

BELVEDERE TECHNICAL TEACHERS COLLEGE

CLIENT SERVICE CHARTER (SHONA)

Nhanganyaya (Preamble)

Sechikoro chinotungamira mukudzidzisa zveunyanzvi nehudzidzisi, Belvedere Technical Teachers College yakazvipira kupa mabasa emhando yepamusoro kune vatengi vedu. Tinotenda kuti vadzidzi, vashandi nevamwe vane chekuita nesu vanofanirwa kuwana nharaunda yekudzidza inovatsigira uye inosanganisira vose, inosimudzira kugona muzvidzidzo, kugadzira zvitsva nehunyanzvi.

Gwaro iri reClient Service Charter rinotsanangura chivimbiso chedu chekupa mabasa emhando yepamusoro, kupindura zvinodiwa nemi, nekuenderera mberi tichivandudza maitiro edu. Takazvipira kuvaka hukama hwakasimba nevatengi vedu, kuteerera mhinduro dzenyu, nekupfuura zvamunotarisa.

Tinokukumbirai kuti mutibate maererano nemiyero iyi uye mubatane nesu mukusimudzira kugona mune zveunyanzvi nehudzidzisi.

1.0 Chiratidzo, Basa neTsika

1.1 Chiratidzo

Mukutsigira chiratidzo cheTertiary Education Service Council, koreji ichatungamirirwa nechiratidzo chinoti (2024–2025):

Kusimudzira mudzidzi ane hunyanzvi, anokoshesa nhaka, anoshandura nharaunda kusvika muna 2030.

1.2 Basa

Kugadzira vadzidzisi nevashandi vehunyanzvi vane ruzivo rwechizvino-zvino vachishandisa uzivi hunobva panhaka kuitira kuwana dzidzo yemhando yepamusoro, inosanganisira vose.

1.3 Tsika Dzatinokoshesa

- Ubuntu/Unhu
- Kushanda nesimba
- Kushanda sechikwata
- Kubatana

- Kugadzira zvitsva
- Kuda nyika
- Kuenzana

2. Mabasa Makuru

- Kuongorora zvinodiwa mumusika wedzidzo muZimbabwe nepasi rose.
 - Kusimudzira sainzi nehunyanzvi mukoreji.
 - Kuvandudza mhando yekudzidzisa nekudzidza.
 - Kupinza vadzidzi hunyanzvi hwekugadzirisa matambudziko.
 - Kusimudzira dzidzo yakavakirwa panhaka.
 - Kusimudzira dzidzo inosanganisira vose.
-

3. Madhipatimendi

3.1 Management

- Kupindura nekukurumidza zvinodiwa nevane chekuita nekoreji neruremekedzo.
- Kugamuchira zvichemo.
- Kuendesa nyaya kuTESC kana kuHead Office (MHTEISTD).
- Kupa zvivakwa nezvishandiso zvakakwana.
- Kusimbisa kubatana kwemadhipatimendi.

3.2 Academic

- Kupa dzidzo yemhando yepamusoro.
- Kupindura zvinodiwa nevadzidzi muzvidzidzo, mupfungwa nemagariro.
- Kuvandudza hunyanzvi hwekufunga nekuita.
- Kupa ongororo nemhinduro dzemhando yepamusoro.

3.3 Technical & Vocational

- Kusimudzira hunyanzvi hwemaindasitiri nekutengeserana.
- Kupinza vadzidzi hunyanzvi hwekugadzirisa matambudziko.
- Kusimudzira maindasitiri kumaruwa kuburikidza neISEOP.

3.4 Students' Affairs

- Kushanda neSRC.
- Kupa mazano ehupenyu nemishonga.
- Kuremekedza kodzero nemabasa evadzidzi.

- Kuvandudza welfare yevadzidzi.

3.5 kusvika 3.9 (Accounts, Administration, Procurement, HR, Business Unit)

Zvose zvinovimbisa kushanda nemazvo, nekukurumidza, neruremekedzo, kuchengetedza zvakanakisa, kutungamira vashandi zvakanaka, nekusimudzira mabhizinesi ekoreji.

4. Zvipikirwa neMaitiro

4.1 Hunhu hweSevhisi

Sevhisi yemhando yepamusoro.

4.2 Kupindura

Kupindura mukati maawa 24 pamazuva ebasa (9AM–5PM).

4.3 Kutaurirana

Kuburikidza neemail, runhare kana kusangana.

4.4 Kuwanikwa

Inowanikwa online nepanzvimbo; inosanganisira vane hurema.

4.5 Kuvanzika

Ruzivo rwemunhu runochengetedzwa zvakanakisa.

5. Kodzero neZvisungo

5.1 Kodzero dzeKoreji

- Kutarisira kubatsirana kwevatengi.
- Kushandisa mhinduro kuvandudza.
- Kutevedzera mitemo.
- Kuramba sevhisi kune vane hunhu husina kunaka.
- Kuchengetedza intellectual property.
- Rusununguko rwezvidzidzo.
- Kubatana nemamwe masangano.

5.2 Zvisungo zveKoreji

- Kupa sevhisi nenguva.
 - Kutaura pachena.
 - Kuchengetedza chengetedzo nekuchengetedza zvakavanzika.
-

6. Kodzero neZvisungo zveVatengi

6.1 Kodzero

- Kusasarura.
- Kuwana ruzivo.
- Sevhisi yemhando yepamusoro.
- Kupindurwa nenguva.
- Kuvanzirwa ruzivo.
- Kupa zvichemo zvogadziriswa mukati maawa 48.

6.2 Zvisungo

- Kupa ruzivo rwakarurama.
- Kupindura nenguva.
- Kuremekedza vashandi.
- Kubhadhara nenguva.
- Kuzivisa shanduko.

7. Ongororo neKuvandudza

Tinoramba tichiongorora gwaro iri kuti tivandudze.

8. Mashoko Ekutibata

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

Runhare: +263 242 778181-6

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