MUAST
MARONDERA UNIVERSITY
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

CLIENT SERVICE CHARTER

1. Preamble

Marondera University of Agricultural Sciences and Technology (MUAST) is a modern and unique institution of higher learning established through an Act (Chapter 25:29) of Parliament in 2015. The University aims at producing globally acceptable and competent graduates grounded in agricultural, entrepreneurial, and technological skills through excellence in teaching, research and extension services, innovation, and industrialisation.

2. Vision

To be a leading academic institution in the provision of technology-driven sustainable agricultural solutions and entrepreneurship at national and international levels.

3. Mission

Producing competent skilled and knowledgeable graduates, transforming agricultural communities and industries through innovative teaching and learning, research, university service, innovation, and industrialisation.

4. Our Values

a) Excellence
b) Diversity
c) Innovation
d) Ethics
e) Ubuntu
f) Sustainability
g) Integrity

5. Stakeholders

a) Students;
b) Local and global citizens in their diversity;
c) Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development;
d) Accreditation bodies;
e) Government Departments - local, provincial, and national;
f) Local and international Education and Training Institutions;
g) Industry and Commerce;
h) Local and international Non-Governmental Organisations (NGO's) and Development partners;
i) Local and international organisations and institutions;
j) Student Representative Bodies;

k) Multilateral organisations/institutions and
l) Employees.

6. MUAST Core Functions

a) Teaching and Learning: Through innovative and blended teaching and learning, we offer quality academic programmes at undergraduate and postgraduate and continuous professional development designed to meet the needs of the market while instilling agricultural entrepreneurial skills in our graduates.

b) Research: We promote problem-driven research targeted at producing heritage-based solutions for sustainable agricultural solutions.

c) Community Engagement: We engage in collaborative activities to forge synergies with communities toward knowledge advancement.

d) Innovation: We promote the development of agricultural innovations and innovation systems in response to communities and the nation's challenges.

e) Industrialisation: We aim to promote industrialisation through the commercialisation of innovation in a bid to provide market research-based sustainable agricultural solutions.

f) Resource Mobilisation: We pursue opportunities for self-sufficiency by forging partnerships, providing capacity-building training, consultancy, strategic entrepreneurial resource mobilisation, and other ventures.

7. Our Promise

Our guarantee to all our stakeholders is quality service delivery through the following:

a) Quality teaching and learning, research, community service, innovation, and industrialisation;

b) Ensuring the safety and wellness of students, staff, and stakeholders;

c) Putting into practice our core values of excellence, diversity, innovation, ethics, ubuntu, sustainability, and integrity;

d) Continuous improvement of our service delivery;

e) Providing relevant opportunities for human capital development;

f) Attending to stakeholders' inquiries and complaints within the shortest possible time;

g) Upholding the right to academic freedom and respecting diverse opinions;

h) Promoting equity, equality, and inclusiveness in governance and development of the University;

i) Increased research and innovation output through publications, patents, trademarks and copyrights;

j) Development of mutually beneficial partnerships with the community and our stakeholders and

k) MUAST is committed to upholding integrity and fighting corruption.

8. Feedback

MUAST values your feedback:
Provide us with your suggestions, compliments, and concerns via email and social media platforms. All the information will be treated as confidential.

9. Contact Details

a) P. O. Box 35
Marondera

Cold Storage Company (CSC) Complex
Plot 15
Longlands Road
Marondera

b) **Email:** feedback@muast.ac.zw

c) **LinkedIn:** https://www.linkedin.com/company/muast/?originalSubdomain=zw

d) **X (Twitter):** https://twitter.com/MaronderaVarsit

e) **Facebook:** https://www.facebook.com/muast.ac.zw/

10) Office Hours:

Monday – Thursday 8:00 am – 4:30 pm

Friday 8:00 am – 4:00 pm

MARONDERA UNIVERSITY OF AGRICULTURAL SCIENCES & TECHNOLOGY (MUAST)
REGISTRAR
30 APR 2025
P.O. BOX 35, MARONDERA
ZIMBABWE