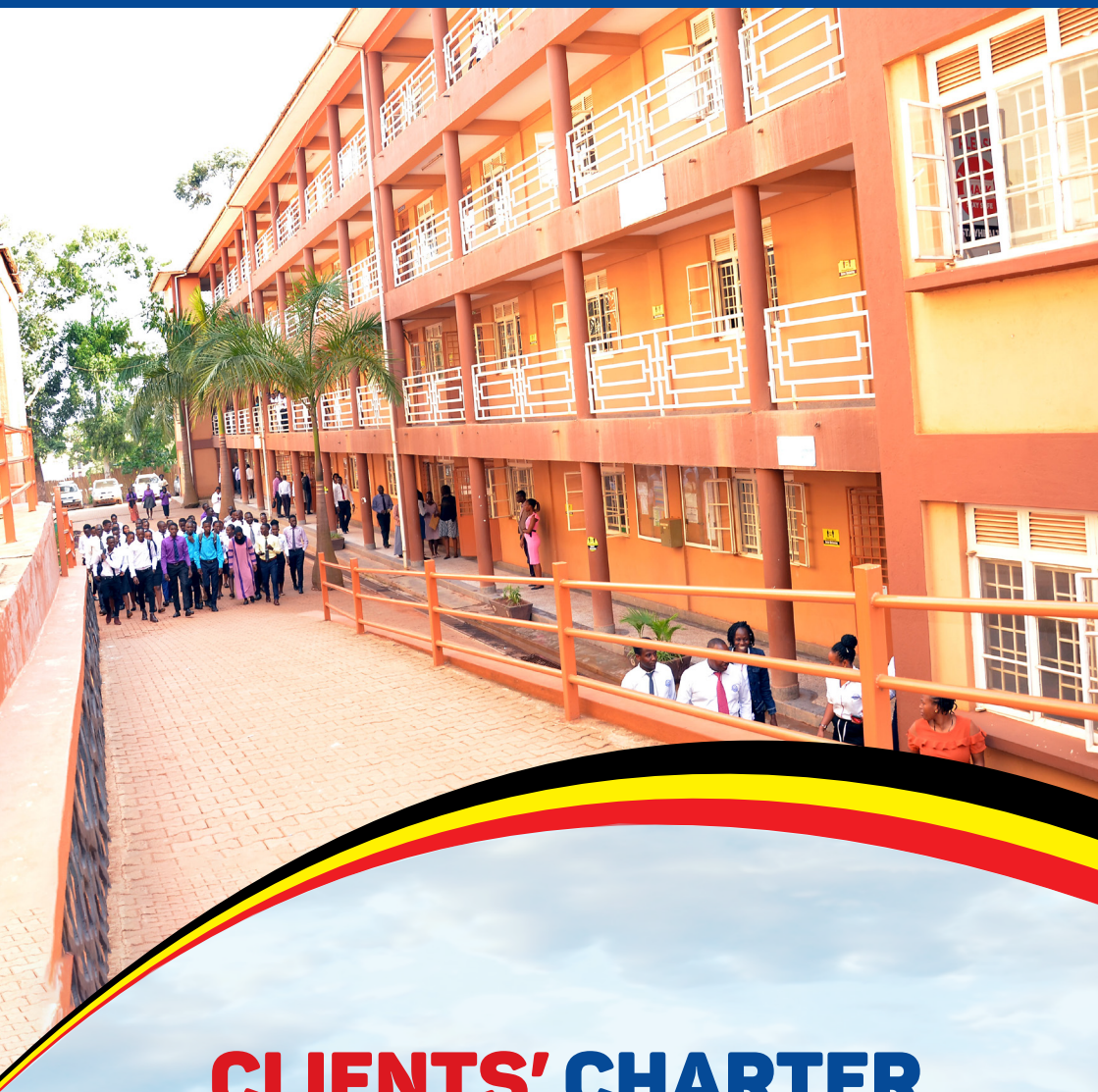




**UGANDA INSTITUTE OF ALLIED HEALTH  
AND MANAGEMENT SCIENCES - MULAGO**  
**MINISTRY OF EDUCATION AND SPORTS**



# **CLIENTS' CHARTER**

**MARCH, 2023**



# **UGANDA INSTITUTE OF ALLIED HEALTH AND MANAGEMENT SCIENCES - MULAGO**

**MINISTRY OF EDUCATION AND SPORTS**

# **Clients' CHARTER**

**MARCH, 2023**

**MINISTRY OF EDUCATION AND SPORTS, UGANDA**  
**INSTITUTE OF ALLIED HEALTH AND MANAGEMENT**  
**SCIENCES - MULAGO**

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# FOREWORD



Uganda Institute of Allied Health and Management Sciences (UIAHMS)-Mulago has developed its first client charter 2022/23 - 2024/25 with the guidance and support of the Ministry of Public Service

This is a requirement to strengthen accountability for results in UIAHMS by informing our clients of the service delivery expectations and empowering them to demand for services from us in real time.

The charter was developed through an engaging and consultative process and UIAHMS will continuously track the implementation of this charter.

I call on our staff, clients and stake holders to support us in the implementation of the commitments stipulated under this charter.

On behalf of the Governing Council I pledge to support the smooth implementation of the charter in order to support the facilitation of Human Capital Development as one of the focus areas in the transformation of Uganda to a modern and prosperous society.

*For God and My Country*

**Dr Charles Matsiko**

**CHAIRPERSON GOVERNING COUNCIL**

# PREAMBLE



I have the pleasure of giving you the first client charter for UIAHMS-Mulago in accordance with our mandate. The charter outlines the services provided by our institution, as well as our commitments, service delivery standards, employee and client responsibilities, and a mechanism for customer feedback.

The pledges in this Charter will serve as our institution's guide as we hold ourselves accountable for providing services to our clients. We'll maintain our credibility, ensure that customers are engaged, and implement ongoing service delivery enhancements.

The Universities and Other Tertiary Institutions Act (2001) and the National Council for Higher Education (NCHE) mandate it to provide post-secondary (post-A level) education, provide courses leading to certificates or diplomas, conduct research, and publish in full compliance with the allied health and management sciences.

Since its early establishment as Mulago Paramedical Training Schools in 1929, UIAHMS has earned a reputation for providing top-notch services, but the development of this Clients' Charter is only one of many strategies aimed at informing the general public about the services and costs associated with all of our stakeholders. It is presumed that the critical success factors are suitable for the provision of Allied Health and Management Sciences. It is acknowledged that all parties involved are accountable for creating the rules and regulations necessary to follow these guidelines.

I encourage our clients to make use of the Charter and hold us accountable to serve them.

**Nassali Rose Mugumisiriza (Mrs.)**

**PRINCIPAL**

# ACRONYMS



<b>UIAHMS</b>	– Uganda Institute of Allied Health and Management Sciences -Mulago
<b>MoP</b>	– Ministry of Public Service
<b>MoES</b>	– Ministry of Education and Sports
<b>GC</b>	– Governing Council
<b>Dr</b>	– Doctor
<b>NCHE</b>	– National Council for Higher Education
<b>ESC</b>	– Education Service Commission
<b>ICT</b>	– Information and Communication Technology
<b>IT</b>	– Information Technology
<b>UACE</b>	– Uganda Advanced Certificate of Education
<b>UCE</b>	– Uganda Certificate Education
<b>COVID-19</b>	– Coronavirus Disease of 19
<b>IEC</b>	– Information Education and Communication.



# CHAPTER ONE

## INTRODUCTION

### 1.0 INTRODUCTION

In this charter, the Uganda Institute of Allied Health and Management Science (UIAHMS)-Mulago describes its service obligations. It outlines our processes for notifying clients of our duties, empowering them to request services from us and, as a result, holding us accountable for service delivery.

This charter specifically:

- Communicates commitments that UIAHMS will undertake to perform to client expectations.
- Communicates entitlements and inform customers about services and Service standards.
- State rights and obligations of the clients.
- Empower the clients to challenge service failure and demand for services from UIAHMS.
- Promote transparency and accountability in governance through increased citizen participation.
- Facilitate engagement between UIAHMS and its Service recipients.
- Empower clients and stakeholders to demand committed standards of service and avail remedies in case of non-compliance by UIAHMS.

### 1.1 OUR MANDATE

Our mandate is to offer specialized training in Allied Health professional programs.

### 1.2 VISION STATEMENT

A leading Centre of excellence in education and training of Allied Health Professionals and Management Scientist.

### 1.3 MISSION STATEMENT

To train, develop and inspire competent and responsive

Allied Health Professionals and Management Scientists using appropriate technology to meet the community health care needs.

#### **1.4 CORE VALUES**

- a) Professionalism: We shall adhere to the professional code of conduct while executing our duties.
- b) Ethics: focusing on modelling of positive attitude among professionals and learners
- c) Collaboration and engagement: We will work in collaboration and engagement with pertinent partners in education and health practice staff as well as significant stakeholders to achieve outcomes that serve the interests of our clients.
- d) Team work: where practices of various professions contribute to the success of all
- e) Commitment: to serving communities.
- f) Integrity: We shall not place ourselves in positions that compromise our behaviour in performance of our duties.

#### **1.5 STRATEGIC OBJECTIVES**

- 1. To strengthen Institutional capacity for Resource Mobilization
- 2. To strengthen Human Resource capacity for Education, Training and Management
- 3. To develop a functional ICT Infrastructure for Education, Training and Management
- 4. To strengthen capacity for Education Training and Management
- 5. To develop institutional capacity for research.

PRINCIPAL SERVICES, KEY RESULT AREAS, COMMITMENTS AND TARGETS

2.1 PRINCIPAL SERVICES

S/N	SERVICES OFFERED	COST INCURRED BY A SERVICE RECIPIENT
01	Training	Government sponsored students pay operational fees as reviewed from time to time.  Private sponsored students, pay tuition and operation fees as reviewed from time to time.
02	Community outreaches/ field attachment	Free to host community  Fee for field attachment to students, reviewed from time to time
03	Career guidance and counseling	Free
04	Research	100,000/= per student, subject for review

06	<b>SUPPORT SERVICES:</b>	
	<b>1. Accommodation</b>	For students it's paid for by the sponsor. Cost incurred by the staff
	<b>2. Laboratory services</b>	Free for students and staff of UIAHMS point of care testing (POCT), and at a fee for external users.
	<b>3. Dental services</b>	Free basic services for students and staff of UIAHMS and at a fee for external users.
	<b>4. ENT services</b>	Free basic services for students and staff of UIAHMS and at a fee for external users.
	<b>5. First Aid services</b>	Free for students, clients and staff of UIAHMS.

## 2.2 ACADEMIC PROGRAMMES OFFERED

### DIPLOMA PROGRAMMES

SN	PROGRAMME	COURSE DURATION	NATURE OF WORK
1.	Medical Laboratory Technology	3 years	<p><b>The students:</b> collect samples &amp; perform tests using modern medical equipments to produce reports that help in diagnosis &amp; treatment of medical conditions.</p> <p><b>Nature of admission:</b> Private and Government</p>
2.	Pharmacy	3 years	<p>Prepares and dispenses pharmaceutical preparations.</p> <p><b>Nature of admission:</b> Private and Government.</p>
3.	Medical Radiography	3 years	<p>Carries out medical imaging.</p> <p><b>Nature of admission:</b> Private and Government</p>
4.	Physiotherapy	3 years	<p>Managing patients using physical means.</p> <p><b>Nature of admission:</b> Private and Government</p>
5.	Occupational Therapy	3 years	<p>Works with people who are physically or mentally disabled, and those suffering from chronic illnesses.</p> <p><b>Nature of admission:</b> Private and Government</p>

6.	Orthopaedics Medicine	3 years	<p>Do clinical assessment and treatment of patients and assists surgeons in orthopaedic surgery.</p> <p><b>Nature of admission:</b> Private and Government</p>
7.	Medical Entomology and Parasitology	3 years	<p>Carry out standard entomological procedures to combat various vector-borne diseases as part of prevention and control of diseases in the community. Disinfects and fumigates premises.</p> <p><b>Nature of admission:</b> Private and Government</p>
8.	Public Health Dentistry	3 years	<p>Treats patients with dental diseases, give advice to patients and the public on proper Dental care.</p> <p><b>Nature of admission:</b> Private and Government.</p>
9.	Dental Technology	3 years	<p>Assessment of patient's mouth and obtaining their impressions. Designing of appropriate appliances for patients who have lost their teeth and patients with improperly arranged teeth.</p> <p><b>Nature of admission:</b> Private.</p>

10.	Environmental Health Sciences (in-service)	2 years	Promote and implement community outreach Environmental Health Programs. <b>Nature of admission:</b> Private..
11.	Clinical and Community Nutrition	3 years	Work in clinical setting and in communities to promote good nutrition. <b>Nature of admission:</b> Private.
12.	Medical Records and Health Informatics	3 years	Ensure proper management of patient's records. <b>Nature of admission:</b> Private.
13.	Orthopedic Technology	3 years	Fabricate and fit orthopedic appliances to restore the function of neuromuscular skeletal patients. <b>Nature of admission:</b> Private and Government.
14.	Ear Nose Throat and Neck Surgery	3 years	Do clinical assessment and treatment of patients with Ear Nose Throat and Neck conditions. <b>Nature of admission:</b> Private and Government.

## CERTIFICATE PROGRAMS

S/N	PROGRAMME	COURSE DURATION	PROGRAMME DESCRIPTION
15.	Environmental Health Science	2 years	Promote and implement community outreach Environmental Health Programs.  <b>Nature of admission:</b> Private. and Government
16.	Medical Records and Health Informatics	2 years	Ensure proper management of patient's records.  <b>Nature of admission:</b> Private. .
17.	Pharmacy	2 years	Dispenses pharmaceutical preparations.  <b>Nature of admission:</b> Private.



## POST-BASIC DIPLOMA PROGRAMMES

18.	Anesthesia	2 years	<p>Assess, prepare and administer Anesthesia to patients for surgery. Participate in treating the critically ill patients.</p> <p><b>Nature of admission:</b> Private.</p>
19.	Ear, Throat and neck surgery	2 years	<p>Diagnoses and provides specialized care and treatment of diseases of the ear, nose and neck.</p> <p><b>Nature of admission:</b> Private.</p>
20.	Health Management and Leadership	1 year	<p>Performs management functions at higher levels.</p> <p><b>Nature of admission:</b> Private.</p>

21.	Audiology	2 years	Evaluates hearing disorders and provides rehabilitation solutions to the affected.  <b>Nature of admission:</b> Private.
22.	Health Promotion and Education	1 year	Carries out community diagnosis to identify issues affecting health and sensitize community on behavior change to improve health.  <b>Nature of admission:</b> Private.
23.	Bachelors in medical laboratory technology	2 ½ years	Completion program. Affiliated to Mbarara University

## **2.3 OUR COMMITMENTS**

### **2.3.1 Governing Council**

Commits to:

1. Hold Governing Council Meetings at least once every three months.
2. Supervise and monitor institutional management work.
3. Recommend academic programs.
4. Approve relevant policies within three month from presentation to the Governing Council.
5. Report to Education Service Commission any disciplinary action undertaken against Officers including suspension within 30days from occurrence.
6. Keep proper books of accounts and prepare annual statements of accounts for the preceding financial year.
7. Submit statement of accounts to Auditor General within 4 months from end of each financial year.
8. Provide a copy of the Auditor General's report to the Minister of Education and Sports within one month from receipt.
9. Approve Annual work plans and budgets within one month.
10. Approval of strategic plan immediately for implementation.

### **2.3.2 Academic Board**

Commits to:

1. Hold Academic Board meetings at least once every three months.
2. Hold meetings within 10 days from receipt of the request form the user departments to be handled by the Board.
3. Prepare and review guidelines relating to the procedure of the Board.
4. Recommend review of content and academic standard of programs and report to the Governing Council within three months from needs identification.
5. Initiate proposals relating to the conduct and management of UIAHMS` academics and report to the Governing Council.
6. Propose and draft regulations regarding the persons for admission in any programs of study.

### **2.3.3 Office of the Principal**

#### **Commits to:**

1. Develop and implement a clear and well-articulated five year strategic plan for UIHMS.
2. Organize and successfully handle academic ceremonies annually.
3. Involve stakeholders in planning and budgeting process.
4. Provide Training to staff at least once every three years.
5. Ensure availability of infrastructure commensurate to the students' population and implement recommended standards.
6. Complete the Girls hostel by 2025.
7. Construct a parameter wall around the lower hostel by 2025.
8. Implement attraction and retention strategy for UIAHMS staff.
9. Demarcate land boundaries for UIAHMS by 2025
10. Approval of payments within Forty Eight hours.
11. Maintain functional fleet for UIAHMS at all times and increase fleet numbers from eight to eleven by 2027.
12. Manage performance of UIAHMS staff.
13. Safe guard institutional property and assets.
14. Make official communication to relevant authorities on behalf of UIAHMS.
15. Organizing exhibitions for students to show case skills acquired annually.

### **2.3.4 Department of ICT**

#### **Commits to:**

1. Maintain and ensure security and safety of ICT soft and hardware of UIAHMS at all times.
2. Provide user trainings to students and staff on IT utilisation.
3. Ensure that the ICT resource centre is accessible to staff and students at all times.
4. Develop and standardise IT (electronic and on-line platforms).
5. Offer support to all ICT resource Centre users.

6. Diagnose and address minor ICT problems within 24 hours of occurrence
7. Create and maintain Central data bank .
8. Coordinate the implementation of eLearning in the Institute
9. Maintain and update websites and institutional E-platforms on daily basis
10. Spear head wide internet connectivity to UIAHMS by 2023.

### **2.3.5 Library Department**

#### **Commits to:**

1. Identify and profile the needs of library users, such as biannual ordering of books, journals, and other resources.
2. Ensure that the library is accessible to all users.
3. Ensure safety and security for the library resources.
4. Seek out, receive and address complaints from library users within 2 days.
5. Spear head the acquisition of up to date reading materials

### **2.3.6 Office of the Academic Registrar**

#### **Commits to:**

1. Prepare reports and minutes of the academic board meeting within one week after the meeting.
2. Manage and update student's data base both physical and electronically.
3. Ensure that internal assessment of students in all academic programs is conducted on a semester basis
4. Provide career guidance to students, guardians and parents.
5. Handle academic complaints from clients (students and parents) within 14 days from receipt.
6. Disseminate all examination correspondences every semester.

### **2.3.7 Head of the Academic programs**

#### **Commit to:**

1. Coordinate the preparation and implementation of teaching time tables every semester
2. Coordinate trainings in accordance with time tables

3. Provide a good learning environment for students
4. Respond to students' complaints within 24 hours.
5. Be approachable, friendly and knowledgeable in the relevant disciplines
6. Monitor and evaluate performance of learners and staff on a semester basis.
7. Provide interactive and enjoyable sessions to our students
8. Work closely with the Deans of schools.

# **GENERAL SERVICE STANDARDS**

In implementation of the commitments under this charter, UIAHMS-Mulago, shall observe the following standards:

## **3.1 ATTENDANCE OF LEARNERS:**

1. All students shall be required at all times to promptly attend to learning activities as scheduled on the time table.
2. Students shall be required to commit all their time to academics and co-curricular activities during their course of training.
3. Students shall not have long / coloured hair styles during their course of training.
4. Commit all their time to learning when a learning activity is in session.
5. Students shall be smartly dressed in their appropriate institutional uniforms in all UIAHMS activities.
6. A student who has been absent consecutively from a core learning activity for two weeks or has cumulatively been absent from a core learning activity for a number of days totalling up to two weeks shall not be allowed to continue with the semester.
7. Students shall not be allowed 15 minutes after the commencement of a learning activity.
8. Students shall be required to present a certificate of due performance before an academic assessment duly signed by responsible tutors and approved by the Head of Programme

## **3.2 ATTENDANCE TO DUTY AND MANAGEMENT OF TIME**

1. Administrative offices will be open five days a week, i.e. Monday to Friday 8:00 a.m. to 12:45 pm and 2:00 p.m. to 5:00p.m
2. ICT and library will be accessible to UIAHMS students and staff at all times when required i.e. from 8:am to 10:pm Monday to Saturday, 8:am-2pm Sunday and closed on

public holidays

3. Our officers may however be required to work beyond the stipulated time in extra ordinary circumstances.
4. Our offices will be closed to the Public on Public holidays
5. Our staff shall be available at all times during working hours and will commit working hours to official duties.
6. We shall ensure that attendance to duty is monitored for all staff members.
7. Staff members shall be required to dress as stipulated by the Public Service standing orders.
8. Indecently dressed staff and clients shall not be allowed to access UIAHMS premises.

### **3.3 MANAGEMENT OF INSTITUTION, FACILITIES AND SERVICE DELIVERY**

#### **3.3.1 Management of Facilities**

We shall:

1. Ensure availability of separate sanitation facilities for all categories of people.
2. Ensure availability of hand washing facilities to avoid spread of communicable diseases at a ratio of 1:40. For the first hundred students.
3. Appropriate management of waste in the lecture rooms and residences.
4. We shall ensure supply of clean water and power in and around lecture rooms and residences.
5. Provide outdoor recreation facilities for games and sports activities.
6. Provide student common rooms and indoor recreation facilities.
7. Have separate accommodation facilities for each sex.
8. Spray institution premises when need arises to avoid vectors and vermin.
9. Service all equipment in the Institute annually
10. Provide for fire safety, fire escape and fire fighting equipment in the Institution.



### **3.3.2 Management of the Institution**

We shall:

1. Have sign posts placed at strategic points to direct clients

### **3.4 STANDARDS IN ADMISSION OF STUDENTS**

Students for admissions shall:

1. Must be 25 years and below for direct admission and above 25years shall be considered for mature entry.
2. Must be required to have completed a Uganda Advanced Certificate of Education (UACE) or its equivalent for Diploma courses.
3. Must be required to have completed a Uganda Certificate of Education (UCE) for Certificate courses.
4. Must be required to have minimum requirements as stipulated by NCHE for Post Basic courses.

### **3.5 STANDARDS IN CURRICULA ADMINISTRATION AND COMPLETION**

We shall:

1. Assess students with course work or tests administered throughout the academic year, written examinations and field attachments.
2. Adopt a 1:40 Tutor-to-student ratio for theory course units and a 1:10 ratio for practical course units.

### **3.6 STANDARDS IN WELFARE MANAGEMENT**

We shall:

1. Ensure that UIAHMS facilities are kept clean.
2. Provide meal cards for eligible students to access meals.
3. Have a designated senior woman and senior man

### **3.7 CLIENT MANAGEMENT STANDARDS**

Our officers shall:

1. Attend to all clients irrespective of status, sex, age, colour, ethnic origin, tribe, birth, religion, health status, social or economic standing, political opinion or disability, and take affirmative action in favour of groups marginalized on the

- basis of gender, age and disability.
2. Attend to clients within 30 minutes from the time of arrival depending on the officer's work load.
  3. Refer clients to the responsible offices within 10 minutes.
  4. Officers must attend to clients in a respectable and descent manner.
  5. Respond to client's requests with promptness and clarity
  6. Provide timely and accurate information to our clients
  7. Respect confidentiality of personal information of our clients

### **3.8 COMMUNICATION STANDARDS**

**We shall:**

1. Answer all telephone calls that come through our general line
2. Use English for communication.
3. Communicate using the UAIHMS's letter head for all written communication which bare our physical addresses and telephone line.
4. Provide information and publications through the UAIHMS's website and official media.
5. Attend to all in-coming correspondences within a period of 24 hours.
6. Ensure that our offices have clear signage, with current and relevant information.
7. Respond to emails and other online communications within 48 hours
8. Respond to oral inquiries immediately

# **OUR CLIENTS, CLIENTS RIGHTS & OBLIGATIONS**

## **4.1 OUR CLIENTS**

- i. Students
- ii. Applicants for academic programs
- iii. Parents
- iv. Suppliers
- v. Staff
- vi. Banks (where tuition is paid)
- vii. Training sites
- viii. Other sister Training Institutions and communities.

## **4.2 CLIENTS' RIGHTS AND OBLIGATIONS**

Our Clients will have the following right and obligations:

### **4.2.1 Client Rights**

Our Clients have a right to:

- i. Access free services, with the exception of those against which fees are stipulated by law.
- ii. Access to public information in accordance with the law.
- iii. Be treated with respect and courtesy.
- iv. Privacy and confidentiality.
- v. Lodge complaints if offended by any of our service.
- vi. Appeal in accordance with the established procedures laid down in this Charter.

### **4.2.3 Clients Obligations**

Our clients will have the following obligations:

- i. Comply with all legal and administrative standards outlined in the Republic of Uganda's constitution as well as the different Acts and laws necessary to qualify for the services requested.
- ii. Treat our staff with courtesy and respect.
- iii. Not to offer business gifts, hospitality that may be viewed by others as having an influence in making a government

business decision in his/her favour.

- iv. Observe safety procedures required in accessing our services including the Standard Operating Procedures for prevention of COVID-1 and avoidance of smoking in our premises
- v. Provide accurate and timely information when required
- vi. Avoidance of smoking and taking Alcohol in our premises.

**DISSEMINATION, FEEDBACK AND COMPLAINTS HANDLING****5.1 DISSEMINATION**

We shall disseminate the contents of the clients' charters through the following channels:

- 1) Print Media
- 2) Radio talk Shows
- 3) Meetings with clients and stakeholders
- 4) Sensitisation drives
- 5) Information, Education and Communication (IEC) Materials, brochures, T-shirts and flyers as display mechanisms for publicity for the charters
- 6) Social media
- 7) Display section of the charter in visible places.

**5.2 FEEDBACK, COMPLEMENTS AND COMPLAINTS MANAGEMENT MECHANISMS**

1. We welcome constructive criticism and feedback about our services from clients.
2. We also welcome suggestions on how we can improve service delivery.
3. We commit ourselves to taking our clients complaints and suggestions seriously and to dealing with them as quickly as possible.
4. If you have a suggestion or complaint, you can use the following Communication channels.
  - i. Speak to the person who has been attending to you,
  - ii. Speak to that persons' Supervisor
  - iii. Speak to the Principal
  - iv. Telephone, e-mail and the Website
  - v. Write to us using the addresses given at the end of this chapter
  - vi. Or call us on telephone numbers provided.
  - vii. Raise the matter with the Customer care desk

### **5.3 STUDENTS' COMPLAINTS**

1. Students shall have a right of appeal if they perceive lack of transparency in the conduct of examinations, unfair treatment or poor assessment of their work.
2. Academic office shall create an appeals mechanism to handle students' complaints.
3. The Governing Council shall be the supreme panel of appeal for academic complaints.

### **5.4 APPEAL MECHANISMS**

1. If you are not satisfied with the response from the Action officer attending to you or with the way your complaint is handled, you may refer to:
  - a) Head of Department and if you are not satisfied,
  - b) Principal
  - c) Commissioner, Health Training (Ministry of Education and Sports
  - d) Permanent Secretary, Ministry of Education and Supports
2. We will investigate and handle appeals within 48 hours from receipt.

### **5.5 ACCOUNTABILITY MECHANISM**

We shall monitor performance of this Charter by:

1. Discussing progress of the Charter on a Quarterly basis.
2. Reporting to the quality assurance committee on implementation of the Charter on an annual basis
3. Conduct annual Customer Service surveys to establish client satisfaction levels
4. Conduct quarterly meetings with clients on the commitments in the charter
5. Hold annual public forums with stakeholders on implementation of the charter
6. Recognise our staff for customer service excellence
7. We shall review our charter on an annual basis to incorporate emerging issues as and when they arise
8. Shall conduct a midterm review of the charter to track progress.

## 5.6 PERFORMANCE IMPROVEMENT

We'll set up a system for consistently keeping track of how well we're doing in keeping with our service obligations. The aforementioned commitments, principles, and moral tenets are ones we promise to uphold. Customers are invited to offer feedback on how we're doing as well as ideas for how we may enhance our offerings.

### CONTACTS

*For future information or clarifications, please contact the address below:*

#### **The Principal**

Uganda Institute of Allied Health and Management  
Science - Mulago

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# 4<sup>th</sup> Graduation Ceremony










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