



## CLIENTS SERVICE CHARTER

The Mutare Polytechnic's Client Service Charter acknowledges that Mutare Polytechnic is a government institution which belongs to the public, therefore providing high quality service to all our clients is of paramount importance.

### OUR VISION

Heritage based empowered human capital for industrialization and modernization by 2030.

### OUR MISSION

To develop skilled human capital through heritage based education 5.0 for quality goods and services.

### OUR CORE VALUES

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

**Equity** - quality of being impartial, just and fair

**Integrity** - steadfast to strict moral and ethical principles, firm adherence to code of conduct

**Innovation** - translating an idea or invention into a product that creates value

## OUR SERVICE COMMITMENTS AND STANDARDS / WHAT TO EXPECT FROM THE INSTITUTION

### Mutare Polytechnic undertakes to:

1. Respond to visitors and calls courteously, promptly and timeously.
2. Recruit students for enrolment for various departments in a transparent process in accordance to HEXCO regulations.
3. Produce enterprising, hardworking, committed, competent and patriotic graduates with entrepreneurial skills.
4. Arrange graduation ceremonies for formal and non-formal course within 12 months of completion.
5. Provide specialised products and services, research and consultancy according to agreed customer specifications.
6. Provide skills upgrading courses for industry and facilitate staff development.
7. Provide a conducive learning/teaching, sporting and recreational environment.
8. Efficient registration of students administering HEXCO examinations.
9. Arrange student welfare.
10. Respond to communication from stakeholders.

### Clients' Rights and obligations:

#### Clients have rights to:

- . Acquire technological and entrepreneurial skills.
- . Courteous assistance at all times.
- . Efficient and timely service.

- . Prompt feedback.
- . Be heard.
- . Accurate and up to date information.

### Feedback

Mutare Polytechnic values feedback it receives from its clientele with regard to quality of service offered. Provide us with your complaints, suggestions and compliments via

**Telephone** : +263 2020 63153 / 63141

**E.mail**: [pr@mutarepolytechnic.ac.zw](mailto:pr@mutarepolytechnic.ac.zw)

**Mail**: Physical Address - Mutare Polytechnic, Cnr Josiah Tongogara and Vincent Avenue,  
Postal Address - Mutare Polytechnic, P.O. Box 640, Mutare.

**Suggestion boxes**: Located at Administration Block, Library and Canteen.

**THE PACESETTER**

LEAD

INSPIRE

INNOVATE