



COLLEGE OF BUSINESS EDUCATION

CLIENT SERVICE CHARTER

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The Executive Summary

The client service charter is a commitment by the College of Business Education to constantly improve service delivery to its clients. It is aimed at enhancing the level of awareness of community on delivery of quality education. The charter gives an insight on College of Business Education core activities, norms and values as well as the adopted College of Business Education standards of service and clients' expectations.

The following are Principles of College of Business Education Service delivery:- to serve clients with dignity, courtesy and respect, continuous provision of efficient and effective service; to adhere to ethical service provision; to enhance transparency and accountability; to observe principles of natural justice; to discharge duties professionally; to sustain appropriate confidentiality; and to ensure delivery of affordable quality education.

Also, this document shows College of Business Education responsibilities to clients on issues such as academic, Management, Library, Finance, Health, Student Service and Support Services.

However, the clients should expect efficient and effective services from College of Business Education such as a transparent admission process; provision of modern teaching and learning facilities; prompt and fair processing of examination results, transcripts including certificates; and guarantee well maintained libraries, lecture rooms, laboratories, offices as well as other academic facilities, just to mention few.

Furthermore, the College of Business Education clients' obligations are expected to follow the College guidelines, policy and procedures; show respect and courtesy to College staff including other clients, give/submit correct and timely report/assignments as per agreements, pay all dues to the College promptly and adhere to the College dress code.

Lastly, clients' complaints as well as suggestions shall be addressed to the Public Relations Office and feedback may be channeled via telephone, letters, electronic mail (e-mail) or face-to-face and shall be treated confidentially.

INTRODUCTION

1.0 Background

The College of Business Education (CBE) was established by an Act of Parliament Number 31 of 1965 that has hitherto been amended twice through amendments Act Number 17 of 1968 and Number 38 of 1974, respectively. While Act Number 31 of 1965 established a College titled CBE, which was at the time headed by a Director directly supervised by the Governing Body, it also prescribed the role of the Governing Body as well as operational aspects of CBE. The two subsequent amendments Act Number 17 of 1968 as well as Act Number 38 of 1974 further explicitly defined functions of the College. The two Acts tied the College to teaching middle-level managerial personnel in the area of Business Administration (Sub-clauses 4a and b) and promotion of business education (Sub-clause 4c). They provided further oversight of the parent ministry as well as more details in the schedule. In the last ten years, CBE has expanded its activities to meet an increased demand in Business Administration and Education in Tanzania. However, the most substantive College expansion coincided with the beginning of implementation

of the First Five year College Strategic Corporate Plan (1999/2000 – 2004/05) that was approved by the Governing Body in 1999.

2.0 Objectives and Functions of the College

According to the College of Business Education Act of Parliament, Act Number 31 of 1965, the following are the main objectives and functions:-

- a) To provide facilities for the study of and for training in the principles, procedures and techniques of business administration;
- b) To conduct training programmes leading to recognised professional and sub-professional qualifications in business administration relevant to middle-level managerial positions in trade and industry;

c) To engage in any other educational activity, expedient or conducive, for promotion of business education in the United Republic of Tanzania.

3.0 Vision, Mission and Core Value of the College of Business Education.

3.1 Vision

The College to be transformed into a dynamic, well equipped, known and respected regional centre of excellence that trains conducts research and provides advisory services in business and other related disciplines.

3.2 Mission

To train highly competent and practice oriented professionals in Business Administration, Accountancy, Marketing, Procurement and Supply Management Information Communication Technology, Entrepreneurship and Legal and Industrial Metrology and other related fields at the Certificate, Diploma, Bachelor Degree, Postgraduate Diploma and Master degree levels and to undertake relevant Basic and Applied Research as well as providing consultancy and advisory services to the public.

3.3 Core Values

(a) *Academic Freedom*

The College is independent and cherishes and defends free inquiry and scholarly responsibility.

(b) *Advancing and Sharing Knowledge and Skills*

The College supports scholarly pursuits that contribute to knowledge and understanding within and across disciplines, and seeks for every opportunity to share them broadly.

(c) *Excellence*

The College, through its students, staff and alumni, strives for excellence and trains students to the highest standards.

(d) *Integrity*

The College acts with integrity, fulfilling promises and ensuring open respectful relationships among its stakeholders. CBE abides by ethical code of conduct and respect for laws.

(e) *Mutual Respect and Equity*

The College values and respects all members of its communities, each of whom individually and collectively makes a contribution to create, strengthen and enrich teaching and learning environment.

(f) *Societal Orientation*

The College embodies the highest standards of service and stewardship of resources including works within the wider community to enhance good societal satisfaction.

4.0 College Core functions

(a) Teaching and Learning

The College of Business Education offers affordable, innovative, relevant and quality degree and non-degree programmes. In addition, the College provides an enabling environment for integrated continuous learning for students and its staff.

(b) Research and Publication

The College of Business Education has created and shall maintain a conducive environment to undertake relevant quality research and publications.

(c) Consultancy and Community Service

Consultancy and community services are integrated within the College of Business Education core functions. In addition, the College participates in various community programmes, activities and services as part of its corporate social responsibility.

5.0 Corporate Organizational Structure and Governance

The Current organizational structure of College of Business Education was approved by the Treasury Registrar in July 2011. Hence, the College Organizational structure is attached in Appendix 1.

a) Governing Body

Headed by the Chairperson, the Governing Body is a policy maker and decision-making organ, which guides College operations.

b) Rector:

The Rector is the Chief Executive Officer and the Chief spokesperson of the College and shall be responsible to the Governing Body.

c) Deputy Rector

There shall be two Deputy Rectors who will assist the Rector in the administration of the College:-

i) Deputy Rector – Academic, Research and Consultancy

Responsible to the Rector in respect to matters of Education Administration and Delivery

ii) Deputy Rector – Planning, Finance and Administration

Responsible to the Rector for overall College activities in respect to Planning, Finance and Administration

d) Deputy Rectors will be assisted by the following directors:

i) Director – Postgraduate, Research and Consultancy

Administers postgraduate studies and Coordinates Research and Consultancy at the College

ii) Director of Undergraduate Studies

Coordinates the College undergraduate programmes to ensure quality and control

iii) Director of Human Resources, Management and Administration

Develops effective Human Resources policies and procedures, planning, training and development, deployment and retention of labour forces

iv) Director of Planning

Coordinates policies and planning issues at the College

v) Director of Finance

Responsible for coordinating financial matters at the College

vi) Director of Campus.

- Overall responsibilities for management of resources at the Campus
- Responsible for both academic and administration matters at the campus.

6.0 Aims of the College of Business Education Client Service Charter

This Client Service Charter is a commitment by College of Business Education to constantly improve service delivery to its Clients. It is aimed at enhancing the level of awareness of community on delivery of quality education. The Charter gives an insight on CBE core activities, norms and values as well as the adopted CBE standards of service and the Clients' expectations.

7.0 The CBE Clients

The main Clients of the CBE comprise of but are not limited to the following:

- i) Students
- ii) Parents
- iii) Employees
- iv) Employers (Public and Private)
- v) Suppliers of Goods and Services
- vi) Alumni
- vii) The General Public
- viii) Government

8.0 College of Business Education Stakeholders

The CBE stakeholders comprise of the following among others:

- i) National Council for Technical Education (NACTE)
- ii) Taxpayers
- iii) Ministry of Finance

- iv) President's Office, Public Service Management
- v) Tanzania Commission for Universities (TCU)
- vi) Higher Education Student's Loans Board (HESLB)
- vii) Linkage partners
- viii) Industrial partners
- ix) Business partners
- x) Employers (Public and Private)
- xi) Trade Unions
- xii) Students Union
- xiii) Professional Bodies
- xiv) Ministry of Industry and Trade
- xv) National Examination Council of Tanzania
- xvi) Weights and Measures Agency
- xvii) Tanzania Bureau of Standards
- xviii) Sponsors
- xix) Alumni Associations
- xx) Higher Learning Institutions.

9.0 Principles of Service Delivery and Standards

The following are Principles of CBE service delivery:

- i) Serve clients with dignity, courtesy and respect
- ii) Continuous provision of efficient and effective service
- iii) Adhere to ethical service provision
- iv) Enhance transparency and accountability
- v) Observe principles of natural justice
- vi) Sustain appropriate confidentiality
- vii) Discharge duties professionally
- viii) Ensure delivery of affordable quality education.

10.0 College of Business Education Responsibilities to the Clients:

The College is committed to deliver affordable quality service in the following areas:

10.1 Academic

- i) Well maintained libraries, lecture rooms, laboratories, offices and other facilities to enhance Teaching and Learning.
- ii) Provision of quality consultancy services and prompt research output.
- iii) Honouring Memoranda of Understanding (MOUs) involving research institutions, industry and other stakeholders.
- iv) Safeguarding application of modern Information and Communication Technologies (ICT) to students and staff.
- v) Courteous and timely response to requests including enquiries within a maximum of five working days.
- vi) Students admitted to the College shall receive admission letters the latest within two months prior to commencement of the academic year.
- vii) Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures in written material form
- viii) Students registered at College shall receive identity cards within two weeks from the date of registration.
- ix) All lectures (face-to-face), practical, tests and examinations shall be conducted in good teaching and learning environment and on time, as per approved timetables.
- x) Consolidated coursework shall be finalised and forwarded to the head of departments within oneweek before examination.

- xi) Supervisors for Postgraduate studies will give feedback to their students, the latest within two months after receiving a project dissertation.
- xii) Disciplinary cases for students shall be dealt with as per the Students' By-laws of 2009
- xiii) Graduation ceremonies shall be held on schedule as shown in the College Almanac.
- xiv) College certificates shall be issued the latest within three months after graduation
- xv) The College prospectus containing the Almanac and all Programmes shall be published before commencement of new academic year every year and shall be availed in soft form to CBE staff and students. Only a few printed copies will be available for selected clients.

10.2 Management

The College shall adopt the best Human Resource Management practices including:

- i) An effective open performance appraisal system (OPRAS).
- ii) Fair and just disciplinary procedures.
- iii) Routine correspondence shall be replied to within 5 working days from the date of receipt.
- iv) The College shall be a corruption free zone.
- v) The College shall honour its contracts with suppliers of goods and services as per terms and conditions stipulated therein.
- vi) Recognition and acknowledgment of sponsors contributions when applicable.
- vii) Prompt processing of collaborative agreements with College stakeholders.
- viii) The College working days shall be Mondays to Fridays from 8:00 am to 4:00 pm.
- ix) The College shall adopt Collegial Management style.

- x) Teaching hours will be as per College Time Table, which will be reviewed from time to time

10.3 Library

- i) The College libraries shall be open on Mondays to Fridays from 8:30am to 8:00 pm, Saturdays 9:00 am. -2:00 pm and Sundays 9:00 am-12:00 pm
- ii) The College library shall ensure availability of the most up-to-date teaching and learning materials as well as access to relevant electronic resources.

10.4 Finance

- i) The Finance Directorate shall observe all College financial regulations and procedures.
- ii) The Directorate shall adhere to budgetary provisions and process approved payment within three (3) working days.
- iii) Procurement of goods and services shall be done in line with the College Procurement Regulations and the Public Procurement Act and its regulations.

10.5 Health

- i) The College shall maintain a healthy, safe and pleasant environment.
- ii) The College shall be an illicit drug free and a non-smoking zone.
- iii) Sports and games facilities and equipment shall be up-to-date and be well maintained.

10.6 Student Services

- i) All registered College students shall receive fair and dignified treatment as stipulated in the Students' Affairs Policy.
- ii) Students Clearance forms shall be made available two days after the final examination.

- iii) The College of Business Education Alumni shall be involved in the College development activities.

10.7 Support services

- i) Legal Office shall deal with legal matters pertaining to College with its clients fairly and without delays.
- ii) The Public Relation Unit shall disseminate College information and promote it effectively to the Clients.

11.0 The College of Business Education Clients Rights and Obligation

11.1 The College of Business Education Client's Rights

The College Clients should expect efficient and effective services in the following areas:

- i) A transparent admission process
- ii) Provision of modern teaching and learning facilities.
- iii) Prompt and fair processing of examination results, transcripts and certificates.
- iv) To guarantee well maintained libraries, lecture rooms, laboratories, offices, and other academic facilities.
- v) Fair and just disciplinary procedures where applicable.
- vi) Efficient procurement processes.
- vii) Recognition and accountability to Development Partners and Sponsors' support.
- viii) Honouring Memoranda of Understanding (MOUs) involving academic and research institutions, industry and other partners;

- ix) Strategic application of modern Information and Communication Technology (ICT).
- x) Involvement of Alumni in development activities of the College.
- xi) Safe and healthy teaching and learning environment.
- xii) Respect, Courteous and timely response to requests and enquiries and prompt clearance of students and staff.
- xiii) Where the client is dissatisfied with any aspect of the service shall report the same to the office of Rector for action.

11.2 The College of Business Education Clients' Obligations

These shall include the following:

- i) To follow the College guidelines, policy and procedures.
- ii) To show respect and courtesy to College staff and other Clients.
- iii) To give clear and correct explanations when required.
- iv) To give/submit correct and timely report/assignments as per agreements or expectations.
- v) Provide sufficient and accurate information to enable the College respond to requests appropriately.
- vi) Pay all dues to the College promptly.
- vii) Adherence to the College Dress Code.
- viii) Provide timely feedback and comments on the service rendered when required.
- ix) The Client should see the right person to solve the problem.

12.0 Monitoring and Evaluation

Collection and analysis of information aimed at improving effectiveness of the client charter that is monitoring; and comparison of actual against planned impact of the charter, that is evaluation will involve different stakeholders playing their role in the realization of desired Objective. The College shall establish a

mechanism for monitoring and evaluation the implementation of Client Service Charter. Key personnel in Monitoring and Evaluation of the Charter are as follows in the table below:-

Table:

Committee/Staff Position	Key Activity
Monitoring & Evaluation Committee	Advise the management Meets Quarterly Receive and deliberates on the quarterly and annual Reports. Provides advices to the Management for implementation of the Charter.
Rector	Overall Coordinator for implementation of the Charter.
Deputy Rector - Academic, Research and Consultancy.	Coordinates issue related to Academic, Research and Consultancy.
Deputy Rector - Planning, Finance and Administration.	Coordinates issue related to Planning, Finance and Administration.
Director of Finance	Coordinates issue related to Finance
Chief Librarian	Coordinates issue related to Library
Service Providers	Coordinate issues related to supporting services such as Cafeteria, cleaning and Security.

Methods of Collecting Data

The methods to be used in collecting data for monitoring the implementation of Charter will include:-

- a) Suggestion Information Box
- b) Data Collection forms
- c) Complain Desk.

Reports:

There will be two main reports for monitoring and evaluation of the Charter.

- a) Quarterly Performance Report

b) Annual Performance Report.

13.0 Force Majeure

The College shall not be bound by any act or omission to perform any obligation stated herein this charter that is beyond the reasonable control of the College thereof.

14.0 College of Business Education Contacts:

i) Main Campus

The Rector

Located along Bibi Titi Mohamed Road

Postal address: P.O. Box 1968, Dar es Salaam

Telephone: +255-22-2150177/ +255-22-150610

Fax No: +255-22-2150122

Email: rector@cbe.ac.tz

Website: www.cbe.ac.tz

ii) Dodoma Campus

Campus Director

Located at Makole area along Dar es Salaam Road and adjacent to the Parliamentary buildings

Postal address: P.O. Box 2077, Dodoma

Telephone: +255-26 2321200

Fax: +255-26-2322121

Email: vpdodoma@cbe.ac.tz

Website: www.cbe.ac.tz

iii) Mwanza Campus

Campus Director

Located along station Road and adjacent to TANESCO Regional Office.

Postal Address: P.O. Box 3168, Mwanza

Telephone: +255-28-2541940

Fax: +255-28-2541941

Cell: +255-732170111

Email: cbe_mwanza@yahoo.com

Website: www.cbe.ac.tz

References

Client Service Charter, President Office Public Servant Management, 2008

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