

UNIVERSITY OF NAIROBI
COLLEGE OF HUMANITIES AND SOCIAL SCIENCES
CENTRE FOR TRANSLATION AND INTERPRETATION
SERVICE CHARTER

Introduction

The CTI service charter sets the scope and the standards of service rendered to our students and stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set out our commitments to you, and welcome feedback on how to improve our service.

Vision

A world class centre of excellence committed to providing quality training, research and practice in translation and interpretation

Mission

To build human capacity and provide services in the fields of translation, and conference and community interpreting through training, research and consultancy

Core Values

1. Academic excellence in the learning and teaching of translation and interpretation
2. Creativity and innovation in developing and utilizing modern techniques and technologies in translation and interpretation
3. Ensuring quality customer care in provision of services
4. Freedom of thought and expression in the learning and practice of translation and interpretation
5. Promote equality, equity and fairness for all
6. Acknowledging and respecting the diversity of languages and cultures
7. Integrity and meritocracy
8. Encouraging and practicing teamwork and cooperation in all activities
9. Upholding professionalism and ethics in training, research and practice of translation and interpretation
10. Enhancing and safeguarding good corporate citizenship and social responsibility through efficiency, effectiveness and inclusiveness

Core Functions

Teaching and Learning:

CTI offers innovative, relevant and market driven postgraduate programmes in translation and interpretation. The Centre also offers tailor-made courses in language, translation, interpretation, public speaking, voice-training and presentation skills.

Research:

As part of its mandate to generate, preserve and disseminate knowledge, the Centre offers a conducive environment to undertake quality and relevant research.

Consultancy: The Centre offers consultancy services in translation, interpretation and training in relevant skills

Community Service:

CTI participates in community programmes and activities as part of its Corporate Social Responsibility

Principles of Service Delivery

In our service delivery we pledge to:

- Service our clients with dignity, courtesy and respect;
- Provide efficient and effective service at all times;
- Adhere to ethical and equitable service provision;
- Uphold transparency and accountability at all times;
- Espouse the principles of natural justice at all times;
- Maintain appropriate confidentiality, passionately and with patriotism.

CTI Clients

CTI clients comprise of the following among others:

- Students
- Employees
- International community
- Local and regional community
- General Kenyan public

Partners/Stakeholders

CTI partners and stakeholders comprise the following among others.

- University of Nairobi Departments
- Other Universities
- United Nations
- European Union
- European Parliament
- European Commission
- African Union
- The East African Community
- African Development Bank
- African, Caribbean and Pacific Group of Countries (ACP)
- Research collaborators
- Training institutions
- Linkage partners
- Industry partners
- Business partners
- Donors
- Sponsors
- Professional bodies
- Other stakeholders/partners

CTI Client Expectations

Our clients expect efficient and effective provision of services as follows:

- A transparent admission process;
- Exhaustive coverage of the approved syllabi;
- Prompt and fair processing of examination results, transcripts and certificates;
- Funding for scholarships and research; Well maintained lecture theatres, laboratories, offices and other facilities;
- Marketing of consultancy and research services;
- An effective performance appraisal system
- Fair, just and speedy disciplinary procedures;
- Efficient procurement processes;
- Recognition and acknowledgement of donors and sponsors;
- Expedient processing of collaborative agreements;
- Honoring Memoranda of Understanding (MOUs) with industry and other partners;
- Existence and application of modern Information and Communication Technology (ICT);
- Involvement of Alumni in development of the Centre;
- Safe and healthy, drug free and non-smoking environment;
- Courteous and timely response to requests and enquiries;
- Answering of telephone calls within 20 seconds
- Responding to routine correspondence within 7 days
- Prompt clearance of students and staff

CTI Expectations

CTI expects its clients/stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Pay all fees and levies promptly;
- Support the programmes and activities of the Centre;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered

Feedback

- Complaints, compliments and suggestions should be forwarded to: info-cti@uonbi.ac.ke
- Feedback may be channeled via telephone, letters, e-mail or the suggestion box.
- Confidentiality and privacy shall be respected.
- All feedback shall be addressed within seven days.

Comments and feedback on this Charter shall be addressed to:

Director,

Centre for Translation and Interpretation

CCU Building, 2nd Floor

University of Nairobi

P.O. Box 30197, 00100 GPO

Nairobi, Kenya

E-mail: info-cti@uonbi.ac.ke

Website: <http://translation.uonbi.ac.ke/>