

BELVEDERE TECHNICAL TEACHERS COLLEGE

CLIENT SERVICE CHARTER

Preamble

As a leading institution in technical and teacher education, Belvedere Technical Teachers College is committed to providing exceptional service to our clients. We believe that our students, staff, and stakeholders deserve a supportive and inclusive learning environment that fosters academic excellence, innovation, and professionalism.

This Client Service Charter outlines our promise to deliver high-quality services, respond to your needs, and continuously improve our processes. We are dedicated to building strong relationships with our clients, listening to your feedback, and exceeding your expectations.

We invite you to hold us to these standards and join us in our pursuit of excellence in technical and teacher education.

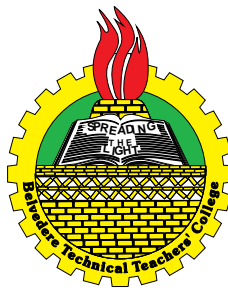
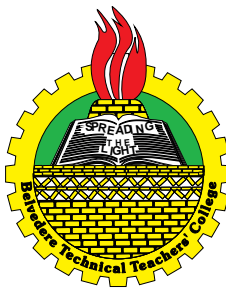


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1.0 Vision, Mission and Core Values

1.1 Vision

In support of the Tertiary Education Service Council's vision, Belvedere Technical Teachers College shall be guided by the following vision statement for the period 2024 – 2025:

Towards an innovative heritage-oriented graduate for the transformation of communities by 2030

1.2 Mission

Belvedere Technical Teachers College's purpose of existence is summed up in the following mission statement:

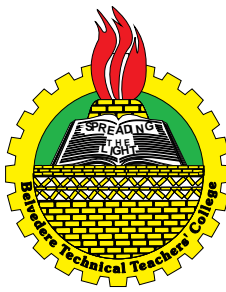
To produce skilled and enterprising 21st century teachers and artisans using heritage-based philosophy for the attainment of diverse and inclusive quality education.

1.3 Core Values

The following core values underpin the culture and public image of Belvedere Technical Teachers College as an effective and efficient community based public institution:

- Ubuntu/Unhu
- Hard work
- Team work
- Collaboration
- Innovation
- Patriotism
- Equity

2. Overall Functions



We aim to always clinically dispense quality service to the satisfaction of all our clients

- To determine market needs for teacher and technical education in Zimbabwe and the world over.
- To strengthen Innovation through Science and Technology Development in the institution.
- To improve quality of learning and teaching activities.
- To equip students with critical problem solving skills.
- To promote heritage-based education.
- To promote inclusive teaching and learning practices.

3. Departments

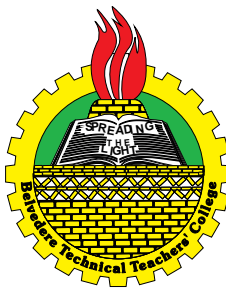
Departments or service sectors

- Management
- Academic
- Technical and Vocational
- Students' affairs
- Accounts
- Administration
- Procurement
- Human Resources
- Business unit

3.1 Management

This service sector endeavours to:

- Swiftly attend to stakeholder requirements with respect and humility.
- Always be receptive to stakeholder concerns.
- Escalate stakeholder concerns to TESC, Head Office (Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development – MHEISTD) for appropriate recourse.
- **To provide adequate infrastructure, teaching and learning resources for the College.**
- To provide sound functional inter-departmental coordination.



3.2 Academic section

This service sector endeavours to:

- Deliver quality personalized teacher and technical education.
- Promptly respond to academic, emotional and social needs of all students.
- Diligently develop cognitive, affective and psychomotor skills in all students.
- Provide quality assessment and feedback to students.

3.3 Technical and Vocational

- To enhance acquisition of technical skills for industry and commerce.
- To equip students with innovative problem solving skills.
- To facilitate rural industrialisation through ISEOP.

3.4 Students' affairs

This service sector endeavours to:

- Always work closely with the Student Representative Council (SRC) in resolving student concerns.
- Offer counselling and medical services to students.
- Always be cognizant of students' constitutional rights, responsibilities and privileges.
- Treat every student as an individual, fairly and with dignity.
- Offer high quality canteen services.
- Respond promptly to every student's psychosocial needs.
- Inculcate the philosophy of Unhu/Ubuntu in every student.
- To enhance student welfare, development and learning experience in the college.

3.5 Accounts

This service section endeavors to:

- Proficiently deliver service to all clients.
- Accurately capture transactions from clients.
- Diligently serve each individual within the shortest possible time of arrival.
- Courteously respond to clients' requests.
- Politely refer clients' queries to the next high office.
- Promptly process payments for clients.



3.6 Administration

This service sector endeavours to:

- Respond to clients with respect.
- Answer calls courteously within three rings.
- Promptly process payments for clients.
- Diligently manage college assets.
- Promptly institute repairs.
- React swiftly to housing requirements.
- Acquire, maintain and provide a reliable transport fleet for college demands.
- Ensure a clean, safe and secure college environment at all times.
- Urgently respond to students' requirements.

3.7 Procurement

This service sector endeavours to:

- Respond to clients' needs with respect.
- Honestly procure goods and services for college departments.
- Diligently negotiate contract terms with suppliers.
- Be candid when dealing with service providers.

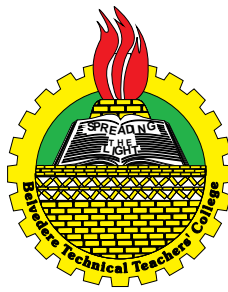
3.8 Human Resources

This service sector endeavours to:

- Promptly respond to college's human capital requirements.
- Treat every employee with due respect.
- Foster cordial relations among employees.
- Respond swiftly to performance gaps within employees through staff development programmes.
- To attract, recruit, orient, motivate and retain qualified and competent staff.

3.9 Business Unit

- To provide college graduates with entrepreneurial opportunities.
- To produce quality goods and services for industrialisation.
- Establish business units to strengthen college's income generation.
- To establish Public Private Partnerships and Graduate-led Consortia.
- Marketing college goods and services.



4. Service Commitments and Standards

We are committed to delivering outstanding client service satisfaction. Your feedback is invaluable to us, and we continuously strive to improve our services based on your insights

4.1 Quality Service Provision

We ensure that our services meet the highest quality standards of professionalism. Our staff is trained and equipped to provide expert assistance in all areas of our service offerings.

4.2 Responsiveness

We aim to respond to all client inquiries within 24 hours on business days. Our client service team is available from 9 AM to 5 PM, Monday to Friday.

4.3 Communication

Clients can reach us via email, phone, or in-person consultations. We will provide regular feedback on the progress of your services and any relevant information.

4.4 Accessibility

Our services are accessible online and at our physical location. Our infrastructure is user friendly for clients with mobility challenges to ensure everyone can access our services comfortably.

4.5 Confidentiality

We respect your privacy and are committed to protecting your personal information. All client data will be handled with the utmost confidentiality.

5. Rights and Obligation

5.1 Institutional Rights

This section ensures that both the institution and the clients understand their roles in the service relationship, fostering mutual respect and cooperation.

- **Expectations of Cooperation:** Expect clients to provide accurate and complete information necessary for quality service delivery.
- **Feedback Utilization:** Use client feedback to improve services and enhance the overall client experience.
- **Policy Enforcement:** Enforce policies and procedures to maintain service quality and operational efficiency.
- **Right to Refuse Service:** Reserve the right to refuse service to clients who engage in abusive or inappropriate behavior.



- **Modification of Services** Adjust services as necessary to respond to changes in operational capacity or external regulations, while informing clients of such changes in a timely manner.
- **Intellectual Property Rights:** The institution has the right to protect and manage its intellectual property including research findings, publications, and inventions.
- **The Right to Academic Freedom:** the institution has the right to academic freedom allowing departmental staff and students to engage in intellectual inquiry without undue interference.
- **The Right to Collaboration:** the institution has the right to collaborate with other educational institutions, government agencies, industry partners, and other stakeholder institutions to enhance its programmes and services.

5.2 Institution obligations to clients

The obligations of Belvedere Technical Teachers College to its clients are:

- **Service Provision:** to provide services timeously and uphold the quality standards outlined in this charter.
- **Open Policy:** to promote open policy communication with all stakeholders.
- **Security:** to provide a secure institutional environment to our clients.
- **Confidentiality:** to protect the confidentiality of our clients' information.

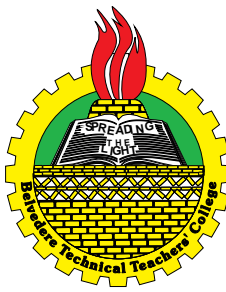
6. Clients right and obligations

This section clarifies the responsibilities and entitlements of clients, promoting a cooperative and respectful relationship between clients and the institution.

6.1 Clients' Rights

A client of Belvedere Technical Teachers College has the following rights within the Client Service Charter:

- **Inclusivity rights:** clients have the right to fair treatment and non-discrimination.
- **Access to Information:** clients have the right to access information about the services offered, including any applicable terms and conditions.
- **Quality Service:** clients have the right to receive services that meet the quality standards outlined in the Client Service Charter.
- **Timely Responses:** clients are entitled to prompt responses to their inquiries and requests for assistance.



- **Confidentiality:** clients have the right to expect that their personal information will be handled with confidentiality and in compliance with privacy regulations.
- **Feedback and Complaints:** clients have the right to timely feedback that addresses their concerns.

6.2 Clients' obligations

A client of Belvedere Technical Teachers College has the following obligations within the Client Service Charter:

- **Provide Accurate Information:** clients are required to provide complete and accurate information necessary for the institution to deliver services effectively.
- **Engage Responsively:** clients should respond to requests for information or feedback promptly to facilitate timely service delivery.
- **Respectful Communication:** clients are expected to communicate respectfully with staff and adhere to the institution's policies during interactions.
- **Timely Payments:** clients must fulfill any financial obligations, including timely payment for services rendered, as per agreed terms.
- **Notification of Changes:** clients should inform the institution of any changes in their needs or circumstances that may affect service provision.
- **Feedback and Complaints:** we value your feedback! You can provide comments or raise concerns through our website or by contacting our customer support team. All complaints will be acknowledged and attended to within 48 hours.

7. Review and Improvement

We regularly review this charter and our service delivery to ensure we meet and exceed your expectations. Your feedback plays a crucial role in our continuous improvement efforts.

8. Contact Information

For any inquiries or further information, please contact us:

Email: belvederetchtc@gmail.com; info@bttc.ac.zw

Phone: +263 242 778181-6

Address: 1 Harvard Road, P. O. Box BE100 Belvedere, Harare.

Thank you for choosing Belvedere Technical Teachers College.

We look forward to serving you!