

BELVEDERE TECHNICAL TEACHERS COLLEGE

MUKANDA WA BUKWELEDE BWABALILUMI

Kalalelwe (Preamble)

Sikola ya Belvedere Technical Teachers College, iumwi wa mabungwe aaphambili a makolo a tekinoloji alimwi no kuumbwa kwa balimu, ili kuzibikisa kuti ipe abantu bakwe bukwelede bwamusyobo uusalala. Tulayanda kuti balinzuma, balimu, balabelesi alimwi ba stakeholder batwe balongedwe bukkale bwakukwata kapati, bwakubelesya limwi, obulwelede alimwi obwazyalwa maano, buumbulule zili zyoonse mu makolo, maano mapya alimwi no buprofessional.

Mukanda ooyu wa Bukwelede bwabalilumi ulondola zintu zitulailila ukucita pakupa bukwelede bwamusyobo uusalala, kujana nzila yakuzumina bubi bwabalilumi alimwi no kupitilizya kubamba nziila zitupelekela bukwelede. Tulibambile kuumbika bukamano bwakukwata kapati na balilumi, kuzwa mumvwa mazwi abo, alimwi no kubika bukwelede bwabo panshi pa maano etu.

Tulakucincilizya kuti mutubambe pa zipego ezi alimwi no kukwata antoomwe naitwe mukufuna bukulu bwa makolo a tekinoloji alimwi no kuumbwa kwa balimu.

1.0 Mubonelo, Mulimo alimwi no Maanolwe Aasungilila

1.1 Mubonelo

Mukukonkela mubonelo wa Tertiary Education Service Council, Belvedere Technical Teachers College izokwatilila mubonelo ooyu kumyaka ya 2024–2025:

“Kujatikila musimbi uulimo maano mapya alimwi uukwata bukwesu bwa heritage, uuzulwida kucinca kwa communities kufikila 2030.”

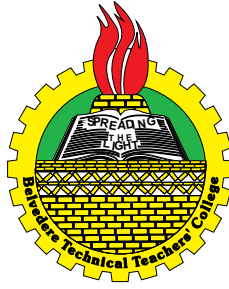
1.2 Mulimo

Chilayililo cha Belvedere Technical Teachers College chibikkilwa mu mulimo ooyu:

“Kuumba balimu alimwi no balabelesi ba 21st century balilimo maano, balijata mulimo alimwi abalijisi maano aambwa pa heritage, mukufikilizya makolo aakasikila, aabalilwa alimwi aamusyobo uusalala.”

1.3 Maanolwe Aasungilila

Maanolwe aakulidezi azwa culture alimwi no cikope cha Belvedere Technical Teachers College ikwa mbunga ya public institution iililwa ku community:



- Ubuntu/Unhu
- Kucita mulimo kapati
- Kubelesya antoomwe
- Kusebenzela antoomwe
- Kumbulwida maano mapya
- Kukkala nyika
- Kulingana

2.0 Milimo Ikulu

Tulayanda kucincilizya kuti bukwelede bwesu bulakonzya kupelekwa kumalilumi oonse mukukondwa alimwi no kukwanisya zila zibalilwa.

- Kuzumanana kujana zintu ziyandika mu makolo aabalimu alimwi no makolo a tekinoloji muZimbabwe alimwi no nyika zyoonse.
- Kukkazya maano mapya a Science alimwi no Technology Development muchikolo.
- Kukkazya bukwelede bwakuyanda mukwiiya alimwi no kwiiya.
- Kupa balinzuma maano akugwisisa makani alimwi no kujana nzila zyakumvwa makani.
- Kukkazya makolo aambwa pa heritage.
- Kukkazya nzila zyakuyiia alimwi no kwiiya zikabala bantu boonse.

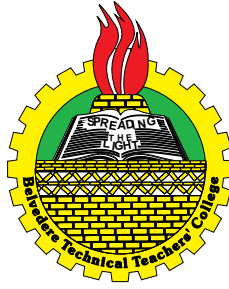
3.0 Ma Department

Ma department alimwi no service sectors aziko:

- Management
- Academic
- Technical and Vocational
- Students' Affairs
- Accounts
- Administration
- Procurement
- Human Resources
- Business Unit

3.1 Management

Service sector eeyi ilacincilizya:



- Kuzwa alimwi no kupindula makani aabalilumi mukukkala nsoni alimwi no kuzwisisa.
- Kuzumanana kumvwa makani aabalilumi.
- Kweendelezwa makani aabalilumi ku TESC, Head Office (Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development – MHTEISTD) kuti apewe buyo nzila iililwe.
- Kupa mazuwo, infrastructure alimwi no zintu zyakwiiyila alimwi no kwiiyiza zikwanisya.
- Kupa coordination iililwe pakati pa ma department.

3.2 Academic Section

Service sector eeyi ilacincilizya:

- Kupa makolo aabalimu alimwi no tekinojji aali aamusyobo uusalala alimwi aakweelana na muntu omwe.
- Kupindula nziina zya balinzuma zya makolo, ma feelings alimwi no social needs nkomwe.
- Kukazya ma skills aakufwisisa, aakumvwa alimwi aakucita mulimo mu balinzuma boonse.
- Kupa assessment iililwe alimwi no feedback ku balinzuma.

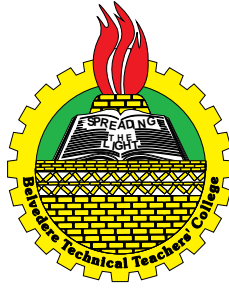
3.3 Technical and Vocational

- Kukazya kujana ma technical skills aayandika mu industry alimwi no commerce.
- Kupa balinzuma maano mapya akugwisisa makani alimwi no kujana nzila.
- Kukazya rural industrialisation kwiinda mu ISEOP.

3.4 Students' Affairs

Service sector eeyi ilacincilizya:

- Kusebenzela antoomwe na Student Representative Council (SRC) mukugwisisa makani aabalinzuma.
- Kupa counselling alimwi no medical services ku balinzuma.
- Kuzumanana kuziba constitutional rights, responsibilities alimwi no privileges zya balinzuma.
- Kucita muntu omwe omwe mu balinzuma boonse mukulingana alimwi no kumuleta mukulemekeza.



- Kupa canteen services zyaamusyobo uusalala.
- Kupindula bwangu pa psychosocial needs zya balinzuma.
- Kukazya maano a Unhu/Ubuntu mu balinzuma boonse.
- Kukazya welfare, development alimwi no learning experience ya balinzuma muchikolo.

3.5 Accounts

Service section eeyi ilacincilizya:

- Kupa bukwelede bwamusyobo uusalala ku balilumi boonse.
- Kwingiza transaction zya balilumi mukulilwa.
- Kusebenzela muntu omwe omwe mukati kakwiya akafika.
- Kupindula makani aabalilumi mukulemekezya.
- Kulondola makani aabalilumi ku office iikwiinda apo.
- Kucita payments zya balilumi mukukasika.

3.6 Administration

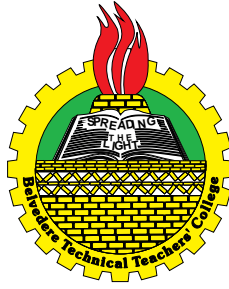
Service sector eeyi ilacincilizya:

- Kupindula balilumi mukulemekezya.
- Kupindula ma phone calls mukati ka ma rings atatu.
- Kucita payments zya balilumi mukukasika.
- Kubeja assets zya college mukulilwa.
- Kucita repairs mukukasika.
- Kupindula bwangu pa housing requirements.
- Kujana, kubamba alimwi no kupa transport fleet iililwe ku zintu zya college.
- Kucincilizya kuti college ibe yobile, yasalala alimwi iililwe ku security nthawi zyoonse.
- Kupindula bwangu pa zintu ziyandika ku balinzuma.

3.7 Procurement

Service sector eeyi ilacincilizya:

- Kupindula makani aabalilumi mukulemekezya.
- Kucita procurement ya goods alimwi no services ya ma department a college mukubikkila maano ku bululami.
- Kusebenzela kapati mukubambika contract terms na suppliers.



- Kukkala pachena alimwi no kumvwa mu kusebenzela na service providers.

3.8 Human Resources

Service sector eeyi ilacincilizya:

- Kupindula bwangu pa human capital requirements ya college.
- Kulemekezya employee omwe omwe.
- Kukkazya bukamano alimwi no bukkale bululami pakati pa balabelesi.
- Kupindula bwangu pa performance gaps kwiinda mu staff development programmes.
- Kufuna, kusola, kuingiza, kukonkelesya, kukkomanisya alimwi no kucincilizya balabelesi balijisi ma qualifications alimwi no ma competencies.

3.9 Business Unit

- Kupa balinzuma bapedwe college mikwasi yakucita mabusiness.
- Kuumba goods alimwi no services zyaamusyobo uusalala zyakubbambila industrialisation.
- Kubeja business units kuti college ijane ndalama zyakwe.
- Kuumba Public Private Partnerships alimwi no Graduate-led Consortia.
- Kumarketa goods alimwi no services zya college.

4.0 Zilaililo alimwi no Miyezo ya Bukwelede

Tulacincilizya kupa bukwelede bwamusyobo uusalala alimwi no kukomanisya balilumi.

Maonelwe aanyu aayandika kapati, alimwi tulapitilizya kubamba bukwelede bwesu kwiinda mu maonelwo aanyu.

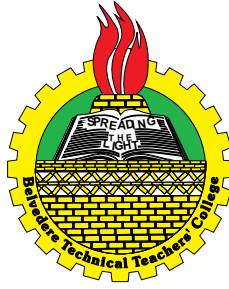
4.1 Bukwelede bwamusyobo uusalala

Tulacincilizya kuti services zyesu zikonkwele miyezo yaabusyobo uusalala alimwi no buprofessional. Balabelesi besu balalilwa alimwi no kupewa maano aayandika kuti babeze balilumi mukwesu.

4.2 Kupindula Bwangu

Tulafwida kupindula ma enquiries oonse aabalilumi mukati ka 24 hours pa business days.

Service team yesu ilaboneka kuzwa ka 9 AM kufikila ka 5 PM, Monday kufikila Friday.



4.3 Kweendelezuya Makani

Balilumi balakonzuya kutujana kwiinda mu email, phone alimwi no kubonana naitwe pa muntu. Tulapeleka feedback yakumwiya pa progress ya services zyesu alimwi no makani aayandika.

4.4 Kujana Bukwelede

Services zyesu zilaboneka online alimwi no pa college. Infrastructure yesu yambwa kuti ikonzye kubelesyeka na bantu balijisi mobility challenges, kuti bantu boonse bakonzye kujana services zyesu mukwesu.

4.5 Kusunga Makani Aachisi

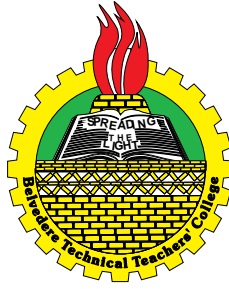
Tulalekejezuya privacy yanu alimwi no kusunga makani aanu. Makani oonse aabalilumi alabwejwa mukusungilwa alimwi no kucitwa kwa confidential.

5.0 Mikwasyi alimwi no Milimo

5.1 Mikwasyi ya Institution

Cibalo eeci cilacincilizya kuti institution alimwi no balilumi bamvwisane milimo yabo, mukuti kube kulemekezya alimwi no kusebenzela antoomwe.

- **Kusebenzela antoomwe:** Tulalindila kuti balilumi bape makani aali aamani alimwi aakupwililila aayandika mukupa bukwelede bwamusyobo uusalala.
- **Kubelesya maonelwo:** Tulabelesya maonelwo aabalilumi mukubamba bukwelede alimwi no experience ya balilumi.
- **Kukonkelesya policy:** Tulakonkelesya policies alimwi no procedures mukucincilizya bukwelede alimwi no kweendelezuya milimo mukwesu.
- **Mukkuli wa Kukanana Kupa Bukwelede:** Institution ilijisi mukuli wa kukanana kupa service ku balilumi bacita abusive behavior alimwi no kucita zintu zikaliilwi.
- **Kucinca Services:** Tulakonzuya kucinca services mukukonkela operational capacity alimwi no external regulations, alimwi tulazibisa balilumi mukukasika.
- **Intellectual Property Rights:** Institution ilijisi mukuli wakusunga alimwi no kweendelezuya intellectual property yayo, kusanganya research findings, publications alimwi no inventions.



- **Academic Freedom:** Institution ilijisi mukuli wa academic freedom, uupa balabelesi ba departments alimwi no balinzuma mukwasi wakufwisisha alimwi no kufwafwilila maano mapya mukusaangana interference iitalilwe.
- **Mukuli wa Collaboration:** Institution ilijisi mukuli wakusebenzela antoomwe na mabungwe aamakolo, government agencies, industry partners alimwi no stakeholder institutions mukukkazya programmes alimwi no services.

5.2 Milimo ya Institution ku Balilumi

Milimo ya Belvedere Technical Teachers College ku balilumi ili:

- **Kupa Services:** Kupa services mukwesu alimwi no kukonkelesya miyezo ya bukwelede ili mukati ka charter eeyi.
- **Open Policy:** Kukkazya kweendelezwa makani pachena na stakeholders boonse.
- **Security:** Kupa environment ya institution ili safe ku balilumi.
- **Confidentiality:** Kusunga confidential makani aabalilumi.

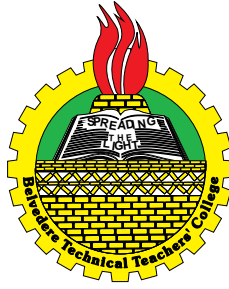
6.0 Mikwasyi alimwi no Milimo ya Balilumi

Cibalo eeci cilalondola milimo alimwi no mikwasyi ya balilumi, mukukkazya bukamano alimwi no kusebenzela antoomwe pakati pa balilumi na institution.

6.1 Mikwasyi ya Balilumi

Muntu uuli client wa Belvedere Technical Teachers College ulijisi mikwasyi iilondoke:

- **Kulingana alimwi no Kubikkwa Muntu Muntu:** Balilumi balijisi mukuli wakucitwa mukulingana alimwi no kukanana discrimination.
- **Kujana Makani:** Balilumi balijisi mukuli wakujana makani a services zipelekwa, kusanganya terms alimwi no conditions zikonzya kubelesyeka.
- **Bukwelede bwamusyobo uusalala:** Balilumi balijisi mukuli wakujana services zikonkwele miyezo ya bukwelede ili mukati ka Client Service Charter.
- **Kupindulwa Mukukasika:** Balilumi balijisi mukuli wakupindulwa bwangu pa enquiries zabo alimwi no requests zyakupindulwa.
- **Confidentiality:** Balilumi balijisi mukuli wakulindila kuti makani abo apersonal akasungwa confidential alimwi no kukonkela privacy regulations.
- **Feedback alimwi no Complaints:** Balilumi balijisi mukuli wakujana feedback mukwesu iizumina makani abo.



6.2 Milimo ya Balilumi

Muntu uuli client wa Belvedere Technical Teachers College ulijisi milimo iilondoke:

- **Kupa Makani Aali Aamani:** Balilumi bafwile kupa makani oonse, aali aamani alimwi aakupwililila aayandika kuti institution ikonzye kupa services mukwesu.
- **Kupindula Mukukasika:** Balilumi bafwile kupindula mukukasika pa requests zya makani alimwi no feedback kuti service ipelekwe mukwesu.
- **Kweendelezwa Makani Mukulemekeza:** Balilumi bafwile kweendelezwa makani mukulemekeza alimwi no kukonkelesya policies zya institution pa kusebenzela antoomwe na balabelesi.
- **Payments Mukati Kangu:** Balilumi bafwile kulipila ndalama zyoonse zyakwelela, kusanganya payments zya services, mukati kakweenda kwazumilana.
- **Kuzibisa Zyakucinca:** Balilumi bafwile kuzibisa institution pa zyakucinca mu zintu bazwide, needs zabo alimwi no circumstances zikonzya kukata service.
- **Feedback alimwi no Complaints:** Tulayanda kumvwa maonelwo aanu! Mulakonzwa kupa comments alimwi no kumasuka makani kwiinda mu website yesu alimwi no kutumwana na customer support team. Complaints zyonse zilazuminiwa alimwi no kutangila kubelesywa mukati ka 48 hours.

7.0 Kweendelwazwa alimwi no Kukkazwa Bukwelede

Tulapitulula Charter eeyi alimwi no nzila zyesu zyakupa services mukati ka nthawi zyamwaka, kuti tukkale tukwanisya miyezo yesu alimwi no kwiinda pa zindililo zya balilumi. Maonelwo aanyu aalibambe kapati mu kukkazwa bukwelede bwesu.

8.0 Makani Akutujana

Pa enquiries alimwi no makani aayandika, mulakonzwa kutujana:

Email:

belvederetchtc@gmail.com

info@bttc.ac.zw

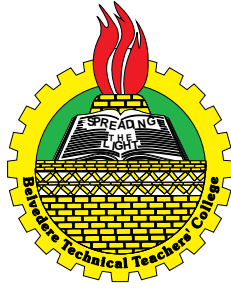
Phone:

+263 242 778181-6

Address:

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

Twabonga kusala Belvedere Technical Teachers College.



Tulalindila kusebenzela antoomwe naimwe!