



MKOBA TEACHERS COLLEGE



CLIENT SERVICE CHARTER

Education to the people



AMAZWI OKUVULA

Lolu ugwalo-ndlela lomsebenzi kubathengi be-Mkoba Teachers College (Client Service Charter) unika isifingo sokuzinikela kwekolitshi kubathengi babo ngokubanakekela okusezingeni eliphezulu kuzo zonke izindlela. Ukwamukelwa kwawo kuyibufakazi bokuzinikela kwekolitshi ekwethuleni umsebenzi osezingeni eliphezulu kubafundi bethu lakuzo zonke izingatsha ezithintekayo ngendlela ehambelana lombono walo njalo kulandela imithetho lemihlahlandlela eqondileyo. Ucacisa ukuzinikela kwethu emfundweni esezingeni eliphezulu, ukukhuthaza ubuqotho kwezemfundo lokuqinisekisa ukuthi abafundi bethu bathola isekelo lempahla-kuphathisa abazidingayo ukuze baphumelele. Njengekholitshi, siyakuqakathekisa ukuthenjwa esikuphiweyo ngabathengi bethu, njalo sizinikele ekugcineni amazanga aphakemeyo kakhulu obuchwephetshi, ukwenza izinto obala lokwenelisa ukuziphendulela. Siyalinxusa ukuba lifunde lolu ugwalo-ndlela ukuze lazi okunengi ngokuzinikela kwethu ekusebenzeni kuhle kakhulu emfundweni yabantwana abancane (Early Childhood), eyezinga lePrimary leyemfundo yezinga eliphezulu-Sekhondari.

Ikhoolitshi iyavuma ukuthi kuzo zonke izindlela zokusebenza, kukhona amathuba okwenza ngcono. Izisebenzi zethu zizinikele ekugcwaliseni izithembiso ezilotshwe kulo umbhalo. Sizahlala sisebenzela ukuba amazanga ethu abengcono njalo sisamukela imibono lezindlela ezingasancedisa ukuba sithuthuke.

Lolu ugwalo-ndlela ngolokupha ulwazi kuphela njalo ayisiyo incwadi ebopha ngokomthetho. Ungaluthola ku-www.mkobac.ac.zw.

INKUTHAZO

IMFUNDO EBANTWINI

Umbono

Ukulwela izinga eliphezulu ekukhupheni ababalisi abalamakhono aphezulu agxile emlandweni lemasikweni esizwe emfundweni ye-Early Childhood Development, Primary School kanye le-Secondary Science School ngomnyaka ka-2030.

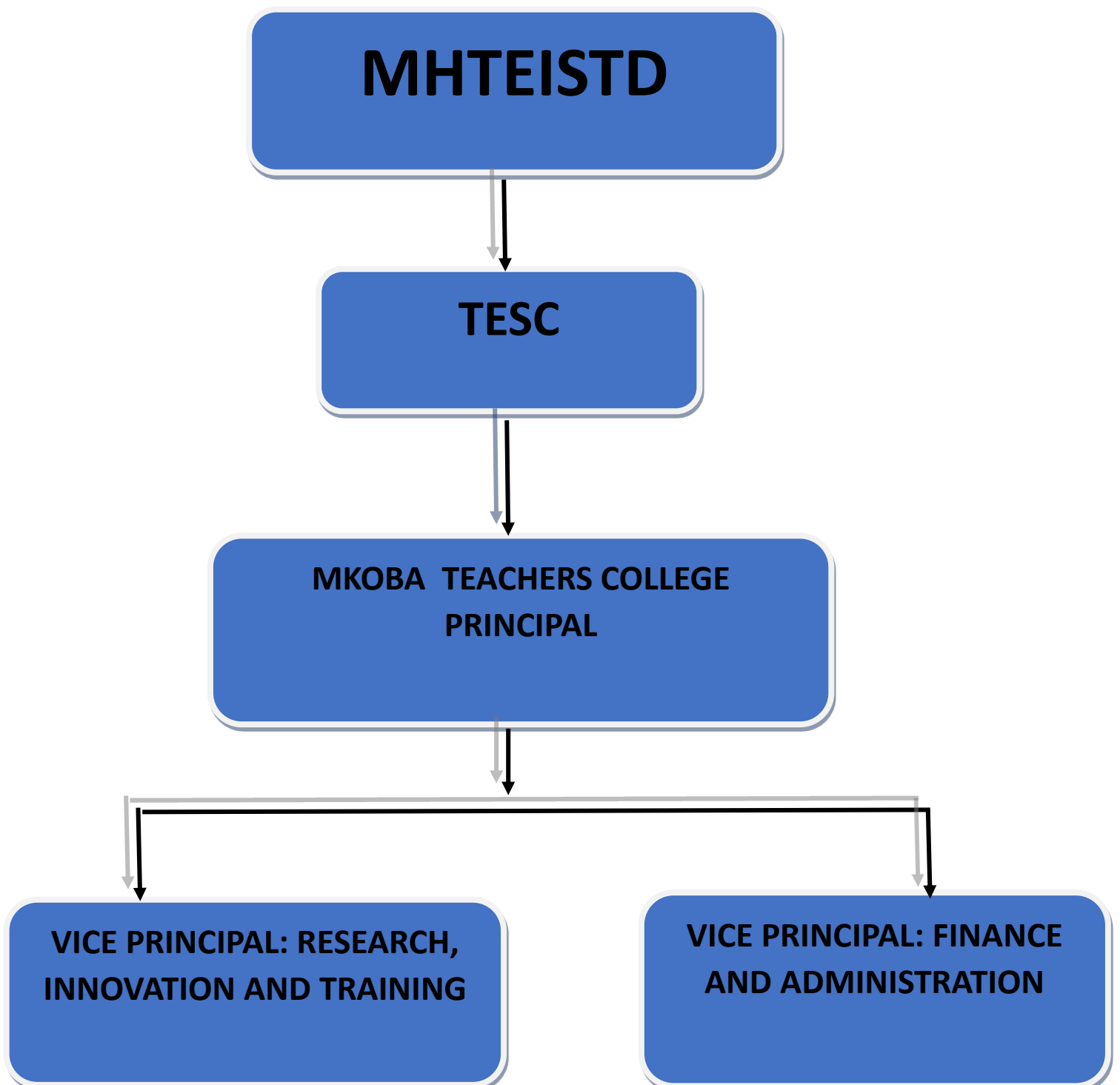
Inhloso

Ukunikeza imfundo yababalisi esezingeni eliphezulu ukuze kuthuthukiswe abantu ngendlela ezasekela utshintsho lwezenhlalo lezomnotho oluholwa yi-sayensi le-thekhinoloji ngokusebenzisa i-Heritage Based Education 5.0.

Amagugu amqoka

- Ubuciko - Ikhono lokuletha izisombululo ezintsha lezoqobo.
- Ubuqotho - Isimo sokuba qotho lokuba lemigomo yokuziphatha eqinileyo.
- Ukubekezela - Umzamo oqhubekayo wokwenza loba ukufinyelela kulokho okufunakalayo loba kunzima.

- Ukuthanda izwe - Ukuzinikela elizweni labo lokulisekela ngenhliziyo zabo zonke.
- Ukuphumelela emsebenzini - Ukusebenzisa impahla- kuphathisa ngendlela efaneleyo ukuze kube lempahla ezifunakalayo lemisebenzi.
- Ukusungula - Ukuba lobuciko ekwethuleni umsebenzi lokudala isimo esivumayo sokwenza impahla lemisebenzi.
- Ukugoqela wonke umuntu - Ukuthatha wonke umuntu, ikakhulu labo abasemuva, njalo ubaphathe ngokulingana, ngokulunga langenhlonipho.
- Ukusebenza ngokubambisana - Umzamo wokusebenza ndawonye njengeqembu ukuze kupheleliswe injongo efanayo.
- Ukukhuthala - Umkhuba wokusebenza ngenkuthalo eqhubekayo.



Imisebenzi Jikelele

- Ukufundisa izifundo zemihlobo ehlukeneyo.
- Ukuqondisa kanye lokukhokhela abafundi.
- Ukweluleka kanye lokududuza abafundi lezisebenzi.
- Ukubumba lokwenza impahla zokufundisa.
- Ukulungisa lokwabelana impahla zokusebenza.
- Ukwakha ubudlelwano obuqhubekayo lomphakathi lamabhizimusi azimeleyo.
- Ukulungisisa imisebenzi yabafundi.
- Ukwakha kanye lokulungisa izakhiwo zekolitshi.
- Ukwakha isimo esihle esilungele ukufunda.
- Ukufundisa abazakuba ngababalisi kanye lalabo asebevele befundisa.
- Ukuchwayisisa kanye lokusungula okutsha.
- Ukubumba amabhizimusi aqondileyo emakhaya
- Ukuletha izisombululo kwezobuchwephetshi.

AMADIPATHIMENTI LEMISEBENZI YAWO

IDIPATHIMENTI	IMISEBENZI
1 Okuphathelane lewofisi enkulu yezisebenzi	• Ukudinga lokuqhatsha izisebenzi • Ukuqeqetsha lokuthuthukisa izisebenzi • Ezempilakahle lezokuphepha emsebenzini • Ukuphathwa kwemihlo • Ukukhangela ukusebenza kwezisebenzi • Ukulungisa imibiko ebuyiselwayo • Ukuphathwa kwezokuqondiswa kwayo • Ukuphathwa kwamalivu
2 Ugatsha lokuthengwa kwezinto	• Ukuhlela ukuthengwa kwezinto kulandelwa umthetho we-Public Procurement and Disposal of Public Assets Act • Ukuphatha uhlelo lonke lokuthengwa kwezinto • Ukulungisa imibiko ebuyiselwayo • Ukwamukela imibiko yokuhlola ezokuthenga • Ukulungisa izincwadi zezivumelwano (zisiwe kumphathi omkhulu wezimali ukuba azisayine
3 Ezokuphatha Jikelele – lwofisi enkulu	• Ukuphathwa kwesiphala sezinto zekolitshi • Ukuvuselela lokulungisa izakhiwo zomsebenzi • Ukuphathwa kwezokuthwala lezokuhambisa • Ukulahla kumbe ukuchitha impahla esiyonakele • Ukuphathwa kwezokuphepha • Ukuphathwa kwemisebenzi yokuhlanzeka • Ukuphathwa kwamaphurojekithi • Ukuphathwa kwezokuphiwa kokudla • Ukuphathwa kwempahla yebhizimusi • Ukuphathwa kwamarekhodi abafundi • Ukuphathwa kwamafutha ezimota • Ukwenza imibiko ebuyiselwayo • Ukwamukela lokukhupha impahla
4 Ezabaphathi bezimali	• Ukwenza ibhajethi • Ukubhala ama-invoyisi • Ukukhipha amarisiti

	• Ukuphathwa kwamaphurojekithi • Ukuhlanganisa lokuhambelanisa izimali • Ukubona ngezokubhadala • Ukuhlanganisa amarekhodi ezimali • Ukwenza imibiko yokusetshenziswa kwezimali
5 Ezobudlelwano babafundi	• Ukukhokhela lokweluleka • Ezezindlu zokuhlala abafundi • Ukulungiselela ezokuhlangana komhlangano omkhulu • Ukulungisisa izinhlelo zabafundi • Ezokuhlehlisa izifundo lokubuyiselwa ekufundeni • Izinhlelo zokwamukela lokujwayeza abafundi abatsha
6 Amadipathimenti ezemfundo - Ezesintu - INombolo leSayensi - Ezesisekelo sobuciko - Umthapho wezingwalo - Ezemfundo yezandla - Ezokuthuthukiswa kwabantwana abancane	• Ukuqeqetsha lokuthuthukisa • Ukuqondisa lokukhokhela izisebenzi labafundi • Ukuhlola • Ezokubumba lezokwenza izinto • Ukulungisisa inhlelo zokuthuthukiswa kwezisebenzi • Ukwenza impahla lezidingo • Ukulungiselela ukuchwayisisa lamaphurojekithi • Ukuxhumanisa amabhizimusi azimeleyo labathengisi • Ukuthuthukisa amalungelo okusungula • Ukwenza uphawu lwebhizimusi • Ukwazisa lokuthengisa ibhizimusi
14 Ezokukhangelisisa lokuhlola (ME)	• Ukukhangelisisa kanye lokuhlola izinhlelo lamaphurojekithi wonke ekolitshi. • Ukukhangelisisa ukufezeka kohlelo lomsebenzi wekholitshi • Ukukhuthaza amanyathelo okuvikela izingozi ezingaphambanisa imithetho lezinhlalo zekholitshi • Ukuhlaziya imibiko evela kumadipathimenti ehlukeneyo ekolitshi • Ukupha amacebo ezobuchwephetshi ekulungiseni inhlelo ezihambelanayo kumadipathimenti • Ukwenza izifundo zokuqeqetsha izisebenzi ukuze kukhuliswe indlela yokukhangelisisa lokuhlola (M&E) ekolitshini • Ukwenza inhlelo zokukhangelisisa lokuhlola • Ukuhlanganisa imibiko yeminyaka yonke yokuhlola kwekolitshi

IZIBOPHO ZOKUSEBENZA

KUBAFUNDI-BABALISI

1. Ukupha imibiko eqondileyo njalo ngesikhathi esifaneleyo mayelana lezifundo kanye lezidingo zazo.
2. Ukupha izifundo, ukufunda kanye lokuhlola okusezingeni eliphezulu.
3. Ukuqinisekisa ukuthi kutholakala impahla zokufunda, izakhiwo zokusebenzela kanye lezidingo zokusiza.
4. Ukusekela isimo sokufunda esivikelekileyo, esihlanganisa wonke umuntu njalo esilokusizana.
5. Ukuphendula imibuzo kanye lezaziso kungakadluli amahola angamatshumi amabili lane.

KWABASEBENZISANA LEKOLITSHI

1. Ukusebenzisana labo bonke abalandaba lempumelelo yekolitshi, ukuqhubekisela phambili ezemfundo lokuthuthukiswa komphakathi.
2. Ukupha amathuba okuthi ababambisane lekolitshi baphe imibono yabo njalo bazwakele.
3. Ukwenza konke ngokusegcekeni lokuziphendulela emisebenzini yethu lezidingo zethu.

IMIGOMO YEZOMSEBENZI

1. **Inhlonipho** – Ukuphatha bonke abantu ngesithunzi, ngenhlonipho langomusa.
2. **Ubungcwethi** – Ukupha amacebo obungcwethi, ukukhokhelwa kanye lokusekelwa.
3. **Ukuphangisa** – Ukuphendula masinyane kuyo yonke imibuzo lezinto ezikhathazayo.
4. **Ukuphumelela** – Ukupha umsebenzi osezingeni eliphezulu ogculisa izidingo zomthengi.
5. **Ukuziphendulela**

INDLELA YOKWAMUKELA IMIBONO

1. Ukwenza uchwaningo lokukhulumisana lamaqembu abantu zikhathi zonke.
2. Umthetho womnyango ovulekileyo kubo bonke ukuze abathengi benelise ukuhlalana lezisebenzi kanye labaphathi.

UKUPHATHWA KWEZIKHALAZO

1. Ukuvuma ukuthi siyasamukela isikhalazo kungakapheli amahola angamatshumi amabili lane.
2. Ukuchwayisisa lokulungisa izikhalazo kungakapheli izinsuku ezinhlanu zomsebenzi
3. Ukupha umbiko kumthengi mayelana lesikhalazo sakhe.

Uma ulemibuzo, izinto ezikukhathazayo kumbe imibono, sicela ungathikazi ukusithinta kuleli ikheli elilandelayo:

Mkoba Teachers College
P.O.BOX MK 20 Mkoba
Gweru
mkobatc@gmail.com