

# **CUSTOMER SERVICE CHARTER**

**FOR**

**TRUST ACADEMY**

# Who are we

Trust academy is a dynamic learning Institution of repute, that is technologically driven in the offering of:

- High School Education
- ICT skills training and certification
- Recognized Commercial, Business and Humanitarian qualifications in selected fields
- Diplomas and Degree qualifications relevant to Industry demands and requirements.
- Divergence and recognition of rights and needs of those willing to enhance their educational standards and skills development

## Mission Statement

To provide relevant customer oriented educational and training services through effective, efficient and innovative delivery methods.

This will be achieved through:

- Strategic association with local and international partners.
- Pitching quality of Diplomas and Degrees above that of other providers
- Focusing on academic excellence, professional and Industry practical skills/knowledge and demands
- Continuous revision and adjustment of teaching methods, tools and Industry relevant syllabus/course content

# Vision

The preferred educational and training service provider in Zimbabwe and beyond.

# Our pledge

Training for Excellence

# Slogan

“YOUR CAREER, YOUR CHOICE”

# Core Values (Ethics)

## Ethical conduct:

- The staff shall be bound to adhere to standards, codes as prescribed by the relevant authority. This to include teacher/student relationship, communication, accountability for actions and quality/originality of work.
- We shall ensure fair and equal treatment of customers, follow proper procedures and uphold integrity, honesty and fairness in our service provision. In the process we will address issues and mistakes without fear or favor and declare zero tolerance to corrupt behavior

## Team work:

- The entire Institution shall collaborate, engage and assist each other in achieving the prime objectives as set.
- There shall be regular meetings designed to foster constant sharing of information, togetherness and crystallization of objectives and value propositions to customers
- We shall hold each team member accountable for their actions, promote synergies across the Institution, always aware of the internal processes and embrace camaraderie and sense of constructive humor
- We play together and continuously share critical information about customer needs and Institutional objectives

## Innovation:

- We shall always embrace change and facilitate continuous improvement in our work and processes
- Be a trend setter, invest in research and development and introduce new products fitting the mission and needs of customers
- Always challenge all existing practices and business metrics.

### **Customer focus:**

- The client/student shall always be the number one priority thus meaningful, cooperative relationships with students, peers and the rest of the customer base is paramount
- All staff members of the Institution to be well versed with our products, dress code and motivated to achieve its Vision and Mission
- We shall promptly attend to all customer queries, enquiries and engage with all customers at all levels and provide required feedback on all issues pertaining to the Institution and all its activities

## **Our commitments (“Chegumi”)**

1. Earn your trust and provide your right to exceptional and relevant educational training experience
2. Empower our people to take responsibility and do the right things
3. Be polite, professional, courteous and above all helpful at all times
4. Understand customer individual needs and respond appropriately
5. Respect diversity and support vulnerabilities through the way we deliver work
6. Deliver quality lifelong tuition via qualified and experienced teaching and associated personnel
7. Nurture identified divergent talent and interests
8. Respond timely and decisively to any concerns raised and keep concerned parties informed all the way
9. Listen to feedback and use it to improve how to achieve the mission and vision
10. Provide quality education/training, tuition and qualifications operating from a conducive environment

## **We achieve our Charter by:**

- Ensuring team work throughout the entire College system
- Professionally employing and training our personnel
- Empowering and informing our staff to best provide the service you deserve
- Setting strict standards of service provision benchmarked against the best in our Industry
- Reviewing every piece of customer feedback to Board level and keeping our organization focused on what we need to do whilst drawing lessons from complaints
- Link customer needs, complaints, compliments to basic tenets of education and continuously review service delivery to remain relevant to customers whilst maintaining standards second to none
- Maintaining high standards of cleanliness in all our facilities

## **Feedback process**

We will utilize any of the following forms of communication

- Help desk
- Suggestion box
- Newsletter(monthly)
- Personal
- Evaluation forms
- Email
- Social media