



MUA

MARONDERA UNIVERSITY
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

NON-ACADEMIC STAFF RECOGNITION AWARDS POLICY

POLICY NO. NSRAP/27/26

1.0 INTRODUCTION

Marondera University of Agricultural Sciences and Technology (MUASt) is a state university established to advance agricultural sciences and technology in support of Zimbabwe's national development agenda. Guided by Vision 2030 and the Education 5.0 philosophy, MUASt is mandated to deliver teaching, research, innovation, industrialisation, and community engagement that contribute to sustainable socio-economic transformation and national prosperity.

In fulfilling this mandate, MUASt upholds a firm commitment to ethical conduct, transparency, accountability, and professionalism as enshrined in the National Integrity Pledge. The University recognises integrity as a foundational value that underpins institutional credibility, public trust, and long-term excellence.

MUASt further acknowledges that the achievement of its strategic goals and national obligations is driven by the dedication, innovation, and performance of its non-academic staff. Accordingly, the University is committed to fostering a culture of excellence, innovation, and integrity. In recognition of outstanding performance and exceptional contribution to the University's mandate, MUASt shall institute an annual Staff Awards Programme guided by objective, transparent, merit-based, and ethically grounded criteria.

2.0 RATIONALE

MUASt's success in achieving its strategic goals and long-term vision depends largely on the commitment, creativity, and performance of its staff. Recognising and rewarding outstanding achievements serves to:

- 2.1 Motivate staff to maintain high standards of performance.
- 2.2 Promote a culture of excellence, accountability, and innovation.
- 2.3 Encourage alignment of individual performance with institutional strategic objectives.
- 2.4 Retain high-performing and dedicated staff.
- 2.5 Reinforce the University's values and mission.

3.0 PURPOSE OF THE POLICY

The purpose of this policy is to provide a structured framework that guides the selection, evaluation, and awarding of non-academic staff for outstanding performance at the end of each year.

4.0 OBJECTIVES OF THE AWARDS PROGRAMME

The Staff Awards Programme aims to:

- 4.1 Recognise and reward exceptional performance and dedication by staff.
- 4.2 Promote excellence in teaching, research, innovation, administration, and service delivery.
- 4.3 Encourage continuous improvement and professional growth.
- 4.4 Support the achievement of MUASt's strategic goals and long-term vision.
- 4.5 Foster teamwork, creativity, and innovation across all University units.

5.0 SCOPE OF THE POLICY

This policy applies to:

- 5.1 All non-academic/administrative and support staff.
- 5.2 All University faculties, institutes, departments, and administrative units.
- 5.3 The policy shall not apply to Executive except for long service awards.

6.0 CATEGORIES OF AWARDS

In order to recognise diverse forms of excellence and contribution to the University's mandate, MUAJST shall confer annual prizes/awards across defined categories. These categories are designed to acknowledge outstanding performance in support services, and long-term service, in line with the University's strategic objectives and long-term vision. The prizes will be awarded in monetary value; and a decision on the quantum would be determined by the University management. A budget for the Awards shall be made at the beginning of every year, and a Fundraising committee shall be set to raise funds for the event.

6.1 Awards Categories

Non-Academic Staff awards shall be considered as follows:

6.1.1 Excellence in Service Delivery Award

This award recognises a non-academic staff member who has consistently demonstrated exceptional service delivery and professionalism in the execution of their duties.

The award shall consider:

- 6.1.1.1 High standards of efficiency, accuracy, and reliability in service provision.
- 6.1.1.2 Responsiveness to staff, students, and external stakeholders.
- 6.1.1.3 Consistent adherence to institutional policies, procedures, and service standards.
- 6.1.1.4 Demonstrated customer care, courtesy, and professionalism.
- 6.1.1.5 Contribution to improved service quality and user satisfaction within the University.

6.1.2 Outstanding Administrative Performance Award

This award is intended to recognise a non-academic staff member who has demonstrated excellence in administrative leadership, coordination, and organisational effectiveness.

Consideration shall be based on:

- 6.1.2.1 Effective management of administrative systems, records, and processes.
- 6.1.2.2 Timely and accurate execution of administrative responsibilities.
- 6.1.2.3 Strong organisational, planning, and coordination skills.
- 6.1.2.4 Contribution to policy implementation, compliance, and governance.
- 6.1.2.5 Support provided to academic and management functions in achieving institutional goals.

6.1.3 Innovation and Efficiency Award

This award recognises a non-academic staff member or team who has demonstrated creativity and innovation in improving systems, processes, or operational efficiency.

The award shall consider:

- 6.1.3.1 Introduction of innovative practices, systems, or technologies.
- 6.1.3.2 Demonstrable improvements in efficiency, cost-effectiveness, or turnaround time.
- 6.1.3.3 Problem-solving initiatives that enhance productivity or service delivery.
- 6.1.3.4 Contribution to institutional transformation, digitalisation, or process re-engineering.
- 6.1.3.5 Alignment of innovations with MUASt's strategic objectives and operational priorities.

6.1.4 Emerging Support Staff Excellence Award

This award is intended to recognise early-career or newly appointed non-academic staff who have demonstrated exceptional performance, initiative, and potential beyond normal expectations.

Eligibility and consideration shall include:

- 6.1.4.1 Non-academic staff with less than five years of service at MUASt.
- 6.1.4.2 Demonstrated commitment, diligence, and professionalism.
- 6.1.4.3 Willingness to learn, adapt, and take initiative.
- 6.1.4.4 Contribution to team effectiveness and service improvement.

- 6.1.4.5 Clear potential for future leadership, growth, and continued excellence.

6.1.5 Lifetime Contribution to the University Award

This award recognises long-serving non-academic staff members who have made sustained and distinguished contributions to the effective functioning, growth, and development of MUASt over an extended period.

The award shall be based on cumulative service and impact and shall be conferred according to the following service periods:

6.1.5.1 Service Period Categories

- I. **5 Years of Service Award** - Recognition of consistent commitment, reliability, and contribution to teaching, research, and University service.
- II. **10 Years of Service Award** - Recognition of sustained performance, mentorship of students and junior staff, and meaningful contribution to academic and institutional development.
- III. **15 Years of Service Award** - Recognition of long-term excellence, leadership roles, curriculum development, research productivity, and community engagement.
- IV. **20 Years of Service Award** - Recognition of distinguished service, institutional leadership, strategic contribution, and significant national or international academic impact.
- V. **25 Years and Above of Service Award** - Recognition of exceptional lifetime dedication, transformative influence on the University and discipline, legacy-building contributions, and enduring service to academia and national development.

6.1.5.2 Consideration Criteria

Consideration for this award shall include:

- I. Length and continuity of service at MUASt or within the national higher education system (as approved by University Management).
- II. Sustained excellence in teaching, research, innovation, and supervision.
- III. Leadership roles held within the University or academic profession.

- IV. Contribution to institutional growth, policy development, and capacity building.
- V. Demonstrated adherence to ethical standards, integrity, and professionalism.

(The University may revise or add award categories in line with strategic priorities.)

6.1.5.3 Eligibility Criteria

To be eligible for consideration, a staff member must:

- I. Have served MUASt for at least one full academic year.
- II. Have no pending disciplinary cases during the award period.
- III. Have demonstrated performance exceeding normal job expectations.
- IV. Be nominated by a supervisor, department, faculty, or committee.

6.1.6 Ethical Conduct and Professionalism Award

This award is intended to recognise both academic and non-academic staff member who consistently demonstrates exceptional ethical conduct, professionalism, and commitment to the core values of MUASt. The award honours individuals whose actions promote a positive work environment and uphold the integrity and reputation of the University.

The award shall be based on the following criteria:

- 6.1.6.1 Demonstration of honesty, integrity, and ethical behaviour in the execution of duties.
- 6.1.6.2 Consistent display of respect, professionalism, and collegiality toward colleagues, students, and stakeholders.
- 6.1.6.3 Acts of kindness, support, or assistance that positively influence the University community.
- 6.1.6.4 Upholding and promoting the core values, policies, and standards of the University.
- 6.1.6.5 Behaviour that enhances the reputation and image of MUASt.

6.1.7 MUASt Ambassador Award

This award is intended to recognise a non-academic staff member who has made outstanding contributions to promoting the visibility,

reputation, and strategic positioning of MUASt at local, national, regional, or international levels. The award honours individuals who actively represent the University through academic, professional, and community engagements, and who serve as exemplary ambassadors of the institution's values and mission.

The award shall be based on the following criteria:

- 6.1.7.1 Demonstrated active representation of MUASt in public forums, workshops, media engagements, or professional platforms at local, national, regional, or international levels.
- 6.1.7.2 Contribution to enhancing the visibility and reputation of the University through academic, professional, or public engagement activities.
- 6.1.7.3 Initiation or strengthening of strategic partnerships and collaborations with academic institutions, industry, government, or civil society.
- 6.1.7.4 Engagement in community outreach and knowledge dissemination activities that reflect positively on MUASt.
- 6.1.7.5 Receipt of recognitions, awards, or professional appointments that bring distinction to the University.
- 6.1.7.6 Demonstration of professionalism, integrity, and commitment to promoting the values and image of MUASt.

6.1.8 Recovery of Lost/Stolen Items Award

This award is intended to recognise a staff member who demonstrates exceptional integrity, responsibility, and commitment to safeguarding University and its stakeholder's property through the recovery or facilitation of the recovery of lost or stolen items belonging to MUASt.

The award shall be based on the following criteria:

- 6.1.8.1 Successful recovery of lost or stolen University and stakeholders property or valuable items belonging to the them.
- 6.1.8.2 Initiative and diligence shown in identifying, securing, and reporting the recovered item through appropriate University channels.
- 6.1.8.3 Demonstration of honesty, integrity, and accountability in handling the recovered property.
- 6.1.8.4 Contribution to the protection and preservation of University assets and promotion of a culture of responsibility within the institution.

- 6.1.8.5 Compliance with University procedures in reporting and handing over the recovered items to the relevant authorities or departments.

7.0 SELECTION CRITERIA

Selection shall be based on objective and measurable indicators, including but not limited to:

- 7.1 Quality and efficiency of service delivery
- 7.2 Innovation and problem-solving
- 7.3 Reliability, professionalism, and teamwork
- 7.4 Contribution to operational efficiency
- 7.5 Demonstrated alignment with MUAST values and goals
- 7.6 Ethical Conduct and Professionalism
- 7.7 International Collaboration

8.0 NOMINATION PROCESS

- 8.1 Call for nominations shall be issued annually by the Office of the Registrar.
- 8.2 Nominations must be supported by documented evidence of achievement.
- 8.3 Self-nominations shall not be permitted unless otherwise approved.
- 8.4 Submissions must meet specified deadlines in line with diarised meetings of the selection Committee.

9.0 AWARD COMMITTEE ESTABLISHMENT

- 9.1 The University Management shall appoint the Award Committee to consider awards nominations and related business as deemed necessary.
- 9.2 The Committee shall ensure fairness, transparency, and confidentiality

10.0 APPROVAL AND AWARDING

- 10.1 Recommendations of the Award Committee shall be submitted to University Management for approval.
- 10.2 Awards shall be conferred at an official University event at the end of each academic year.
- 10.3 Awards may include certificates, trophies, citations, or other forms of recognition as approved by the University Management.

11.0 ETHICAL CONSIDERATIONS

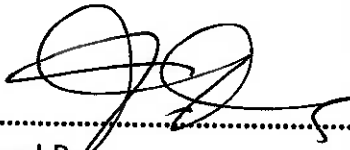
- 11.1 The process shall uphold integrity, transparency, and impartiality.
- 11.2 Conflict of interest shall be declared and managed accordingly.
- 11.3 Decisions of the Staff Award Committee with the confirmation of the University Management shall be final.

12.0 MONITORING AND REVIEW

- 12.1 This policy shall be reviewed every two (2) years or as necessary.
- 12.2 Amendments shall be approved by relevant University authorities.

13.0 EFFECTIVE DATE

13.1 This policy shall take effect upon approval by the appropriate MUAST governing authority.


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Approved By

Date. 05/06/26

Professor Justice Nyamangara
Vice Chancellor
Marondera University of Agricultural Sciences and Technology