



BELVEDERE TECHNICAL TEACHERS COLLEGE

CLIENT SERVICE CHARTER

1.0 Isingeniso

E-Belvedere Technical Teachers College sinikeza amasevisi asezingeni eliphezulu kumakhasimende ethu. Leli Client Service Charter lichaza izibopho zethu kini njalo lisebenza njengomhlahlandlela wokuthi lingalindelani kithi.

2.0 Umbono, Injongo kanye Lamagugu

2.1 Umbono

Ngokwesekela umbono weTertiary Education Service Council, iBelvedere Technical Teachers College izaqondiswa ngumbono olandelayo ngesikhathi sika 2024 – 2025:

Ukuya kumfundi oqamba izinto ezintsha, ogxile elifenini, oququla imiphakathi ngo-2030.

2.2 Injongo

Injongo yeBelvedere Technical Teachers College imi kanje:

Ukukhiqiza othisha labasebenzi bezandla abanekhono njalo abalamabhizimusi ekhulu lama-21 besebenzisa ifilosofi esekelwe elifenini ukuze kutholakale imfundo ebanzi, ehlanganisayo njalo esezingeni eliphezulu.

2.3 Amagugu

Amagugu alandelayo aseka amasiko lesithombe senhlangano njengomphakathi osebenza kahle:

- Ukubambisana
- Ukuqalisa izinto ezintsha



- Ubuntu/Unhu
- Uthando lwelizwe
- Ukulingana

2.4 Imisebenzi Yonke

Sihlose ukunikeza amasevisi asezingeni eliphezulu ukwanelisa wonke amakhasimende ethu:

- Ukuhlola izidingo zemakethe kwezemfundo yabothisha lezobuchwepheshe eZimbabwe lasemhlabeni wonke.
- Ukuqinisa ukuqamba okusha ngeSayensi leTekhnoloji esikhungweni.
- Ukuthuthukisa izinga lokufunda lokufundisa.
- Ukuhlomisa abafundi ngamakhono empilo abalulekileyo.
- Ukukhuthaza imfundo esekelwe elifenini.
- Ukukhuthaza ukufundisa lokufunda okubandakanya wonke umuntu okugxile lakubakhubazekileyo.

2.5 Izigaba

Izigaba noma imikhakha yesevisi:

- Abaphathi
- Ezefundo (Academic)
- Ezobuchwepheshe loMsebenzi wezandla
- Ezabafundi
- Ezama-Accounts
- Ezokuphatha (Administration)
- Ezokuthenga (Procurement)
- EzabaSebenzi (Human Resources)
- Ibhizinisi leSikhungo (Business Unit)

Abaphathi



Lo mkhakha uzama:

- Ukuphendula masinyane izidingo zabathintekayo ngenhlonipho langokuzithoba.
- Ukulalela izikhalazo zabathintekayo.
- Ukudlulisa izikhalazo kuTESC, eHhovisi Elikhulu (Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development – MHTEISTD) lapho kudingeka khona.
- Ukunikeza izakhiwo lezinsiza zokufundisa ezifanele.

Ezefundo (Academic Section)

- Ukunikeza imfundo esezingeni eliphezulu eqondene lomuntu ngamunye.
- Ukuphendula masinyane izidingo zemfundo zabafundi.
- Ukubona lokwamukela izidingo zemizwa lezokuhlalisana kwabafundi.
- Ukuthuthukisa amakhono okucabanga, okuziphatha lokusebenza kwabafundi.
- Ukunika impendulo yokuhlolwa ngesikhathi.

Ezobuchwepheshe loMsebenzi wezandla

- Ukuqinisa ukutholakala kwamakhono ezobuchwepheshe kwezamabhizimusi lezimboni.
- Ukusekela ukuthuthukiswa kwezimboni emaphandleni nge-ISEOP.

Ezabafundi

Lo mkhakha uzama:

- Ukusebenza eduze leStudent Representative Council (SRC).
- Ukunikeza usizo lokwelulekwa lezokwelapha.
- Ukuhlonipha amalungelo, imisebenzi lezibopho zabafundi.
- Ukuphatha umfundi ngamunye ngobulungiswa langesithunzi.
- Ukunikeza isevisi yekhente esezingeni eliphezulu.
- Ukuphendula izidingo zengqondo labokuhlalisana zabafundi masinyane.



- Ukufundisa ifilosofi ye-Unhu/Ubuntu kubafundi.
- Ukuthuthukisa inhlalakahle yabafundi lokufunda kwabo.

Ezama-Accounts

- Ukunikeza isevisi ngobungeweti.
- Ukubhala kahle amarekhodi emali.
- Ukuphatha amakhasimende masinyane.
- Ukuphendula ngenhlonipho.
- Ukudlulisa imibuzo lapho kudingeka khona.
- Ukucubungula izinkokhelo masinyane.

Ezokuphatha (Administration)

- Ukuphendula amakhasimende ngenhlonipho.
- Ukuphendula ucingo kungakapheli izikhathi ezintathu zokukhala.
- Ukucubungula izinkokhelo masinyane.
- Ukuphatha impahla yesikhungo kahle.
- Ukulungisa lapho kudingeka khona.
- Ukuphendula izidingo zezindlu.
- Ukugcina izithuthi zithembekile.
- Ukuqinisekisa indawo ehlanzekileyo, ephephileyo.
- Ukuphendula izidingo zokudla kwabafundi.
- Ukuthola izithuthi ezeneleyo.

Ezokuthenga (Procurement)

- Ukuphendula ngenhlonipho.
- Ukuthenga impahla ngobuqotho.
- Ukuxoxisana ngemibandela yezinkontileka ngokucophelela.
- Ukuba sobala labahlinzeki.
- Ukwenza amagatsha asebenzise ikhompyutha ngokupheleleyo lokuqeqesha abafundi nge-ICT.



EzabaSebenzi (Human Resources)

- Ukuphendula izidingo zabasebenzi masinyane.
- Ukuhlonipha isisebenzi ngasinye.
- Ukukhuthaza ubudlelwano obuhle.
- Ukuvala izikhala zokusebenza ngezinhlelo zokuqeqesha.
- Ukuheha, ukuqasha, ukuqeqesha, ukukhuthaza lokugcina abasebenzi abafanele.

Ibhizinisi leSikhungo (Business Unit)

- Ukuthuthukisa amakhono amabhizimusi kwabafundi abaphothulayo.
- Ukukhiqiza impahla esezingeni eliphezulu.
- Ukuqinisa ingeniso lama-Public Private Partnerships.

2.7 Izibopho leMigomo Yesevisi

Sizibophezele ekwaneliseni amakhasimende ethu.

Izinga Lesevisi

Siyakuqinisekisa ukuthi isevisi yethu isezingeni eliphezulu lobungcweti.

Ukuphendula

Sizaphendula zingakapheli amahora angama-24 ngezinsuku zomsebenzi (9AM–5PM).

Ukuxhumana

Ngokusebenzisa i-email, ucingo kumbe ngokubonana.

Ukufinyeleleka



Isevisi itholakala online lasedolobheni; ifanele labakhubazekileyo.

Imfihlo

Siyahlonipha imfihlo yolwazi lwamakhasimende.

2.8 Amalungelo leZibopho

Izibopho Zesikhungo

- Ukunikeza isevisi ngesikhathi.
- Ukuchaza kahle imali nemigomo.
- Ukunikeza usekelo oluqhubekayo.
- Ukugcina imfihlo yolwazi.
- Ukumisa izindlela zokukhalaza.

Amalungelo Esikhungo

- Ukulindela ukubambisana.
- Ukusebenzisa impendulo ukuthuthukisa isevisi.
- Ukumisa imithetho.
- Ukwenqaba isevisi kubantu abaziphatha kubi.
- Ukuguqula isevisi uma kudingeka, sikwazise amakhasimende ngesikhathi.

2.9 Amalungelo leZibopho Zamakhasimende

Izibopho

- Ukunikeza ulwazi oluqondileyo.
- Ukuphendula masinyane.
- Ukuxhumana ngenhlonipho.
- Ukuhlawula ngesikhathi.
- Ukwazisa ngezinguquko.



Amalungelo

- Ukuthola isevisi esezingeni eliphezulu.
- Ukuphendulwa masinyane.
- Ukugcinelwa imfihlo.
- Ukunika impendulo lokukhalaza ngaphandle kokwesaba.
- Ukuthola ulwazi mayelana lamasevisi.

Ukukhalaza

Zonke izikhalazo zizavunywa zingakapheli amahora angama-48.

Ukuhlolwa Lokuthuthukiswa

Sihlola njalo le Charter ukuze sithuthukise isevisi yethu.

Imininingwane Yokuxhumana

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