

# **SERVICE CHARTER**

## **DEPARTMENT OF LINGUISTICS AND LANGUAGES.**

### **Foreword**

The Department of Linguistics and Languages is one of the largest departments in University of Nairobi with an estimated population of 2000 student. It has a total of seven sections namely; Kiswahili, German, Arabic, Linguistics, Languages and communication, Translation and Interpretation and Chinese taught at the Confucius institute, which is an integral part of the Department the Linguistics.

The mandate of the Department is to provide teaching services in the areas named above and to conduct research in the relevant areas of human language teaching and research. The department also collaborates with researchers elsewhere in the world.

The Department of Linguistics and Languages is also keen in the production of written works both teaching purposes and fiction.

To achieve this, the Department aims at excellence in the promotion of scholarship in the East African region and the world.

**Prof John Hamu Habwe**

**Chairman, Department of Linguistics and Languages**

## **INTRODUCTION**

The Department of Linguistics and Languages sets the scope and standard that will guide the delivery of services to its students and other clients.

### **Vision**

To be a world class Department at the apex of research in Linguistics and Language and the dissemination of knowledge in Languages.

### **Mission**

To achieve optimal research in Linguistics and Languages and provide world class teaching and be in the lead in publishing and also produce high calibre students who can positively contribute to society.

### **Core values**

- Transparency
- Meritocracy
- Team spirit
- Professionalism
- Responsible corporate citizenship
- Quality service
- Respect for freedom

## **Core functions**

Teaching and learning.

The Department of Linguistics and Languages offers language programmes to both undergraduate and postgraduate students. The postgraduate programmes constitute Masters and PhD programmes.

## **Research**

The Department of Linguistics and Languages is also engaged in the research by both students and academic members of staff in order to produce new knowledge for teaching and sustaining of society.

## **Consultancy**

Members of staff in the Department of Linguistics and Languages also engage in providing consultancy in their areas of expertise.

## **Community service**

Other than teaching and research, the Department is committed to providing community services to the nation and the world at large.

## **Structure and governance**

The department of linguistics and languages has the chairman as its head. The chairman works with various committees that offer advisory service to the chairman and guide the way the department is run in a way that is tandem with the University of Nairobi policies.

## **Principles of service delivery**

- To serve students with equity and respect.
- Provide effective and efficient services.
- Uphold transparency.
- Practice the principles of justice.
- Commit ourselves to the love of the Kenyan nation and patriotism.
- Provide service within adequate time.

## **Departmental clients**

- Students.
- Parents.
- Academics from other Universities.
- Community.
- The general public.
- Alumni.

## **Partners**

- Linkage partners.
- Universities.
- Colleagues in other Universities.
- Other Departments and units of teaching.
- Research collaborators.
- Industry partners.
- Professional bodies.
- Alumni

## **Client expectations**

- Unbiased, efficient delivery of services.
- Timely delivery of services.
- Friendly environment.

## **Feedback**

- The Department has provided a suggestion box where complaints could be channeled.
- The department shall address complaints promptly.

All Comments and feedback on this Service Charter should be

Addressed to:

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