



THE UNIVERSITY
OF THE
WEST INDIES
OPEN CAMPUS



CUSTOMER SERVICE
CHARTER AND STANDARDS



Professional Development Group at Graduation Ceremony

Graduates of six Professional Development Courses hosted by the Grenada Country Site. The six courses were Supervisory Management, Human Resource Management, Events Management, and Introduction to Marketing, Small Business Management, and Introduction to Counselling

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS (UWIOC)

The University of the West Indies Open Campus (UWIOC) focuses on the establishment of a strong teaching, learning and research environment, a vibrant student body and a highly engaged staff.

The Open Campus uses these attributes as part of its vision to ensure its status as a first class global institution, which is able to address the higher educational needs of the region.

The development of a Total Customer Care culture that facilitates quality service is critical to the success of this vision. The Open Campus is committed to providing the requisite training, development tools and experiences to support the vision.

The Charter and Standards document was established to contribute to the building of this culture. The Charter states the fundamental principles to which we commit, while the Standards outline the behaviours that will support those values and principles.

It is expected that every member of The Open Campus community will adopt this Charter and adhere to its Standards.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS

INTEGRITY

Charter: We will

1. Provide service in an honest, ethical and trustworthy manner.
2. Treat stakeholders, including students, staff, alumni, and visitors, with respect, fairness, understanding and empathy.
3. Establish and maintain a culture of accountability.
4. Adhere to and observe the rules and regulations of The UWIOC while being empathetic to the needs of those we serve.

Standards: We will

- Give value to what we say and do, and make our words our bond.
- Treat all customers the same and lead by example.
- Respond to queries and complaints within a reasonable time.
- Make decisions that are evidence-based.
- Encourage best practices in administration, teaching and learning.
- Coordinate relevant activities and share information, as well as make referrals within and among departments.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS

EXCELLENCE

Charter: We will

1. Communicate information about our services clearly, precisely, and in a timely manner.
2. Provide services which are accessible to our all students.
3. Deliver high-quality service to international standards.
4. Encourage evaluation and feedback of service.

Standards: We will

- Update the information on websites and handbooks periodically.
- Ensure that resources are available to deal with varied student and staff needs.
- Respond to mail, e-mail or voicemail within 48 hours (2 working days).
- Answer telephone calls within three rings.
- Use new and relevant technologies in service delivery.
- Have facilities for staff, students and visitors that promote service delivery.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS

DIVERSITY

Charter: We will

1. Recognise and mutually respect differences in individuals and groups.
2. Foster a culture and work/student environment that is open, engaging and welcoming to different ideas and perspectives.
3. Acknowledge, promote and value diversity.
4. Be inclusive and affirm the dignity of people, regardless of race, ethnicity, socio-economic status, age, sex, gender identity, disability, sexual orientation, religion, politics, health status and other characteristics that may stigmatise or ostracise an individual or group.

Standards: We will

- Listen actively and attentively to carefully interpret what is said and explain clearly what has to be done without fear or favour.
- Actively promote diversity as a characteristic of The UWIOC.
- Make all physical facilities on sites accessible to able-bodied and physically-challenged users.
- Be sensitive to the culturally diverse nature of The Open Campus (17 countries, 42 sites).

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS

STUDENT CENTEREDNESS

Charter: We will

1. Be attentive and show consistency in service to students.
2. Accept the fact that students are major stakeholders for the sustainability of The University.
3. Act as coaches and mentors to students.
4. Ensure that OC policies and governance facilitate student development.
5. Engage students in the decision-making processes at all levels of The University.

Standards: We will

- Respond to all student queries in a reasonable time.
- Provide the infrastructure to facilitate student services and development.
- Promote student well-being via the provision of social services.

CUSTOMER SERVICE CHARTER AND STANDARDS FOR THE UNIVERSITY OF THE WEST INDIES, OPEN CAMPUS

GENDER JUSTICE

Charter: We will

1. Create and sustain a social, academic and administrative culture that supports and promotes gender equality and justice.
2. Object to any form of gender harassment, unwelcomed approaches and implicit abusive communication, whether in print or through the electronic media.
3. Recommend and pursue appropriate actions of a corrective nature when gender justice is not evident.

Standards: We will

- Ensure that facilities and processes are in place to attend to gender issues.
- Display tolerance and empathy when addressing challenging gender issues.

*The UWI Open Campus
February 2020*