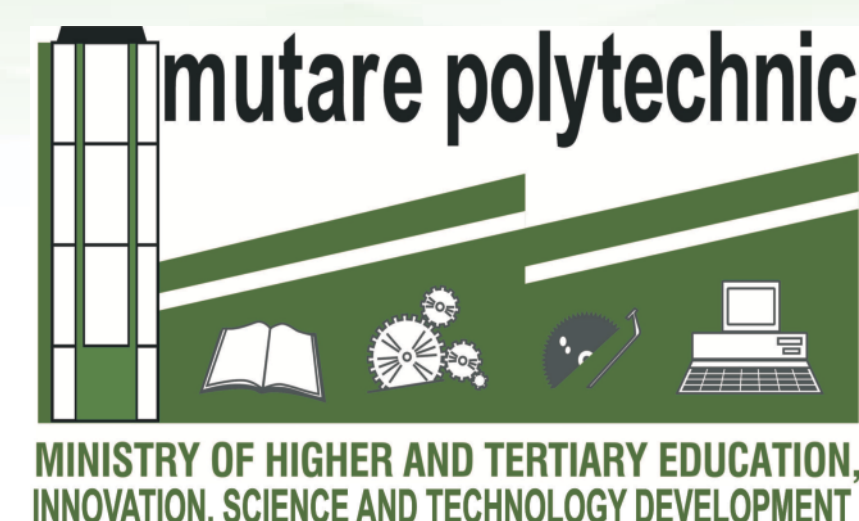




CLIENTS SERVICE CHARTER

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

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

MUTARE POLYTECHNIC

Vshandi vane unyanzvi hune hwaro yenhaka invandudza maindistiri nechizvini zvino panozosvika gore ra2030

GWARO RECHIBVUMIRANO NEVATINOSHANDIDZANA NAVO 2026



TUNGAMIRA nokuzvidavira. **KURUDZIRA** nokuita zvakanakisa. **GADZIRA ZVITSA** zvine pindutso

HWARO HWEDU

▪ MUONO

Vashandi vane unyanzvi hune hwaro yenhaka invandudza maindasitiri nechizvino zvino panosvika gore 2030

▪ DONZVO

Kuvandudza vashandi vane unyanzvi kuburikidza neDzidzo ye Nhaka 5.0 kuitira kugadzira zvinhu nemabasa ebatsero emhando yepamusoro.

KUENZAN ISA

Kusasarura, kururama, uye kuenzanisa vatinoshandidzana navo uye vatinodyidzana navo nguva dzose.

KUTENDESEKA

Kuramba takasimba mumitemo yetsika nehunhu uye kutevedzera zvakanakisa mirau yemashandiro edu.

HUNYANZVI HUTSVA

Kushandura pfungwa dzetsvakurudzo kuburikidza nezvinhu zvatnogadzira zvinounza ukoshwa hunobatika

ZVITSIDZO ZVEDU ZVEBASA

1. Kupindura vashanyi uye nhare zvine ruremekedzo, nekukurumidza, uye nenguva.
2. Kupinza vadzidzi kuburikidza nemaitiro akajeka zvichienderana nemirau yeHEXCO.
3. Kuburitsa vadzidzi vane unyanzvi hwebhizimusi, vanoshanda nesimba, uye vanoda nyika yavo.
4. Kuronga mhemberero dzekupedza zvidzidzo mukati memwedzi gumi nemiviri (12) yekupedza zvidzidzo.
5. Kupa mabasa ebatsero, tsvakurudzo, uye mazano ehunyanzvi zvakasurudzika.
6. Kupa zvirongwa zvekuvandudza hunyanzvi kumaindasitiri nekufambisa kuvandudzwa kwevashandi.
7. Kupa nharaunda yakanaka yekudzidza, kudzidzisa, mitambo, uye kutandara.
8. Kuona kunyoreswa kwevadzidzi nekumakwa kwebvunzo dzeHEXCO nenzira inoshanda.
9. Kuronga zvirongwa zvakanakisa zvehutano hwevadzidzi.
10. Kupindura nenguva kune zvese zvinobva kune vatinodyidzana navo.

ZVISUNGO NEKODZERO DZEVATINOSHANDA NAVO

ZVISUNGO ZVEDU KWAMURI

- Kupa hunyanzvi hwemibato yemaoko nehwebhizimusi.
- Kupa mabasa ebatsero anoshanda uye nenguva.
- Kupa ruzivo rwakarurama uye rwakakodzera.
- Kusimudzira kushandiswa nekuvandudza tekinoroji dzazvino uno.
- Kupa dzidzo nekudzidzisa kune hunyanzvi.
- Kupindura nenguva kune zvese zvinobva kune vatinodyidzana navo.

KODZERO DZENYUSEVANHU VATINOSHANDIDZANA NAVO

- Kuwana hunyanzvi hwetekinoroji nehwebhizimusi.
- Kubatsirwa zvine ruremekedzo nguva dzose.
- Kuwana mabasa ebatsero anoshanda uye nenguva.
- Kuwana mhinduro nekukurumidza.
- Kunzwikwa.
- Kuwana ruzivo rwakarurama uyewuchifambirana nenguva.

KUPA MUONO NEPEKUBATIKA

Muono wese uchagadziriswa mukati maawa makumi manomwenemaviri (72) Zvichemo zvinofanirwa kuendeswa kuMukuru weKoreji

+263 20 63153 / 63141 principalmutarepolytechnic@gmail.com www.mutarepolytechnic.ac.zw

Bhuku rezvichemo riri panogashirwa vaenzima - Mabhokisi ekupa mazano paKambasi yose - mapuratifomu esosharimidhiya

MUTARE POLYTECHNIC

Intuthuko Eyame Kwezamagugu Ekuthuthukiseni Izisebenzi Kwezama –indasitiri lakumpilo Yalamhla

UGWALONDDLELA LWEZINSIZAKALO KULABO ESISEBENZELANA LABO 2026

UKUKHOKHELA Okulomlandu • UKUKHUTHAZA Okulobuhle • UKUSUNGULA OKUTSHA Okulempumela enhle

INSIKA YETHU

UMBONO

- Intuthuko eyame kwezamagugu ekuthuthukiseni izisebenzi kwezama-indasitiri lakumpilo yalamhla kusiyafika u-2030.

INHLOSO

- Ukuthuthukisa amakhono ezisebenzi kusetshenziswa Imfundo ka-5.0 ekutholiseni impahla lezinsizakalo ezilohlonzi.

ESIKUQAKATHEKISAYO

UKULINGANA

Ukungakhethi, ukuqonda lokulunga kwesisebenzelana lesibambisana labo iqhaza.

UBUQOTHO

Ukuqonda kusimilo lakuzimo zokuziphatha lokuqina ekulandeleni izimiso zokuziphatha.

UKUSUNGULA OKUTSHA

Ukuguqula imibono yocwaningo lezibunjwa isiba zimpahla ezizaletha inzuzo.

IZINSIZAKALO ZETHU ZOKUZIMISELA

- Ukusabela kuzethekeli lakuncingo ngomusa, ngokuphangisa, langesikhathi.
- Ukudinga abafundi bokufunda kusetshenziswa ingqubo emgceke njalo kulandelwa imilayo ye-HEXCO.
- Ukwethula abafundi abalobubhizimusi, abasebenza kakhulu, belobuzwe lamakhono amabhizimusi.
- Ukuphatha imicimbi yokuqeqeshwa kwabafundi phakathi kwenyanga ezilitshumi lambili beqede izifundo.
- Ukutholisa impahla, izinsizakalo, ucwaningo lokucebisa .
- Ukutholisa amakhosi ezifundo okuthuthukisa amakhono kwabama-indasitiri lokuthuthukisa izisebenzi.
- Ukutholisa indawo yokufunda, eyezemidlalo lokuzilibazisa ekhululekileyo.
- Ukuqinisekisa ukubhaliswa kwabafundi lokuphathwa kwemihlolo ye – HEXCO ngokufaneleyo.
- Ukuqoqa inhlelo zenzalalakahle yabafundi ezilohlonzi.
- Ukuphendula ngesikhathi konke okuphathelane lokukhulumisana okuvela kwesibambisana labo iqhaza.

IZIBOPHO LAMALUNGELO ESISEBENZELANA LABO

IZIBOPHO ZETHU KUWE

- Ukutholisa amakhono athekinikali lawamabhizimusi.
- Ukupha izinsizakalo ezifaneleyo ngesikhathi.
- Ukutholisa ulwazi oluqondileyo njalo olufaneleyo.
- Ukukhuthaza ukusetshenziswa lokuthuthukiswa kwethekinoloji yakulezinsuku.
- Ukutholisa imfundo lokuqeqeshwa okweyeme ekweneliseni .
- Ukuphendula yonke imibhalo ethunyelweyo ngesikhathi .

ILUNGELO LAKHO NJENGOMUNTU ESISEBENZELANA LAYE

- Ukutholiswa amakhono ezethekinoloji lokuqhuba amabhizimusi.
- Ukuncediswa ngomusa izikhathi zonke.
- Ukutholiswa izinsizakalo ezifaneleyo ngesikhathi.
- Ukuphendulwa ngokuphangisa.
- Ukulalelwa.
- Ukutholiswa ulwazi oluqondileyo njalo oluhambelana lesikhathi esikuso.

IMIBONO LOKUXHUMANA LATHI

Imibono yonke izaqondiswa phakathi kwamahola angamatshumi ayisikhombisa lambili (72) | Izikhalazo kumele ziqondiswe kuMphathi Wekolitshi

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Ugwalo Lwezikhalazo lutholakala ehofisini yokwamukela izethekeli | Amabhokisi okwethula imibono atholakala kundawo zonke ekolitshini | Inkundla Zokuxhumana