



MKOBA TEACHERS COLLEGE



CLIENT SERVICE CHARTER

Education to the people



FOREWORD

This Mkoba Teachers College Client Service Charter gives an overview of the institution's dedication to its clients through high quality customer care provision at all points, its adoption is a testament of the college's commitment to efficiently deliver exceptional service to our students and stakeholders in line with its vision and following relevant statutes and guidelines. It outlines our commitment to high quality education, promoting academic integrity and ensuring that our students receive the support and resources they need to succeed. As a college we value the trust that our clients have placed in us, and we are committed to upholding the highest standards of professionalism, transparency and accountability. We invite you to read the charter and learn more about our commitment to excellence in early childhood, junior and secondary education.

College acknowledges that in every operating sphere, there is room for improvement. Our staff is dedicated to fulfil the commitments enshrined in this document. We will continuously work towards standards improvement and welcome feedback and suggestions

The charter is for information purposes only and not a legally binding document. It can be accessed on www.mkobatc.ac.zw.

MOTTO

EDUCATION TO THE PEOPLE

Vision

The pursuit of excellence in the production of highly skilled heritage-based Early Childhood Development, Primary School and Secondary Science School teachers by 2030

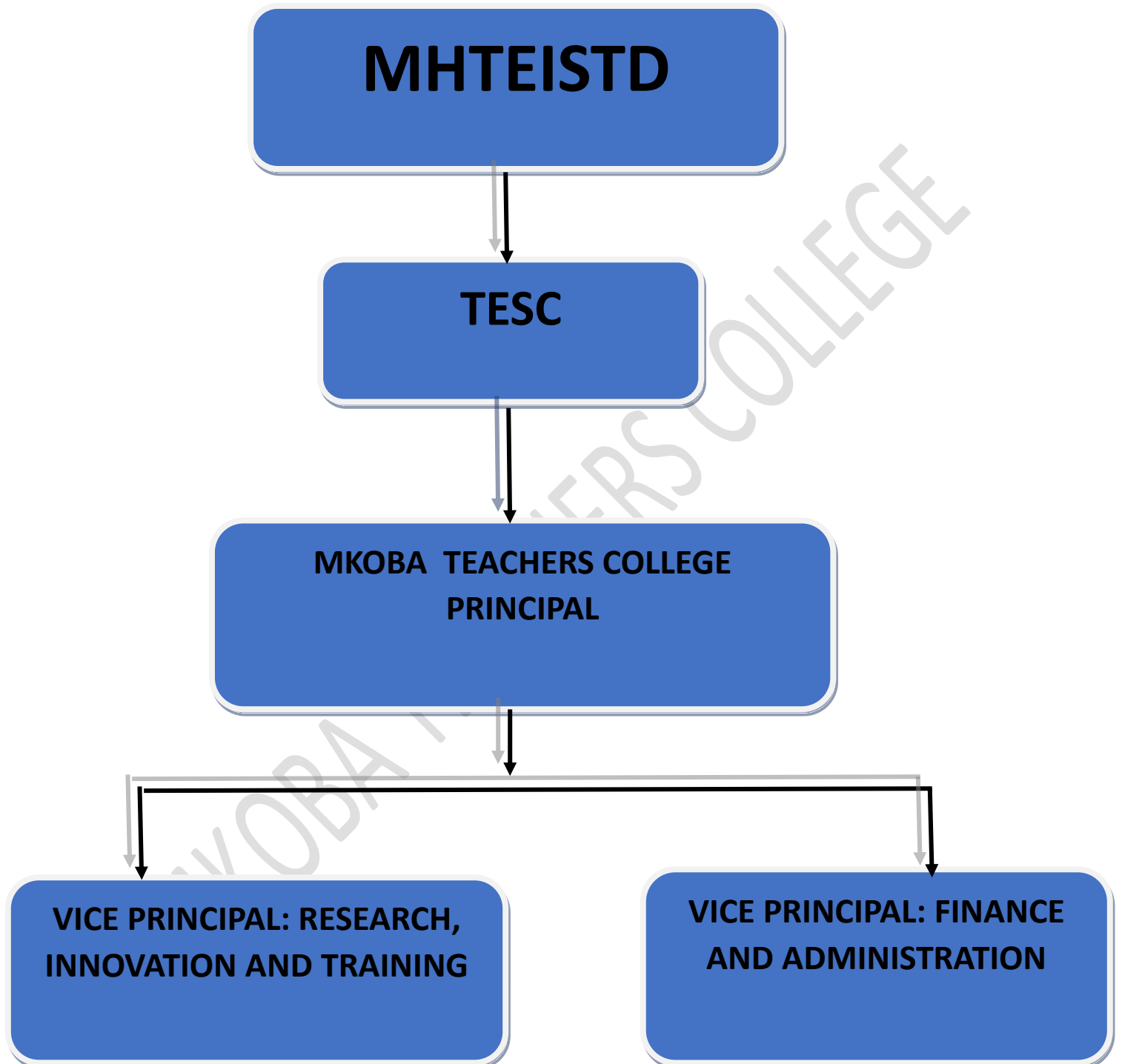
Mission

To provide high quality teacher education for human capital development that sustains a science and technology led socio-economic transformation through Heritage Based Education 5.0

Core Values

- Creativity - ability to come up with unique original solutions
- Integrity - the quality of being honest and having strong moral principles
- Perseverance - continued effort to do or achieve something despite challenges
- Patriotism - devotion to and vigorous support to one's country
- Productivity - effective utilisation of resources to produce goods and services
- Innovation - being creative in the service provision and facilitating conducive environment for the production of goods and services
- Inclusivity - taking on board everyone, especially the marginalised, and treating them fairly, equally and with respect
- Teamwork - collaborative effort of a group to achieve a common goal
- Industry- the tendency to work persistently

ADMINISTRATIVE STRUCTURE



Overall Functions

- Teaching courses in different learning areas
- Supervision of students
- Counselling students and staff
- Materials production
- Resources provision
- Establishing synergies with community and industry
- Coordinating student activities
- Construction and maintenance of infrastructure
- Creating a conducive learning environment
- Provision of pre- and in-service training
- Researching and innovation
- Creating home-grown industries
- Providing technological solutions

DEPARTMENTS AND THEIR FUNCTIONS

	DEPARTMENT	FUNCTIONS
1	Human Resources	• Recruitment and selection • Training and development • Health and safety issues • Salary administration • Performance management • Preparation of returns • Management of discipline • Leave administration
2	Procurement Management Unit	• Procurement planning in compliance with Public Procurement and Disposal of Public Assets Act • Manage procurement process • Preparation of returns • Receiving evaluation reports • Preparing of contract documents and submission of the same to the Accounting Officer for action
3	Administration	• Stores management • Refurbishment and maintenance of infrastructure • Transport Management • Disposal of equipment • Security Management • Cleaning services management • Project management • Catering services management

		• Asset Management • Student records management • Fuel management • Production of returns • Receiving and issuing of goods
4	Accounts	• Budgeting • Invoicing • Receipting • Project management • Reconciliations • Process payments • Compile records • Produce financial statements and reports
5	Student Affairs	• Guidance and Counselling • Accommodation Services • Assembly Facilitation • Coordination of student Programmes • Deferment and Rejoining services • Orientation Programmes
6	Academic departments Humanities. Maths and Science Professional Foundations Library Technical Education Early Childhood Development	• Training and development • Supervision of staff and students • Assessment • Production • Coordinating staff development • Production of goods and services • Assessment • Coordinating research and projects • Linking with industry and commerce • Patent development • Branding • Marketing
14	Monitoring and Evaluation	• monitoring and evaluation of all the college programmes and projects • monitor the implementation of the college strategic plan • recommend measures to mitigate against the potential negative impacts of risks on policies and programs being implemented by the college • analyse reports from the various college departments • provide technical advice in the development of aligned and integrated department plans • conduct capacity-strengthening training sessions for college staff members to improve M&E systems in the college • production of monitoring and evaluation plans • compiling the M&E annual institutional review reports

SERVICE COMMITMENTS

TO STUDENT TEACHERS

1. Provide accurate and timely feedback on programs, courses and services.
2. Offer high quality teaching. learning and assessment experiences
3. Ensure access to relevant resources, facilities and support services
4. Foster a safe, inclusive and supportive learning environment
5. Respond to queries and concerns within 24 hours

TO STAKEHOLDERS

1. Collaborate with stakeholders to promote education and community development
2. Provide opportunities for stakeholder engagement and feedback
3. Ensure transparency and accountability in our operations and services.

SERVICE STANDARDS

1. Respect-Treat all clients with dignity, respect and courtesy.
2. Professionalism- Provide expert advice, guidance and support
3. Efficiency Respond promptly to queries and concerns
4. Effectiveness-Deliver high quality services that meet client needs.
5. Accountability

FEEDBACK MECHANISMS

1. Regular surveys and focus groups
2. Open door policy for clients to meet with staff and management

COMPLAINTS HANDLING

1. Acknowledge receipt of complaints within 24 hours
2. Investigate and resolve complaints within 5 working days
3. Provide feedback to clients on the outcome of their complaint.

If you have any queries, concerns or feedback please do not hesitate to contact us on :

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