



CLIENT SERVICE CHARTER

Great Zimbabwe University is committed to delivering the highest standards of client service, and we pledge to:

- Provide a welcoming environment through our attitudes and our space
- Communicate with all students, staff and members of our community in a timely and comprehensible way
- Exercise professionalism, fairness, courtesy, respect, responsibility and accountability at all times
- Offer an excellent experience by continually innovating and improving our services
- Treat all our stakeholders fairly, whatever their age, religious belief, ability, gender or race
- Welcome your feedback and suggestions, and act on them appropriately
- Provide relevant teaching and learning, research and community engagement and innovation; and promote Zimbabwe's modernisation and industrialisation agenda
- Ensure our policies and procedures are robust and effective in maintaining standards and enhancing the student experience
- Develop and promote the use of technologically-enhanced learning
- Enhance safety and wellness of students, staff and stakeholders

For feedback, please contact Quality Assurance on email : qualityassurance@gzu.ac.zw
and the University Registrar on registrar@gzu.ac.zw



VISION

Towards an exceptional Pan African University championing heritage based scholarship and modernisation/industrialisation

MISSION

To contribute towards industrialisation and modernisation of society through heritage-based teaching, research and innovation

CORE VALUES

- **Ubuntu/Unhu:** Respect for others and acting in ways that benefit the community
- **Innovativeness:** The skill, urge and appetite to create things which are different from others for the benefit of society
- **Excellence:** Outstanding performance in the context of heritage based education in Africa
- **Integrity:** Embodying high ethical and moral standards
- **Results Focus:** Striving for continuous improvement in all outcomes