

**SONGEA CATHOLIC INSTITUTE OF TECHNICAL EDUCATION
(SOCAITE)
P. O. BOX 466
SONGEA**



Client Service Delivery Charter

June 2022

1. Background of the Institute

The Tanzania Episcopal Conference (TEC) established Songea Catholic Institute of Technical Education (SOCAITE) in September 2019. It is thus owned by The Tanzania Episcopal Conference, managed and governed by the same through its Advisory Board and the Governing Board. The National Council for Technical, Vocational Education, and Training (NACTVET) register it with the registration number REG/BTP/111.

The Institute is governed and administered in accordance with the Catholic Church Policy on Institutions of Tertiary and Higher Education – *Ex Corde Ecclesiae* and the provisions of the Tanzania Episcopal Conference for Establishing Institutions of Tertiary and Higher Education.

SOCAITE is a private Institution of Technical Education that is widely open to all candidates regardless of their faith or religious affiliations. It does not discriminate anybody on the other grounds such as race, ethnicity, gender, disability or caste. SOCAITE is situated in Songea Municipality with an environment, which is amicable and conducive for teaching and learning. It is easily accessible

2. Vision, Mission and Core Values of the Institute

Vision

To be a reputable and vibrant institution technically responsive to regional, zonal, national and international social, economic, political development needs.

Mission

To furnish the youth and the society at large with technical education which is holistically responsive and transformative.

Objectives

Its objectives encompass:

- To carry out a holistic development of the human person by providing transformative and formative education laden with human values.

- To prepare people for responding to the regional and national development needs calling for technical, professional excellence and integrity.
- To serve and to prepare the youth for service by providing quality hands-on and technical education, carrying out quality researches and rendering quality and responsive service to the community.

Core Values

- Excellence in all aspects of professional and academic life.
- Respect and elevation of the inherent dignity of all human beings
- Holistic human formation and human service
- Pursuit of the highest ideals of ethical and professional integrity

3. General Core Functions / General Services of the Institute

- Teaching
- Researching
- Professional Services to the Clients
- Formation into human and civic values

4. Specific Services offered by the Institute

- **Education:**
 - ✓ Facilitating students in learning in order to acquire knowledge and understanding the content of the respective curriculums
 - ✓ Facilitating students in the acquisition of competencies and skills needed in life in general and in the job market.
 - ✓ Facilitating and guiding students in practical field training.
- **Formation:**
 - ✓ Guiding students in the process of acquiring and deepening human and civic values.
 - ✓ Facilitating students in practicing life, civic and professional ethos

- ✓ Rendering counseling and guidance to students and the public
- **Professional service:**
 - ✓ **Researching:**
 - Carrying out researches which help sort out socio-political and economic issues in the society.
 - ✓ **Professional advice:**
 - Through the Department of Law giving out legal education and legal advices to the public.
 - Through the Unit of Psychology and Counseling giving out education on Psychological issues and conducting training sessions on guidance and counseling of people of all walks of life.
 - Through the Unit of Community Development giving out advice on development projects.
 - Through the Institute's Chaplaincy giving pastoral and spiritual assistance to the clients.

5. Clients of SOCAITE

- Students of SOCAITE
- Parents and Guardians of the Students of SOCAITE
- Sponsors of the Students of SOCAITE
- Employees of SOCAITE
- Employers
- The Local Government – Ruvuma Region
- The Ministry of Education, Science and Technology
- The State Machineries
- The General Public
- The Catholic Church as the owner of the Institute

6. Expectations of the Clients

➤ **Students:**

- ✓ Acquiring knowledge and competencies for managing personal life and for being good and beneficial citizens.
- ✓ Acquiring skills for practical, competitive, effective and productive performance in the job market.
- ✓ Acquiring attitudes of good manners, cherishing values and cultivation of virtue.
- ✓ Being equipped with skills and attitudes for self employment.

➤ **Parents and Guardians:**

- ✓ Carrying out a parental formative role to the students
- ✓ Getting a timely communication on the development of the students
- ✓ Assurance of the security and safety of students and their property at the time they are at the Institute.

➤ **Sponsors of Students:**

- ✓ Right and timely information on issues of fees
- ✓ Respectful treatment

➤ **Employees of SOCAITE**

- ✓ Respectful, fair and impartial treatment
- ✓ Transparency on employment terms.
- ✓ Space for further professional development
- ✓ Space for holistic growth and maturity

➤ **Employers:**

- ✓ Production of workforce with a high degree of employability qualities.
- ✓ Openness to reciprocity for mutual enriching
- ✓ Getting opportunities for professional advice and consultancy

➤ **Local Government:**

- ✓ Being part of the development initiatives of the region
- ✓ Contributing to the socio-political and economic welfare of the region
- ✓ Creating jobs for people in the region
- ✓ Creating study opportunities for the public servants in the region
- ✓ Being a centre of professional assistance and consultancy

➤ **Ministry of Education, Science and Technology:**

- ✓ Responding to needs of technical education in the job market
- ✓ Creating jobs for the general public
- ✓ Being part of the implementation of the national development plans and strategies by providing Tertiary Education.
- ✓ Preparing the youth for employability and for self-employment

➤ **The State Machineries:**

- ✓ Creating study opportunities for the public servants in the state machineries such as Security and Defense Forces, etc.
- ✓ Creating space for study sessions, workshops, meetings etc for state machineries.

➤ **The General Public:**

- ✓ Creating job opportunities for the public
- ✓ Creating study opportunities for the candidates
- ✓ Contributing to the economic growth
- ✓ Contributing to the response to the socio-political and economic needs of the public.

➤ **The Catholic Church:**

- ✓ Being an agent of inculcating the Gospel values of God fearing, truthfulness, honesty, fraternal care and love, justice, disinterested and sacrificial service to others.
- ✓ Being an agent of holistic human formation
- ✓ Being an instrument of the Church in responding to the professional needs of society.
- ✓ Being a venue for rendering social-professional services to the public.

7. Rights of the Clients:

- Getting right information about the nature and services of the Institute
- Transparency and commitment from the Institute
- Getting the services which the Institute stipulates as its duties
- Accessing the non-prohibited premises and facilities of the Institute
- Respectful, fair and impartial treatment

8. Expectations of SOCAITE

➤ **From All the Clients:**

- ✓ Getting constructive cooperation from all the clients
- ✓ Appreciation of the good aspects of the services delivered
- ✓ Transparency on issues calling for redress in the service delivery

➤ **From the Students:**

- ✓ Compliance with all the Regulations of the Institute
- ✓ Working hard in academic issues
- ✓ Making all payments in time and in right installments.
- ✓ Keeping discipline as stipulated.
- ✓ Being good ambassadors of the Institute.

➤ **From the Employees**

- ✓ Being active custodians and implementers of the Vision and Mission of the Institute
- ✓ Unreserved availability to the rest of the clients of the Institute.
- ✓ Bearing of the Positive image of the Institute.

9. Key Contact Person for Service Delivery

Principal	0718193489
Deputy Principal for Academic Affairs	0769741978
Deputy Principal for Administration and Finance	0769059242
The Chaplain	0787285902
The Bursar	0719926268
The Dean of Students	0784213710
Head of Department: Social Studies	0689092034
Head of Department: Law	0718231403
Receptionist	0763021858
Admissions Office	0733451715

10. How to Reach Songea Catholic Institute of Technical Education - SOCAITE

Postal Address	Songea Catholic Institute of Technical Education - SOCAITE P. O. Box 466 Songea – Ruvuma Tanzania
Physical Address	Songea Catholic Institute of Technical Education - SOCAITE St Camillus Road Near The Roman Catholic Cathedral Church - Songea P. O. Box 466 Songea, Ruvuma Tanzania
Website	<u>www.socaite.ac.tz</u>
Email	<u>info@socaite.ac.tz</u>

SONGEA CATHOLIC INSTITUTE OF TECHNICAL EDUCATION



SOCAITE



From The People For The People