimi namagalilo. Zwensamu neSayensi Bumhizha bokulayija Ilayibhulali Indayijo yobumhizha bwamaboko Early Childhood Development Indayijo yechiwalilo	• 6 Zwikamu zweNdayijo: • Zolulimi namagalilo • Zwensamu neSayensi • Zwikamu zobumhizha bokulayija • Ilayibhulali • Indayijo yobumhizha yozwamaboko • Indayijo yechiwalilo • Kulayija nokunyamula luzibo • Kulinga nokutungamila bashingi nabalayijwa • Kukwala ikwejo yabalayijwa • Kubambanya kwezwilongo nezwinhu • Kubambanya kobulongwa bokunyamula luzibo lwabashingi • Kuta zwinhu nokupa banhu mishingo • Kubamba nokukwensesa bulongwa bwamapuljekiti • Kubumba bukamu namakampani nabanamabhizimusi • Kukwalisa indulamo jokuba umpangi wezwilongo zwipya • Kushambaja izina lyekoleji • Kupota batengi nokushambaja zwilongo zwekoleji
14	Kutobejeja nokuligisisa	• Kutobejela nokulingisisa bulongwa bose namapu;lojekiti ekoleji • Kulinga nokutobejela kuzhajikijwa kobulongwa bonshingo wekoleji • Kupa maano anobancha kutabilija zwinhu zwingakoneka kukwenda zwibhodo kwemilawu nobulongwa bwekoleji

		• Kupenyengula mawhi anova kumapazu alosiyana siyana ekoleji • Kupa maano obumhizha mukata bulongwa bwakabatana bwamadipatimenti nalosiyana • Kuta zwilayijo zwinonyamula luzibo lwabashingi kutila kuti kukubusa unshingilo wozokulingisisa mukoleji • Kubumba iwhalo jobulongwa bokutobejeja nokulingisisa mishingo • Kubunganya nokulingisisa zwembhudililo yekoleji zwakabhuda zwegole negole
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KUBALAYIJWA

1. Kupa inshandulo jinogutisa nonshaji pezhulu pobulongwa , indayijo nemishingo.
2. Kupa indayijo, zwilayijo nokulingisiswa kwipo pezhulu
3. Kubona kuti balayijwa bawana zwilokwelela, zwibakkwa nolubhancha lulokwelela.
4. Kubaka bugalo bokulayijilwa buloshambijika, bunoshanganisa wose unhu ikuitayija balayijwa.

5.Kushandula mibhuzo nozwililijiko mukat mwamaawa makumi mabili namana (24 hours).

BANHU BOSE BANOSHINGILANA NEKOLEJI

6. Kushingila pamwempela nabanhu bose bana chokuta nekoleji mukunyamula indayijo nembhudililo yomubugalo.
7. Kupa unshaji wokuti banhu belebe mabonelo abo nokupa maano.
8. Kubona kuti panakubhudila pachena nokuba nondandu mukutiwa pachena nekuzvidavirira mukufambiswa kwemabasa nemabatsirwo evanhu.

MILAWU NOKUSHINGA

1. Lulemekejo - Kubata banhu bose nokubalemekeja nokuzwibhata zwibhodo.
2. Bumhizha- Kupa maaano apoteseswa nokubhisila pachena nokukambija.
3. Kuziba zokuta – Kushandula nokukambija mibhuzo nenjeyo jabanhu
4. Kukambija- Kupa mishingo yopezhulu zhulu inozhajikija zwinodiwa nabanhu.
5. Kutondeja unshingilo wezwinhu/kubhisila pachena zwinhu.

INZILA YOKUPA INSHANDULO

1. Kuwaja kukwendenda nokubunganya makapo abanhu kuti belebe injeyo jabo.
2. Kupa unshaji kutila kuti betubule kushangana nabashingi nabakulwana bekoleji.

KUBHATA NOKUTAMBULA ZWILILIJIKO

1. Kutambula umulila lila muma aawa makumi namana (24 hours).
2. Kulingisisa nokubhuda nenshandulo mumazhuba mashanhu okushinga.
3. Ipa inshandulo kubanhu bamubhanchwa pakulila lila kukwe.

Kana peliinemibhuzo, zwamunoyeya, kana inshandulo nche nche musileka kutibhata yopa:

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