

Dear Colleagues,

Following the successful Unisa Service Charter workshop held in September 2006, a Task Team was established to put together key ideas emanating from the workshop with a mandate to craft the fourth draft of the Service Charter. This Charter was circulated for further comment by members of the Unisa community. That process is now concluded and the Service Charter has been finalised and presented to the Extended Management Committee on 6 March 2007, where it was unanimously approved. In addition, the Service Charter was also presented to the Institutional Forum workshop on 10 March 2007, where it was endorsed with minor proposals for consideration.

The Office of the Principal & Vice Chancellor wishes to express profound gratitude to all members of staff and students who participated in the workshop, and later, other staff who contributed towards crafting this excellent document. In particular, our thanks go to the drafting Task Team:

Professors Steward Mothata, Carol Summers, Shadrack Gutto, Wendy Kilfoil, Dr Malekutu Bopape, Mesdames Estelle Kovacs and Nqobile Shezi.

A Service Charter roll-out plan is being drawn. This second process will take this Charter to all departments across the university, including our Regional Offices, to assist departments, Centres, Institutes and Units to craft their own Service Charters based on the institutional Charter. Along with this, attention for developing a monitoring framework to measure progress in the implementation of departmental Service Charters will be established.

Thank you Unisa.

Dr Thandi Sidzumo-Mazibuko
Convenor, Service Charter Task Team
Office of the Principal & Vice Chancellor





UNISA Service Charter

Office of the Principal & Vice Chancellor

**presented to and approved by Extended
Management Committee (6 March 2007)
and endorsed by the Institutional Forum (10
March 2007)**



Purpose:

Inspired by the University's vision to be "*the African university in the service of humanity*", the purpose of this Service Charter is to commit the Council, Management and Staff of the University of South Africa to provide the relevant quality services and products in an efficient, professional and courteous manner.

Preamble:

We, the Council, Management and Staff of the University of South Africa –

Acknowledging that our university is a dedicated comprehensive distance education institution with international reach;

Cognisant of the Unisa Vision, Mission, Values and the strategic importance of the 2015 Agenda for Transformation;

Understanding that the core functions of **our** university are to: **deliver** quality undergraduate and postgraduate qualifications; **strive** to conduct and maintain high quality research and teaching; and **enhance** community engagement;

Commit ourselves to the following essential service principles and values:

Values of the Strategic Plan:**- Social justice and fairness**

Promoting equity of access and opportunity so that all may develop their full potential

- Integrity

Subscribing to truth, honesty, transparency and accountability of conduct in all that we do

- Excellence

Upholding high standards of aspiration in all our practices, with continuous attention to improvement in quality

Core Principles:**- Student centredness**

Prioritising student needs and basing decisions on student profiles

- Collegiality

Behaving with respect and consideration towards others within the Unisa community and externally

- Sound educational principles and practices

Implementing up to date and relevant theories of teaching and learning

- Service to humanity

Promoting human universality, producing and disseminating knowledge, promoting cultural diversity, and serving causes which advance society and humanity

We shall not compromise on:

- Providing excellent, quality service
- Fostering a culture of caring
- Taking pride in being a member of the Unisa community - taking personal and collective responsibility
- Ensuring availability of staff for student support and assistance
- Providing correct and relevant information to staff, students and the community
- Giving timeous responses
- Holding people accountable for their responsibilities and services
- Inspiring motivation in the university community
- Allocating adequate resources strategically
- Engaging in mutually beneficial partnerships with various communities

To achieve the objectives of this Charter we undertake to:

- Provide visionary, quality and visible leadership at all levels that gives clear direction
- Align resource allocation to strategic priorities
- Consistently review and evaluate our research priorities, curriculum and teaching, learning and assessment strategies
- Provide relevant staff development opportunities to ensure informed and competent service

- Recognise and reward excellent service and deal decisively with poor service delivery
- Align systems, structures and procedures to consistently and carefully monitor, evaluate and review the impact of our service culture change
- Develop Unit Service Charters in line with this Charter

Pledge:

THIS PLEDGE WE MAKE, confident in the knowledge and conviction that the people at this University will create a service culture that will truly establish Unisa as a leading provider of quality distance education in the service of humanity.