

ARUSHA LUTHERAN MEDICAL TRAINING CENTRE



Customer Service Delivery Charter

APRIL, 2025

Acronyms

CSC	Customer Service Charter
ALMTC	Arusha Lutheran Medical Training Centre
NACTVET	The National Council for Technical and Vocational Education and Training
ALMTC-CSC	Arusha Lutheran Medical Training Centre Customer Service Charter
ICT	Information Communication Technology
ELCT	Evangelical Lutheran Church in Tanzania

Table of Contents

Contents

- Acronyms 2
- Table of Contents 3
- 1. Introduction 5
- 2. Purpose of the Customer Service Charter (CSC) 6
- 3. Vision..... 6
- 4. Mission 6
- 5. Our Core Values 6
- 6. Our Core Functions 7
- 7. ALMTC Organization Structure 8
- 8. Values and Principles of Service Delivery 9
- 9. Institute Clients 9
- 10. Partners and Stakeholders 9
- 11. Client Expectations..... 10
- 12. Client Obligations..... 10
- 13. Support Services 11
- 14. Commitment to Service Delivery 11
- 15. Feedback 13
- 16. How to Reach us: 13

Foreword

Arusha Lutheran Medical Training Centre (ALMTC) stands as the learning institution which has been training on Health and Allied Science disciplines in Tanzania. The Institute is dedicated to excellence for developing health and allied sciences personnel in East Africa and offers Diploma programs in Arusha. The Institute, like other lively academic institutions, faces a number of challenges in the delivery of quality services to our clients within the framework of its vision and mission.

This Customer Service Charter (CSC), which is a social contract between the Institute, its clients and stakeholders, is aimed at improving and sustaining the quality of services offered by the Institute.

The CSC provides opportunity for clients to provide feedback on the services received from the Institute and advice ways of further improvement on our services.

I am pleased to present Arusha Lutheran Medical Training Centre (ALMTC) CSC as a tool for contractive engagement between our clients and the Institute. We kindly invite your feedback and suggestions so that we can enable the institute to improve the services delivered.

LILIAN C. SHUMA

PRINCIPAL ALMTC

1. Introduction

Arusha Lutheran Medical Training Centre (ALMTC) is a Health and Allied Science College located 2km from Arusha city in Ekenywa village 1km from Mianzini road. Arusha Lutheran Medical Training Centre was officially opened on December 2012. The aim was to offer Advanced Diploma to Clinical Officers so that they upgrade to Assistant Medical Officers. The department of nursing which later came to be the School of Nursing was introduced in 2014 and community health program was added on October 2016. However, community health program is no longer offered due to change of government policies. Also, Advanced Diploma to Clinical Officers program ended in 2016 following change from ministry of health guidelines. Before phasing out AMO program produced 21 personnel. ALMTC was established on 03 August 2014. This was the only nursing training college in Arusha region. The college was established as an articulation of Diocese in its priority to support education for children from marginalized communities mainly girls from Maasai and neighboring pastoral communities. Nevertheless, ALMTC also enrolls and accepts students from all parts of Tanzania and beyond. Currently, the College has added programme of Social Work with technician certificate and Ordinary Diploma levels.

The customer service charter shall be reviewed both as need arises and in line with the institute's Strategic Plan. It has been noted that for the Customer Service Charter (CSC) to be effective, we have to ensure that there is good and harmonious interactions and relationship between service providers and service recipients.

2. Purpose of the Customer Service Charter (CSC)

The purpose of CSC is to inform our clients and stakeholders about the types of services that we offer, and standards of services expected from us. Arusha Lutheran Medical Training Centre Customer Service Charter (ALMTC-CSC) clearly defines rights and obligations of the Institute to its clients, and it is focused towards ensuring proper monitoring of service delivery and handling of the complaints. In this regard, the ALMTC-CSC is expected to:

- i.** Inform the internal and external Clients on the services offered by Institute of ALMTC,
- ii.** Inform internal and external Clients on how to engage with the Institute's service units and access the services delivered,
- iii.** Inform internal and external Clients what should be expected when accessing the services from the Institute's service units,
- iv.** Inform internal and external Clients what are required as the pre-requisites for receiving service from Institute's service units,
- v.** Inform internal and external Clients on the procedure for lodging complaints regarding the quality of services delivered to them, and
- vi.** Serve as a mechanism to ensure transparency and fairness in the Institute service delivery process.

3. Vision

To be a Centre of Excellence for developing Health and Allied Sciences personnel in East Africa and beyond.

4. Mission

To prepare competent and compassionate personnel in Health and Allied Sciences for offering holistic treatment to the community through transformational teaching, consultancy and research

5. Our Core Values

We create and maintain an attitude in a manner that adheres to our vision and mission to uphold best professional practices and exercise academic freedom. In so doing, we promote a culture that is guided by seven core values as shown in Table 1 below:

Table 1: Core Values of ALMTC

Accountability	Demonstrating high degree of accountability to our stakeholders and to the community for the mandated functions of the Institute
Transparency and Fairness	Being transparent in our work and dealings, stand ready for public scrutiny as well as applying uniform rules and standards
Teamwork	Promoting the culture of team spirit and compassion in order to create synergy in operations.
Integrity and innovativeness	Demonstrating high fidelity, honesty, faithful and trustworthy behavior in all our operations as well as embracing new technologies and innovative methods of doing our work
Trust	Seeking to build trust in every interaction with clients and other stakeholders
Unity	Promoting unity for effective teamwork
Diversity & Gender Equity	Embracing diversity and gender equity in the life of the Institute in order to promote gender balance and reap the most from the human resource potentials of the Institute.
Excellence and efficiency	Delivering prompt and exemplary services to Institute’s stakeholders at all times.

Source: ALMTC Strategic Plan 2024/2025-2028/2029

6. Our Core Functions

As outlined in the ALMTC Strategic Plan, the core function of the Institute is:

- Teaching and Learning: The institute offers market-driven, innovative, and relevant academic programs at Ordinary Diploma level.
- Research: The institute conducting different research in both Health and Social work field

7. ALMTC Organization Structure



8. Values and Principles of Service Delivery

We are obliged to:

- i. Ensure fair merits and competition in appointments and promotions,
- ii. Engage our stakeholders in the process of policy and decision making,
- iii. Be transparent in the accurate and timely information to the community,
- iv. Provide effective, prompt and responsive services,
- v. Maintain high standards of ethics,
- vi. Be responsible for decisions and administrative actions,
- vii. Use the institute's resources efficiently and economically,
- viii. Provide equal opportunity, based on gender for appointment, advancement, and training.
- ix. Resolve internal conflict using effective mechanism.
- x. Promote logical flow of information from low to high hierarchy and its converse

9. Institute Clients

The institute clients comprise of:

- i. Community: the people with common interests living together within a larger society,
- ii. Employees: an individual who is hired by an ALMTC to do a specific job e.g., Academic and supporting staffs
- iii. Suppliers: company, person or organization that provides goods or equipment.
- iv. Students: persons enrolled in educational institutions to acquire a particular profession.
- v. Alumni/Alumnae: former students at a particular school, college, or university
- vi. Parents/Guardian: a father, mother, sibling, sponsors and relatives of a student
- vii. Teaching hospitals
- viii. Social welfare agency

10. Partners and Stakeholders

The institute's stakeholders and partners consist of:

- i.** Alumni associations: an association of graduates or, more broadly, of former students.
- ii.** NACTVET: The National Council for Technical and Vocational Education and Training
- iii.** Business partners: a commercial entity with which another commercial entity has some form of alliance.
- iv.** Employers: an organization or a person or business that pays others for their services
- v.** Professional bodies: an organization with individual members practicing a profession or occupation in which the organization maintains an oversight of the knowledge, skills, conduct and practice of that profession or occupation.
- vi.** Ministry of Health
- vii.** Ministry of Community Development, Gender, Women and Special Groups

- viii. Government authorities: any national, provincial, municipal, or local government, administrative or regulatory body or department that has public functions.
- ix. Student organizations: an association or group of people that have complied with the formal requirements for College recognition as students.
- x. Sponsors and research collaborators: person(s) who cooperates in the implementation of a research project other than the principal investigator, preferred co-investigator,
- xi. Trade unions: an organization of workers who have the intent of maintaining or improving the conditions of their employment.

11. Client Expectations

Our clients expect:

- i. Prompt, impartial, and efficient services,
- ii. Access to relevant information and feedback,
- iii. Accurate information, prompt response and professional advice,
- iv. Courteous and timely responses to requests, complaints, and inquiries,
- v. Utmost confidentiality in the treatment of personal information provided to the Institute,
- vi. Application of modern and adaptive information and communication technology,
- vii. Safety and security,
- viii. Healthy and pleasant environment,
- ix. Fairness and equity,
- x. No soliciting of gifts, money, or other favors,
- xi. Integrity and reliability,
- xii. Satisfaction in service delivery,
- xiii. Ethical and professional behavior,
- xiv. Clear regulatory framework and procedures,
- xv. Accountability and transparency in service delivery process
- xvi. Value for money in the use of funds.

12. Client Obligations

The Institute expects its clients and stakeholders to:

- i. Provide adequate and precise information to enable us to respond properly to their requests,
- ii. Pay all relevant dues to the Institute timely,
- iii. Respect all staff and treat them with courtesy,
- iv. Support the Institute academic programs and other related activities,
- v. Adhere to principles of ethics and integrity,
- vi. Observe the Institute rules and regulations,

- vii.** Familiarize themselves with relevant institute requirements in relation to students' enquiries,
- viii.** Present details of changes in students' circumstances in an appropriate office as soon as they occur,
- ix.** Indicate need for special requirements to understand or access our services,
- x.** Report corruption, misconduct, and unethical behavior,
- xi.** Do not offer us gifts, money or favors for service
- xii.** Always provide feedback and comments.

13. Support Services

The support services are provided by:

- i.** The Examination Department,
- ii.** The Administration Department
- iii.** The Administrative Offices
- iv.** The Admission Department
- v.** The Directorate of Finance
- vi.** The Directorate of Computer Services
- vii.** The Dean of Students' office
- viii.** The Legal Office
- ix.** The Library and Information Services
- x.** The Procurement Department
- xi.** The Learning and Teaching Unit
- xii.** Gender desk office
- xiii.** The Quality Assurance Management Department

14. Commitment to Service Delivery

14.1 Communication

- i.** All telephone calls shall be attended within twelve seconds.
- ii.** Admission announcement and uploading of the admission form shall be between March and April of each year.
- iii.** Students admitted to the institute shall be informed through SMS and telephone call to confirm at least one month prior to their reporting date.
- iv.** Upon registration, clear guidelines on academic programs, examination rules, fee's structure, student support services and disciplinary procedures shall be available on the institute website for all registered students (PROSPECTUS).
- v.** ALMTC Library shall be open from 8:00 a.m. to 04:00 p.m. on weekdays and 9:00 a.m. to 5:00 p.m. on Saturdays. The library shall be closed on public holidays and Sunday.

14.2 Academic

- i.** All lectures shall be fully conducted as per institute's approved timetables,
- ii.** Course work results shall be uploaded on NACTVET Institution panel,
- iii.** Final examination results for students shall be released for students to view their grades before commencement of subsequent semester,
- iv.** Advertisement of the our programs shall be from February to May of each year,
- v.** Student certificates shall be issued within three month after graduation while transcripts shall be downloaded through NACTVET panel within three month. The clearance of students by staff shall be finalized within two days.
- vi.** Graduation ceremonies shall be held scheduled in July annually

14.3 General

- i.** Disciplinary cases for students and staff shall be completed as soon as possible.
- ii.** The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters of appointment,
- iii.** The institute is an equal opportunity employer
- iv.** Staff performance appraisal shall be conducted one month each year,
- v.** Annual leave is mandatory for all employees. The response to leave requests by staff shall be communicated within fourteen (14) working days from the date of request.
- vi.** The Directorate of Finance shall observe all financial regulations and procedures, ensure an adherence to budgetary provisions, and process approved payments within three days, All Institute infrastructures shall be maintained and repaired in line with the Institute maintenance policy,
- vii.** Collaborative agreements and memorandum of understanding shall be processed within three weeks,
- viii.** The ICT supporter shall respond to any request/query within 15 minutes. These will include but not limited to the following: email registration, password setting, fingerprint biometric registration, network troubleshooting, computer maintenance, etc
- ix.** The institute shall provide guidance and counseling services to students on psychological and social issues immediately after notification.
- x.** Each student will be assigned to a specific academic advisor for matters pertaining to academics.

15. Feedback

- i.** Complaints, compliments, and suggestions should be forwarded to the Office of the Principal
- ii.** Feedback may be channeled via telephone, letters, e-mail, or suggestion boxes at the respective institute.
- iii.** Confidentiality and privacy shall be maintained.
- iv.** Examination results complaint forms should be submitted to the Head of the respective department immediately after the referral window opened by NACTVET

16. How to Reach us:

Our clients and stakeholders' correspondence should be addressed to the office of the Principal.

ELCT-NORTHERN CENTRAL DIOCESE

ARUSHA LUTHERAN MEDICAL TRAINING CENTRE

P.O.BOX 1040 ARUSHA, TANZANIA

+255(0) 755 862 487

Email: almtcinfo@almtc.ac.tz

Website: www.almtc.ac.tz