Student Records Office Service Charter

1. The Role of the SRO within the University

The SRO identified the following parts of the UCT mission statement as especially pertinent to our work within the University:

1.1. We strive to provide a superior quality educational experience for undergraduate and postgraduate students:
The SRO plays a role in providing an enabling environment in which superior quality educational experiences can take place. We provide an important part of the administrative infrastructure required to enable such experiences.

1.2. Advancing UCT as an Afropolitan university:
The quality of our administrative systems contribute to UCT's standing as a leader in African and global higher education.

1.3. We strive to provide an affirming environment for our diverse student and staff community:
Given that the SRO serves all members of the University and stakeholders, we have first-hand experience of the diversity of student and staff experiences at UCT. We are responsible for affirming all those experiences in all our varied interactions with the University community.

2. Vision and Mission Statement of the SRO

In light of the above, the SRO envisions an effective, professional, empathetic, helpful SRO that is informed about administrative procedures and policies relating to the student and alumnus experience, and that provides a service that contributes to an efficient and enabling academic environment.

2.1. We strive to:
– Provide an efficient service to all clients
– Improve the quality of academic life and the student experience
– Maintain a happy work environment, and courteous and considerate working relationships within our section and with other departments

2.2. We will:
– Provide and maintain accurate records of academic progress and qualifications
– Serve all clients to the best of our ability
– Acknowledge communication from clients within 2 working days, and respond within 5 working days
– Provide administrative support for all records-related processes

2.3. You, the client, can help us by taking responsibility in the following ways:
– Familiarising yourself with University and SRO processes
– Being prepared when you approach us with a request
– Communicating your needs promptly and articulately
– If you are a student or alumnus, keeping your records and contact information up-to-date via PeopleSoft self-service, or the UCT Alumni Database
– Maintaining professional interactions with us

If you feel you have not received the service we have committed to providing, you can contact Rethar Jansen at rethar.jansen@uct.ac.za or on +2721 650 4508 or Sigi Rich at sigi.rich@uct.ac.za.