



ZIMBABWE COUNCIL FOR HIGHER EDUCATION



CLIENT SERVICE CHARTER

Quality Assurance in Higher Education

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Reference Number/ Title	ZIMCHE Client Service Charter
Policy Owner	Chief Executive Officer
Policy Administrator	Manager – Marketing and Public Relations
Responsible Committee	Executive Management Committee (EMC)
Status	Approved by the ZIMCHE Council
Date Last Revised	14/11/25

1 Introduction

The Zimbabwe Council of Higher Education (ZIMCHE) is a national quality assurance and regulatory agency for higher education.

2 Establishment

The Zimbabwe Council for Higher Education was created through an act of parliament, Chapter 25: 27, promulgated in 2006. The act establishes ZIMCHE and the procedures for the registration and accreditation of higher education institutions. It has a Council (Board) whose membership is well-balanced with requisite skills, diverse competencies, and occupational backgrounds. The Council (Board) is responsible for mapping the strategic direction of the agency.

The Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development (MHTEISTD) provides support, financial resources, and policy guidelines that enable the ZIMCHE to fulfil its mandate.

3 Mandate

The mandate of the ZIMCHE is to promote and coordinate education provided by institutions of higher education and to act as a regulator in the determination and maintenance of standards of teaching, examinations, academic qualifications and research in institutions of higher education.

4. Terms of Reference

- The Constitution of Zimbabwe Section 27 and Section 75
- Zimbabwe Council for Higher Education Act of 2006 (Chapter 25:27).

5. Vision

To be a locally and internationally acclaimed higher education quality assurance and regulatory authority by 2030.

5. Mission

To harness the synergies of a harmonised quality assured Zimbabwean higher education system towards developing a programme-skills-qualifications mix that produces goods and services geared for the rapid industrialisation and modernisation of Zimbabwe to achieve an upper middle-income economy status by 2030 and beyond.

6. Core Values

- Quality,
- Leadership,
- Accountability,
- Transparency,
- Teamwork,
- Creativity and Innovation.
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7. Purpose of the Service Charter

The Charter sets out the ZIMCHE's commitment to delivering on its mandate and its pledge to maintain and enhance high service delivery standards. The Charter expresses the Council's commitment to continuous improvement of service delivery. It also aims to empower our valued stakeholders by providing a benchmark against which our service delivery can be measured.

8. Scope of the Service Charter

This service charter sets out our commitment to all our stakeholders, chief among them the Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development, the Government, higher education institutions, students, parents, qualification and verification agencies, professional bodies, research institutes, employers and the public. The service charter acknowledges all these relationships whilst committing to several standards and principles for high-quality service delivery.

9. What you can expect from us – Service standards and principles

When you contact us, you can expect professional, honest and high-quality service per this service charter. We commit to:

- provide efficient, friendly, prompt, open and helpful service
- provide accurate and timely information
- treat you with courtesy and respect
- be fair, honest, and empathetic to all our clients
- ensure that all our staff is informed and well trained to respond to your queries
- do our best to help resolve your issue
- handle your complaint professionally and as quickly as possible
- issue correspondence with contact details
- ensure strict confidentiality in handling all personal information
- attend to all our walk-in clients in a professional, welcoming, clean, and conducive environment that is sensitive to their cultural diversity and the needs of those with disabilities and special needs

If any queries are outside the scope of our responsibilities, we will refer clients to the responsible organisation or authority.

10. How We Will Ensure and Measure Quality Service

We will identify and measure our service targets and report on whether we are meeting targets (see table below).

ZIMCHE Stakeholder Service Targets

Action	Target
General email sent to: info@zimche.ac.zw	100 per cent responded to in seven (7) working days and progressed for further action as required
Social media enquiries	Respond to enquiries within 48 hours.

Telephone enquiries	100 per cent answered within three rings during business hours
Stakeholder queries, complaints, or suggestions	Acknowledge query/complaint within 48 hours, respond or provide advice about a substantive response within Seven (7) working days
Accreditation, registration and assessment requests and status enquiries	Acknowledge within seven (7) working days in writing receipt of all requests and enquiries, advising on the estimated time it will take to finalise the request or provide a status update
Provide information on our services that is relevant, accurate and up to date	Regular and continuous update of the ZIMCHE website, brochures, and publications

The ZIMCHE strives for continual service improvement, and when service standards are not being met, it will actively implement strategies to prevent delays and increase efficiencies.

11. The ZIMCHE will:

- Ask stakeholders about their experiences using customer satisfaction surveys.
- Review and analyse the results of the satisfaction surveys, stakeholder complaints and feedback made via various platforms such as email, telephone, social media and at public events such as exhibitions, and make service delivery changes where necessary.
- Expect the Executive Management to quality assure the work of their teams and implement continuous improvement strategies.

12. Stakeholder Obligations / Responsibilities

To help us provide you with high-quality service, we ask that you:

- treat our staff with courtesy and respect

- fully cooperate with our staff when they are carrying out their duties
- provide us with accurate and complete information
- respect and adhere to the ZIMCHE policies and procedures
- allow us sufficient time to respond to your requests
- contact us if you believe we have made an error or acted inappropriately and wish to make a complaint.

13. Review of the Charter

The ZIMCHE, in consultation with all relevant stakeholders, will review this Client Service Charter annually or as and when necessary to ensure efficient and effective quality service delivery.

14. Stakeholder Feedback

In our continued pursuit of service excellence, we appreciate your feedback on our service delivery. Consequently, If you would like to offer feedback, positive or otherwise, please email info@zimche.ac.zw.

Business Times

Monday to Thursday 0800 Hours to 1630 Hours

Friday 0800 Hours to 1600 Hours

Contact Information

Website: www.zimche.ac.zw

Email: info@zimche.ac.zw

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Physical Location: 310 Hebert Chitepo Avenue, Harare

Official Social Media Handles: <https://www.facebook.com/zimche>
<https://x.com/ZimcheOfficial>

