



## CLIENTS SERVICE CHARTER

### Preamble

The Chinhoyi University of Technology's Client Service Charter acknowledges that CUT is a public institution which belongs to all Zimbabweans and all mankind. The University is owned by Zimbabweans who have a right to prompt quality service every day from our staff at every level - This credo is not negotiable. The Clients Charter spells out service commitments and standards rendered to our students, staff and stakeholders. We commit ourselves to providing high quality service to all our clients. We always value your feedback in our quest for continuous improvement.

This Client Service Charter is a promise to all our clients; we are your servants, you are our kings/queens.

### Our Vision

To be the world-class centre of excellence for technological innovation and entrepreneurship

### Our Mission

To produce innovative graduates, create knowledge, enhance entrepreneurship and provide community service through quality teaching, training and technologically oriented research.

### Our Core Values

In the quest to fulfil our vision and achieve our mission, we are always guided by the following shared values:

- Dynamism (*Responsiveness and prompt service*)
- Excellence (*Commitment to quality in all our academic, professional and administrative responsibilities*).
- Culture (*Upholding Zimbabwe's indigenous values and cultural heritage*)

- Integrity (*Unwavering commitment to honesty and uprightness with zero tolerance to corruption of any form*)
- Democracy (*Offering opportunities for diversity, open debate, critical analysis and accommodating divergent thoughts*)
- Entrepreneurship (*We seize opportunities to solve societal problems. We view problems as opportunities to serve*)

## **Our Promise**

We are committed to delivering high quality service that satisfies or exceeds our clients' expectations by:

- Being professional, fair, courteous, respectful, responsible and accountable.
- Being persistently focused on quality service delivery.
- Providing relevant opportunities for human capital development.
- Handling customers' complaints within the shortest possible time.
- Upholding the right to academic freedom.
- Providing relevant teaching and learning, research and community service.
- Promoting inclusiveness in governance and development of the University.
- Enhancing safety and wellness of students, staff and stakeholders.

## **Client Expectations**

In delivering efficient and effective service, expect the following from us:

- Prompt admission of students based on stipulated regulations and fair recruitment of staff based on merit.
- Creation of a conducive teaching, learning and research environment.
- Fair assessment and examination processes.
- The right to academic freedom.
- Being professional, fair, courteous, respectful, responsible and accountable.
- Increased research output through publications and patents.
- Development of mutually beneficial partnerships with community stakeholders.
- Prompt and fair grievance-handling;
- Consideration of clients' views in the governance and development of the University.

## **What we expect from our Clients**

To enable us to meet our obligations, we expect you to:

- Treat us fairly, professionally, courteously and respectfully.
- Support our functions and activities.
- Abide by the rules and regulations of the University.
- Comply with the laws of Zimbabwe.
- Be up to date with your obligations.
- Show respect to the rights of others.
- Provide feedback, positive or negative, including suggestions.
- Report any wrongdoing to University authorities so that corrective action can be taken.

### **Core Functions**

Our core functions are as follows:

- Teaching and Learning
  - Through the application of technology, we offer high quality, innovative academic programmes at undergraduate and graduate levels designed to meet the needs of the market while instilling entrepreneurial skills in our graduates.
- Research
  - We generate, disseminate, advance and preserve knowledge relevant to the development of our country and the wider community.
- Community Engagement
  - We participate in activities and programmes for community advancement and we offer our skills and expertise to the community.
- Resource Mobilisation
  - We pursue opportunities for business through consultancy, training, partnerships and other ventures with the ultimate aim of making the University self-sustaining.
- **Innovation**
  - We undertake research and promote innovative solutions to communities and the nation's challenges.

### **Feedback**

- To improve our service delivery to you, we value your feedback as follows:
  - Provide us with your complaints, suggestions and compliments via telephone, fax, email, social media platforms, or suggestion boxes.
- We shall treat all information with confidentiality and privacy.

- We shall address all feedback within 48 hours.

## Key Offices and Contact Details

The University's contact details at large are:

Chinhoyi University of Technology | No. 78 Off Harare-Chirundu Road | Private Bag 7724 | Chinhoyi | Mashonaland West Province | Zimbabwe | Tel: +263 67 22203 – 5 / 29053 – 5 | Fax: +263 67 22082 | Email: [pr@cut.ac.zw](mailto:pr@cut.ac.zw) | Website: [www.cut.ac.zw](http://www.cut.ac.zw)

The following are key offices and their email addresses:

- Vice Chancellor – [vicechancellor@cut.ac.zw](mailto:vicechancellor@cut.ac.zw)
- Pro Vice Chancellor (Academic Affairs, Research and Administration) – [pvcacademic@cut.ac.zw](mailto:pvcacademic@cut.ac.zw)
- Pro Vice Chancellor (Business Development and Resource Mobilisation) – [pvcbusiness@cut.ac.zw](mailto:pvcbusiness@cut.ac.zw)
- Marketing and Public Relations – [pr@cut.ac.zw](mailto:pr@cut.ac.zw)
- Registry – [registrar@cut.ac.zw](mailto:registrar@cut.ac.zw) / [academicregistry@cut.ac.zw](mailto:academicregistry@cut.ac.zw) / [humanresources@cut.ac.zw](mailto:humanresources@cut.ac.zw)
- Bursary – [bmb@cut.ac.zw](mailto:bmb@cut.ac.zw)
- Library – [library@cut.ac.zw](mailto:library@cut.ac.zw)
- School of Agricultural Sciences and Technology – [agricscience@cut.ac.zw](mailto:agricscience@cut.ac.zw)
- School of Art and Design – [schartdes@cut.ac.zw](mailto:schartdes@cut.ac.zw)
- School of Engineering Sciences and Technology – [engineering@cut.ac.zw](mailto:engineering@cut.ac.zw)
- School of Entrepreneurship and Business Sciences – [schlbusiness@cut.ac.zw](mailto:schlbusiness@cut.ac.zw)
- Graduate Business School – [gradbuss@gmail.com](mailto:gradbuss@gmail.com); [gradbus@cut.ac.zw](mailto:gradbus@cut.ac.zw)
- School of Hospitality and Tourism – [hospitalitydepartment@cut.ac.zw](mailto:hospitalitydepartment@cut.ac.zw)
- School of Natural Sciences and Mathematics – [naturalsciences@cut.ac.zw](mailto:naturalsciences@cut.ac.zw)
- School of Wildlife, Ecology and Conservation – [wildlife@cut.ac.zw](mailto:wildlife@cut.ac.zw)
- Institute of Lifelong Learning and Development Studies – [cutillacademics@cut.ac.zw](mailto:cutillacademics@cut.ac.zw)
- Division of Student Affairs – [studentaffairs@cut.ac.zw](mailto:studentaffairs@cut.ac.zw)
- Students Accounts – [chinhoyiuniversitydebtors@gmail.com](mailto:chinhoyiuniversitydebtors@gmail.com)