

IRIBURIRO

Nshimishishijwe no kubagezaho **IGITABO GIKUBIYEMO SERIVISI ZIHABWA ABAGANA RWANDA TEACHERS COLLEGE (RTC).**

Itegurwa ry'iki gitabo ryashingiye kuri gahunda ya Leta y'ivugurura ry'Inzego z'Imirimo ya Leta; kikaba kigamije gusubiza ibyifuzo by'abagenerwabikorwa, gukorera mu mucyo no gukangurira abakozi kurushaho kwita ku nshingano zabo bubahiriza uko bikwiriye amahame agenga serivisi bagomba gutanga.

Iki gitabo kirerekana kandi icyerekezo, intego, inshingano n'indangagaciro shingiro bya Rwanda Teachers College. Kiribanda kuri serivisi duha abatugana; muri urwo rwego, ushaka serivisi akaba ashobora kubonamo ibiro bishinzwe gutanga serivisi yifuza, ibisabwa kugira ngo ayihabwe n'igihe ntarengwa bifata kugira ngo ayibone amaze kuzuzwa ibyangombwa bisabwa kuri icyo serivisi, ndetse n'uwo yakwiyambaza kugira ngo arenganurwe aramutse adahawe serivisi yashakaga cyangwa atakiriwe uko bikwiriye.

Ishyirwa ahagaragara ry'iki gitabo ni kimwe mu bimenyetso byerekana ko Rwanda Teachers College iha agaciro kandi yimakaje umuco wo kwakirana urugwiro abatugana no kubaha serivisi inoze.

Murakoze!



Dr. Charles GAHIMA

Umuyobozi Mukuru wa Rwanda Teachers College



INTANGIRIRO

Rwanda Teachers College (RTC) ni rimwe mu mashuri ya Leta y'u Rwanda yo ku rwego rw'amashuri makuru, rikaba rihereye mu Murenge wa GAHINI, Akarere ka KAYONZA, mu Ntara y'IBURASIRAZUBA.

Iri shuri rigitangira ryabanje kwitwa « Rukara College of Education » hashingiwe ku cyemezo cy'Inama y'Abaminisitiri yo kuwa 14 Nzeri 2007. Ryatangijwe mu rwego rwo gushaka abarimu bazigisha mu mashuri ya Gahunda y'Amashuri y'Ibanze y'Imyaka icyenda ; rikaba ryarakiriye abanyeshuri ba mbere muri Nzeri 2008.

Mu rwego rw'imivugururire y'imikorere n'imiterere y'ibigo bya Leta hagamijwe kunoza imicungire yabyo no gushaka uko byarushaho kugera ku ntego zabyo habayeho guhuza ubushobozi bwabyo bushingiye ku mutungo w'amafaranga, ibikoresho ndetse n'abakozi, Inama y'Abaminisitiri yo kuwa 16 Ukuboza 2010 yemeje ko amashuri y'inderabarezi ya Rukara na Kavumu ahuzwa agakora ishuri rimwe ryitwa " Rwanda Teachers College (RTC)" rikagira icyicaro i Rukara.

Rwanda teachers College ni ishuri rigamije kwigisha abarimu babigize umwuga bategurirwa kuzigisha amasomo y'indimi, imbonezamubano ndetse n'ay'ubumenyi mu cyiciro rusange cy'amashuri y'Uburezi bw'Ibanze bw'Imyaka Cumi n'Ibiri. Umunyeshuri wize neza akarangiza nyuma y'imyaka ibiri ahabwa impamyabumenyi mu burezi (Diploma in Education with QTS).

II. Icyerekezo n'intego bya Rwanda Teachers College

Icyerekezo (vision) cya Rwanda Teachers College ni "Ukuba ikigo ntangarugero mpuzamahanga mu gutanga ubumenyi mu byo kwigisha no gukora ubushakashatsi".

III. Intego ya Rwanda Teachers College

Rwanda Teachers College ifite intego (mission) yo *"gutanga ubumenyi bwimbitse mu byo kwigisha ku buryo abahize basohoka basobanukiwe bihagije n'umwuga wo kwigisha, kuba ari abarezi bakunda umwuga wabo kandi bafite ubushake bwo guhanga ibyatuma inyigisho batanga zigira impinduka nziza ku by'igihugu cyacu gikeneye kugira ngo kirusheho gutera imbere"*.

IV. Indangagaciro za Rwanda Teachers College

Indangagaciro za Rwanda Teachers College ni :

- Ubwitange mu kazi
- Kudatonesha
- Ubufatanye
- Gukorera mu mucyo

- Guhanga
- Kwitanga
- Umurimo unoze kandi wihuse
- Guhozaho mu kwiyungura ubumenyi

V. Ibikorwa by'ingenzi Teachers College igamije (objectives)

Muri rusange, turashaka ko :

1. Rwanda Teachers College iba ikigo ntangarugero mu byo kwigisha, mu bushakashatsi no mu by'imbonezamubano ku rwego rw'akarere n'urw'isi;
2. Kugeza ku banyeshuri ryigisha gahunda z'uburezi bufite ireme zituma bamenya neza umwuga wo kwigisha kandi bakarushaho kugira ubushobozi bwo gutekereza bya gihanga;
3. Gushyiraho gahunda y'igihe kirekire yo gushaka abakozi bashoboye kandi bahagije;
4. Gutangira gahunda yo kwigisha mu mpera z'icyumweru no mu biruhuko hagamijwe gufasha abarimu bo mu mashuri abanza kongera ubumenyi n'ubushobozi;
5. Gushyiraho gahunda ya nimugoroba yo kwigisha ururimi rw'Icyongereza n'ikoranabuhanga ku bantu baturaye ikigo babyifuza.

VI. SERIVISI ZITANGWA NA RWANDA TEACHERS COLLEGE (RTC)

VI. Serivisi zitangwa n'Ubuyobozi bushinzwe Amasomo no Kwemerera Abanyeshuri

VI.1. Kwemerera abanyeshuri bashaka kwiga muri RTC

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p><i>RTC yakira abanyeshuri barihirwa na Leta n'abirihira mu mashami akurikira haba muri Gahunda y'Iminsi y'Amasomo Isanzwe cyangwa iyo mu Mpera z'Icyumweru n'Ibiruhuko:</i></p> <ul style="list-style-type: none"> ▪ <i>Igifaransa-Icyongereza n'Uburezi (FEE)</i> ▪ <i>Ikinyarwanda-Icyongereza n'Uburezi(KEE)</i> ▪ <i>Igiswayire –Icyongereza n'Uburezi (SEE)</i> ▪ <i>Amateka-Ubumenyi bw'Isi n'Uburezi(HGE)</i> ▪ <i>Guhanga Imirimo n'Uburezi (ENE)</i> 								
<p>Iyi serivisi itangwa ryari?</p>	<p><i>Kuwa mbere kugeza kuwa gatanu, kuwa saa moya kugeza saa kumi n'imwe za nimugoroba.</i></p>								
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Abanyeshuri barihirwa na Leta boherezwa n'Ikigo Gishinzwe Uburezi bw'Igihugu. Biyandikisha guhera muri Gicurasi kugeza muri Nyakanga.</i></p> <p><i>Abashaka kwiga birihira bakurikira Gahunda y'Iminsi y'Amasomo Isanzwe batanga amadosiye abisaba guhera mu ntangiriro z'ukwezi kwa Nyakanga. Abatoranyijwe biyandikisha guhera mu mpera z'ukwezi kwa Nyakanga.</i></p> <p><i>Abanyeshuri bose biga muri gahunda ihoraho batangira amasomo muri Nzeri.</i></p> <p><i>Abashaka gukurikira Gahunda y'Impera z'Icyumweru n'Ibiruhuko babisaba guhera muri Nzeri kugeza mu Ukwakira. Abatoranyijwe biyandikisha guhera mu Ugushyingo kugeza mu Ukuboza. Amasomo atangira muri Mutarama.</i></p> <p><i>Abanyeshuri bimukira mu wundi mwaka bagomba kuba barangije kwiyandikisha mbere y'iminsi itatu kugira ngo amasomo atangire.</i></p>								
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Iyi serivisi yishyurwa ku buryo bukurikira:</i></p> <table border="1" data-bbox="638 1633 1503 1831"> <tr> <td data-bbox="638 1633 954 1717"><i>Amafaranga atangwa</i></td> <td data-bbox="954 1633 1182 1717"><i>Icyo atangirwa</i></td> <td data-bbox="1182 1633 1503 1717"><i>Uyatanga</i></td> </tr> <tr> <td data-bbox="638 1717 954 1831"><i>5000 frw</i></td> <td data-bbox="954 1717 1182 1831"><i>Kwiga idosiye</i></td> <td data-bbox="1182 1717 1503 1831"><i>Umunyeshuri wirihira; icyitonderwa : urihirwa na Leta ntayo</i></td> </tr> </table>			<i>Amafaranga atangwa</i>	<i>Icyo atangirwa</i>	<i>Uyatanga</i>	<i>5000 frw</i>	<i>Kwiga idosiye</i>	<i>Umunyeshuri wirihira; icyitonderwa : urihirwa na Leta ntayo</i>
<i>Amafaranga atangwa</i>	<i>Icyo atangirwa</i>	<i>Uyatanga</i>							
<i>5000 frw</i>	<i>Kwiga idosiye</i>	<i>Umunyeshuri wirihira; icyitonderwa : urihirwa na Leta ntayo</i>							

			atanga
	30000 frw	kwiyaandikisha	Buri munyeshuri yaba urahirwa na Leta cyangwa uwirihira
	3000 frw	Ubwisungane mu Kwivuza	Umunyeshuri urahirwa na Leta n'uwirihira ukurikira Gahunda y'Amasomo y' Iminsi Isanzwe bonyine.
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<p><i>Mu kwiyaandikisha hasabwa :</i></p> <ul style="list-style-type: none"> ▪ Fotokopi ebyiri z'impamyabumenyi y'amashuri yisumbuye ziriho umukono wa noteri ▪ Fotokopi y'indangamuntu ▪ Amafoto abiri magufi ya vuba ▪ Urupapuro rwa banki rwishyuriweho amafaranga yo kwiyaandikisha ▪ icyemezo cya muganga wemewe na Leta <p><i>Ku bashaka kwiga birihira, mu gusaba umwanya hasabwa :</i></p> <ul style="list-style-type: none"> ▪ Fotokopi ebyiri z'imyamyabumenyi y'amashuri yisumbuye. Usaba agomba kuba afite amasomo nibura abiri ahuye n'ibyo ashaka kwiga yatsinze cyane; ▪ Fotokopi y'indangamuntu; ▪ Amafoto abiri magufi ya vuba; ▪ Urupapuro rwa banki rwishyurweho amafaranga yo kwiga dosiye; ▪ icyemezo cya muganga wemewe na Leta. 		
Binyura mu zihye nzira kugira ngo uyihabwe?	<p><i>Niba uri umunyeshuri uziga urahirwa na Leta ukaba ushaka kwiyaandikisha,</i></p> <ul style="list-style-type: none"> ▪ Jya ku Biro by'Umucangamari umuhe urupapuro rwa banki wishyuriyeho amafaranga yo kwiyaandikisha; na we araguhira urupapuro rwerekana ko yakiriye urupapuro wishyuriyeho ; ▪ Jyana rwa rupapuro mu Biro by'Umukozi ushinze Kwandika Abanyeshuri kugira ngo aguhe ifishi yo kwiyaandikisha maze uyuzuze; ▪ Niba urangije baraguhira urupapuro rwemeza ko wemewe nk'umunyeshuri kandi ko wiyandikishije. <p><i>Niba ushaka kuziga wirihira,</i></p> <ul style="list-style-type: none"> ▪ Andikira urwandiko rubisaba rwandikirwa Umuyobozi Wungirije ushinze Amasomo ushyireho 		

	<p><i>ibyangombwa byose bisabwa nk'uko byagaragajwe haruguru;</i></p> <ul style="list-style-type: none"> ▪ <i>Niba dosiye yawe yuzuye yitange mu Biro by'Umukozi ushinzwe Kwandika Abanyeshuri; arakwereka urupapuro rwabigenewe wiyandikeho maze usinye;</i> ▪ <i>Urangije uzajye ukurikirana ko urutonde rw'abatoranyijwe bujuje ibisabwa rwashyizwe ahagaragara. Bizanyuzwa mu bitangamakuru, ku mbuga ya interineti www.rtc.ac.rw n'ahasanzwe hamanikwa amatangazo. Uru rutonde rushyirwa ahagaragara nyuma y'icyumweru kimwe uhereye ku itariki bahagarikiyeho kwakira amadosiye.</i> <p><i>Mu kwiwandikisha :</i></p> <ul style="list-style-type: none"> ▪ <i>Niba uri ku rutonde rw'abatoranyijwe, jya kwishyura amafaranga yo kwiwandikisha maze uzane uruparuro wishyuriyeho uruhe Umucungamari na we aguhe icyemezo cy'uko wishyuye;</i> ▪ <i>Urangije urajyana icyo cyemezo ku Biro by'Umukozi ushinzwe Kwandika Abanyeshuri aguhe ifishi wuzuzwa ;</i> ▪ <i>Urangije araguha urupapuro rwemeza ko wemerewe kwiga kandi ko wiyandikishije;</i> ▪ <i>Uzakurikirane itangazo rimenyesha itariki yo gutangira amasomo. Rizanyuzwa mu bitangamakuru, ku mbuga ya interineti rinashyirwe ahasanzwe hamanikwa amatangazo.</i>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p><i>Unyura kuri Banki ya Kigali kwishyura amafaranga ya serivisi ushaka. Numero ya konti ya Rwanda Teachers College ni 00059-0305832-13.</i></p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p><i>Ibibazo bitabonewe ibisubizo bishobora gushyikirizwa Umuyobozi Ushinzwe Amasomo no Kwemerera Abanyeshuri .</i></p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyi serivisi?</p>	<ul style="list-style-type: none"> ▪ <i>Ushobora gusura urubuga rwa interineti www.rtc.ac.rw ukabonaho amakuru ahagije ;</i> ▪ <i>Umunyeshuri ushaka kwiwandikisha kandi igihe cyagenwe cyararenze acibwa amafaranga y'ubukererwe 5000 niba cyongeweho kitararangira;</i> ▪ <i>Iyo amasomo yamaze gutangira nta munyeshuri wemererwa kwiyandikisha.</i>

Impapuro zuzuzwa	<i>Impapuro zuzuzwa ziboneka mu Buyobozi bushinzwe Amasomo no Kwemerera Abanyeshuri.</i>
Ibyangombwa n'amategeko	bisabwa <i>Amategeko agenga Abanyeshuri</i>

VI.2. Gutanga impapuro zirebana n'imyigire y'abanyeshuri n'izindi bakenera

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Iyi serivisi ihabwa umunyeshuri wa RTC n'uwigeze kuba we.</i>
Serivisi itangwa ryari?	<i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya za mu gitondo kugeza saa kumi n'imwe za nimugoroba</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ibyangombwa usaba biboneka umunsi wabisabiyeho mu gihe ibyangombwa watanze byuzuye.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Iyi serivisi ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Fotokopi y'indangamuntu</i> ▪ <i>Amafoto abiri magufi ya vuba</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Jya ku Biro by'Ushinzwe Kwandika; Abanyeshuri utange idosiye yawe;</i> ▪ <i>Niba watanze idosiye yuzuye urategereza isaha imwe maze icyangombwa ushaka ugihabwe.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi).	<i>Banki ya Kigali</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi cyangwa utakiriwe neza?	<i>Ushobora kwiyambaza Umuyobozi ushinzwe Amasomo no Kwemerera Abanyeshuri, byakwanga ukareba Umuyobozi Wungirije ushinzwe Amasomo.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ushobora gusura urubuga rwa interineti www.rtc.ac.rw</i>
Impapuro zuzuzwa	<i>Fishi biyandikishirizaho</i>
Ibyangombwa bisabwa n'amategeko	<i>Amategeko agenga abanyeshuri</i>

VI.3. Ibibazo byo gucikanwa gukora ibizamini cyangwa ayandi masuzumabumenyi yakozwe no gusaba kongera gukosorwa

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umunyeshuri wese utarakoze ibizamini, isuzumabumenyi runaka afite impamvu ifatika cyangwa se akaba atishimiye uburyo yakosowe, afite uburenganzira bwo gusaba ikizamini kihariye cyangwa irindi suzumabumenyi. Ashobora kandi gusaba ko ikayi ye y'ikizamini yongera gukosorwa mu gihe atemera amanota yabonye.</i>
Serivisi itangwa ryari?	<i>Ku wa mbere kugeza ku wa gatanu, saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iminsi ibiri</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Iyi serivisi ntiyishyuzwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Ibaruwa isaba uburenganzira bwo guhabwa ikizamini kihariye yandikirwa Umuyobozi w'Ishami ry'Uburezi</i> ▪ <i>Fotokopi y'ikarita iranga umunyeshuri</i> ▪ <i>Impapuro zerekana ko ibyo uvuga ari ukuri.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<i>Gutanga urwandiko rusaba iyi serivisi mu Biro by'Umuyobozi w'Ishami ry'Uburezi hanyuma ukagaruka gufata igisubizo bukeye ku munsu ukurikiyeho.</i>
Ese hari izindi nzego bisaba kunyuramo? Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntaho</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Mu gihe utanyuzwe ushobora kwiyambaza Umuyobozi ushinze Kwandika Abanyeshuri no Kwemerera Abanyeshuri, byakwanga ukiyambaza Umuyobozi Wungirije Ushinzwe Amasomo.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ushobora gusura urubuga rwa interineti www.rtc.ac.rw</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Impapuro zisabwa n'amategeko	<i>Amategeko agenga Abanyeshuri</i>

VI.4. Guha abanyeshuri ayandi makarita aranga umunyeshuri n'ay' ibizamini mu gihe babuze aya mbere.

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umunyeshuri uwo ari we wese wataye ikarita y'umunyeshuri cyangwa imwemerera gukora ibizamini ashobora kwandika asaba iyindi.</i>
Serivisi itangwa ryari?B	<i>Kuwa mbere kugeza ku wa gatanu, saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ikarita y'umunyeshuri iboneka nyuma y'iminsi itatu naho iy'ikizamini itangwa uwo mwanya ikimara gusabwa.</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ntiyishuzwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<i>Fotokopi y'urupapuro wahawe umaze kwiyandikisha cyangwa ikindi cyangombwa kigaragaza ko uri umunyeshuri wa RTC.</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Jya ku Biro by'Ubuyobozi bushinzwe Amasomo no Kwemerera Abanyeshuri maze uvuge icyo wivuzza;</i> ▪ <i>Tegereza akanya ubone indi karita y'ikizamini niba ari yo ushaka. Niba ari ikarita y'umunyeshuri yo uzayibona nyuma y'iminsi itatu.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utanyuzwe ushobora kwiyambaza Umuyobozi Wungirije Ushinzwe Amasomo ukabikora mu nyandiko cyangwa mukavugana.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ushobora gusura urubuga www.rtc.ac.rw</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Impapuro zisabwa n'amategeko	<i>Amategeko agenga Abanyeshuri.</i>

VI.5. Guha abanyeshuri barangije amashuri impamyabumenyi n'indangamanota zabo

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Abanyeshuri barangirije muri Rwanda Teachers College bemerewe gusaba impamyabumenyi n'indangamanota zabo.</i>
Serivisi itangwa ryari?	<i>Ku wa mbere kugeza ku wa gatanu, saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ubihabwe ku munsu wabisabiyeho</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ntiyishuzwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Urwandiko rusaba impamyabumenyi cyangwa indangamanota</i> ▪ <i>Urupapuro rwa banki wishyuriyeho amafaranga 10000 frw niba mu gihe cyo gutanga impamyabumenyi ku mugaragaro utaratanze 20000frw y'ikanzu ;</i> ▪ <i>Urupapuro rwasinyweho na serivisi z'ikigo rwerekana ko nta deni cyangwa ikintu cy'umutungo w'ikigo ufite;</i> ▪ <i>Fotokopi y'indangamuntu.</i>
Binyura mu zihe nzira kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Jya ku Biro by'Ubuyobozi bushinzwe Amasomo no Kwemerera Abanyeshuri utange urwandiko wanditse hamwe n'ibindi byangombwa bisabwa;</i> ▪ <i>Tegereza isaha imwe uhabwe icyangombwa ushaka.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Banki ya Kigali niba ugomba gutanga 10000 Frw nk'uko byasobanuwe haruguru.</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Iyo utanyuzwe ushobora kwiyambaza Umuyobozi Ushinzwe Amasomo no Kwemerera Abanyeshuri. Iyo bidakunze wandikira Umuyobozi Wungirijwe Ushinzwe Amasomo cyangwa mukavugana.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Buri munyeshuri warangije ugomba guhabwa impamyabumenyi ku mugaragaro asabwa gutanga 10000 Frw yo gukodesha ikanzu yabigenewe asubizwa iyo yagaruye iyo kanzu, akanatanga umuzanzu wa 10000 Frw agenda mu myiteguro</i>

	<i>y'uwo munsu mukuru.</i> <i>Aya mafaranga yose ashyirwa kuri konti y'Ishuri nomero 00059-0305832 iri muri Banki ya Kigali.</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Impapuro n'amategeko zisabwa	<i>Amategeko agenga Abanyeshuri.</i>

VI. 2. SERIVISI ZITANGWA N'IBIRO BY'UMUKURU W'ISHAMI RY'UBUREZI

VI.2.1. Gusaba uburenganzira bwo gusubika amasomo

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p><i>Umunyeshuri wiyandikishije wahuye n'ikibazo cyumvikana kimubuza gukomeza amasomo ashobora gusaba iyi serivisi.</i></p> <p><i>Icyo kibazo ni nk'icy'uburwayi, icy'imibereho mu muryango, icy'amikoro make n'ibindi. Iki kibazo kigomba kandi gusobanurwa neza mu rwandiko umunyeshuri yandika asaba gusubika amasomo.</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Kuwa mbere kugeza ku wa gatanu, saa moya za mugitondo kugeza saa kumi n'imwe za nimugoroba.</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Mu gihe ibyangombwa byuzuye, igisubizo kiboneka nyuma y'umunsi umwe.</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Iyi serivisi ntiyishyurwa</i></p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<p><i>Urwandiko rwandikirwa Umukuru w'Ishami ry'Uburezi usobanura neza impamvu ushaka gusubika amasomo. Ugomba buri gihe kugaragaza nomero wiyandikishirijeho.</i></p>
<p>Binyura mu zihe nzira kugirango uyihabwe?</p>	<ul style="list-style-type: none"> ▪ <i>Kwandikira Umukuru w'Ishami ry'Uburezi uyitange mu biro bye maze baguhe ifishi yo kuzuza ukoremo ebyiri(imwe izaba iyawe indi ibikwe mu kigo) noneho uzitange mu biro hamwe n'urwandiko rwawe</i> ▪ <i>Tegereza byibuze amasaha abiri nyuma yaho ugaruke gufata igisubizo.</i>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p><i>Isubikwa ry'amasomo ku mu nyeshuri wese urihirwa na Leta rigomba kumenyeshwa Ikigo Gishinzwe Uburezi bw'Igihugu (REB), kandi umunyeshuri ni we ugomba gukurikirana niba byarakozwe.</i></p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p><i>Ushobora kwiyambaza Umuyobozi Wungirije Ushinzwe Amasomo mu gihe utanyuzwe na serivisi wahawe.</i></p>
<p>Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?</p>	<p><i>-Igihe cyemewe n'amategeko cyo gusubika amasomo ni umwaka umwe. Uwurengeje atakaza uburenganzira ku mwanya yari afite.</i></p> <p><i>-Gusoma Amategeko agenga Abanyeshuri no gusura buri</i></p>

	<i>gihe urubuga rwa interineti www.rtc.ac.rw</i>
Impapuro zuzuzwa	<i>Impapuro basabiraho gusubika amasomo</i>
Ibyangombwa n'amategeko	bisabwa <i>Amategeko agenga Abanyeshuri</i>

VI.2.2. Gusaba uburenganzira bwo gukora ibizamini cyangwa andi masuzumabumenyi byihariye

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p><i>Umunyeshuri wese utarashoboye gukora ikizamini cyangwa isumabumenyi runaka ku mpamvu ifatika nk'uko bikubiye mu Mategeko agenga Abanyeshuri yemerewe guhabwa iyi serivisi.</i></p>
<p>Serivisi itangwa ryari?</p>	<p><i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya kugeza saa kumi n'imwe za nimugoroba</i></p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p><i>Umunsi umwe</i></p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p><i>Iyi serivisi ntiyishyurwa</i></p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<ul style="list-style-type: none"> ▪ <i>Ibaruwa isaba uburenganzira bwo gukora ikizamini kihariye cyangwa irindi suzumabumenyi cyangwa kongera gukosorwa;</i> ▪ <i>Icyemezo mpamo cy'uko ibyo usaba ari byo koko; urugero: urupapuro rwa muganga mu gihe wagize ikibazo cy'uburwayi, icyemezo cy'amavuko y'umwana niba byaratewe no kubyara.</i>
<p>Binyura mu zihe nzira kugirango uyihabwe?</p>	<ul style="list-style-type: none"> ▪ <i>Andikira urwandiko Umukuru w'Ishami ry'Uburezi</i> ▪ <i>Uzuza ifishi yabigenewe mo kopi ebyiri</i> ▪ <i>Jyana urwandiko wanditse, ifishi wujuje n'impapuro zisobanura ikibazo cyawe mu Biro by'Umukuru w'Ishami ry'Uburezi;</i> ▪ <i>Uzagaruka gufata igisubizo bukeye ku munsi ukurikiyeho.</i>
<p>Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)</p>	<p><i>Biterwa n'imiterere y'ikibazo cy'umunyeshuri n'impapuro zizamufasha gusobanura neza ikibazo cye.</i> <i>Urugero: Kujya kwa muganga wivurijemo cyangwa aho byariye, n'ibindi.</i></p>
<p>Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?</p>	<p><i>Uramutse utanyuzwe wakwiyambaza Umuyobozi Wungirije ushinzwe Amasomo.</i></p>

Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Gusoma Amategeko agenga Abanyeshuri kandi wasura urubuga rwa interineti www.rtc.ac.rw.</i>
Impapuro zuzuzwa	<i>Ziboneka mu Biro by'Umukuru w'Ishami ry'Uburezi</i>
Ibyangombwa bisabwa n'amategeko	<i>Amategeko agenga Abanyeshuri</i>

VI.2.3. Gutanga uburenganzira bwo guhindura gahunda yo gukurikirana amasomo

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Umunyeshuri wirihira afite uburenganzira bwo guhindura gahunda yo gukurikirana amasomo; ashobora gukurikira Gahunda y'Iminsi y'Amasomo Isanzwe cyangwa iy'Impera z'Icyumweru n'Ibiruhuko mu gihe afite impamvu yumvikana.</i>
Serivisi itangwa ryari?	<i>Ku wa mbere kugeza ku wa gatanu, kuva saa moya kugeza saa kumi n'imwe zanimugoroba</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Ukwezi kumwe</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Iyi serivisi ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Ibaruwa yandikirwa Umukuru w'Ishami ry'Uburezi</i> ▪ <i>Kuzuzwa ifishi yabigenewe</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Andikira Umukuru w'Ishami ry'Uburezi ibaruwa isaba guhindura gahunda yo gukurikirana amasomo;</i> ▪ <i>Uzuzwa Ifishi yabigenewe mo kopi ebyiri;</i> ▪ <i>Tanga urwandiko rwawe n'ifishi wujuje mu Biro by'Umukuru w'Ishami ry'Uburezi.</i> ▪ <i>Uzagaruka kureba igisubizo nyuma y'ukwezi.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe wakwiyambaza Umuyobozi Wungirije ushinze Amasomo ukabikora mu nyandiko cyangwa mukavugana.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<p><i>Kwandika usaba guhindura gahunda yo gukurikirana amasomo bikorwa byibuzwe hasigaye ukwezi kumwe ngo amasomo atangire.</i></p> <p><i>Guhindura gahunda yo gukurikira amasomo byemezwa</i></p>

		<i>n'Inama y'Ikigo Ishinzwe Amasomo n'Imyigire.</i>
Impapuro zuzuzwa		<i>Ziboneka mu Biro by'Umukuru w'Ishami ry'Uburezi</i>
Ibyangombwa n'amategeko	bisabwa	<i>Amategeko agenga Abanyeshuri</i>

VI.3. Serivisi zitangwa n'Ubuyobozi bushinzwe Imibereho Myiza y'Abanyeshuri

VI.3.1. Kubungabunga ubuzima bw'abanyeshuri no kubaha ubuvuzi bw'ibanze

Serivisi ni iyihe? Nujuje ibisabwa?	Umunyeshuri wese ugize ikibazo cy'uburwayi ahabwa ubuvuzi bw'ibanze
Serivisi itangwa ryari?	Iminsi yose y'akazi n'ikindi gihe cyose hari umunyeshuri ukeneye iyi serivisi. Umuforomo aboneka buri gihe mu minsi y'akazi n'ikindi gihe amenyeshajwe ko hari umunyeshuri ukeneye ubufasha.
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	Uwo mwanya
Niba serivisi yishyurwa, igiciro ni ikihe?	Ubwishyu buva ku Bwisungane bwo Kwivuza
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	Ikarita y'Umunyeshuri n'iy'Ubwisungane mu Kwivuza
Binyura mu zihe nzira kugirango uyihabwe?	Niba wumva urwaye, jya kureba Umuforomo wa RTC umubwire ikibazo ufite na we azagufasha uko bikwiye.
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	Kuri Banki ya Kigali kwishyura amafaranga y'Ubwisungane mu Kwivuza.
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	Utanyuzwe wakwiyambaza Umuyobozi Ushinzwe Imibereho Myiza y'Abanyeshuri, bidashobotse wareba Umuyobozi w'Ubutegetsi n'Imari.
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	Ntabwo
Impapuro zuzuzwa	Impapuro zabigenewe ziboneka mu Biro by'Umukozi Ushinzwe Siporo n'Umuco no mu by'Umuforomo.

Ibyangombwa n'amategeko	bisabwa	Amategeko agenga Abanyeshuri
------------------------------------	----------------	------------------------------

VI. 3.2. Guha abanyeshuri amacumbi

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Ikigo umunyeshuri wese wiga ku buryo buhoraho cyangwa uwirihira ushaka icumbi mu kigo yandika abisaba.</i>
Serivisi itangwa ryari?	<i>Kuwa mbere kugeza kuwa gatanu, kuva isaa moya kugeza isaa kumi n'imwe za nimugoroba.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Uwo mwanya</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>4000 Frw ku kwezi</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Urupapuro rwemeza ko wiyandikishije</i> ▪ <i>Urwandiko rusaba icumbi</i>
Binyura mu zihe nzira kugirango uyihabwe?	<p><i>Niba wifuza gucumbikirwa n'ikigo, andikira urwandiko Umuyobozi w'Imibereho Myiza y'Abanyeshuri mu gihe wararangije kwiyandikisha;</i></p> <ul style="list-style-type: none"> ▪ <i>Jyana urwo rwandiko mu Biro by'Umukozi ushinzwe Amacumbi;</i> ▪ <i>Uzategereza byibuze ibyumweru bibiri mbere y'itangira ry'amasomo;</i> ▪ <i>Ilisiti y'abemerewe amacumbi izashyirwa ahasanzwe hamanikwa amatangazo no ku rubuga rwa interineti www.rtc.ac.rw</i> ▪ <i>Niba waribonye ku ilisiti y'abemerewe amacumbi uzitwaze fotokopi y'urupapuro wahawe umaze kwiyandikisha;</i> ▪ <i>Uzitwaza kandi urupapuro rwa banki wishyuriyeho icumbi;</i> ▪ <i>Uzajya mu Biro by'Umucungamari utange urwo rupapuro rwa banki maze uhabwe icyemezo cy'uko wishyuye;</i> ▪ <i>Uzerekana icyo cyemezo ubone guhabwa urufunguzo rw'icyumba wagenewe.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura	<i>Banki ya Kigali</i>

igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe wakwiyambaza Umuyobozi Ushinzwe Imibereho Myiza y'Abanyeshuri, bidashobotse wareba Umuyobozi w'Ubutegetsi n'Imari.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Gusoma no kubahiriza ibikubiye mu nyandiko y'Amabwiriza agenga Amacumbi muri Rwanda Teachers College.</i>
Impapuro zuzuzwa	<i>Impapuro zabigenewe ziboneka mu Biro by'Umukozi Ushinzwe Siporo n'Umuco.</i>
Ibyangombwa bisabwa n'amategeko	<i>Amategeko agenga Abanyeshuri n'Amabwiriza agenga Amacumbi muri RTC.</i>

VI. 5.1. Serivisi zitangwa n’Isomero

VI.5.1. Gutiza no gutirura ibitabo

<i>Serivisi ni iyihe? Nujuje ibisabwa?</i>	<i>Abanyeshuri n’abakozi ba RTC bafite uburenganzira bwo gutira ibitabo no kubitirura.</i>
<i>Serivisi itangwa ryari?</i>	<i>Kuwa mbere kugeza kuwa gatanu kuva isaa moya kugeza isaa mbiri za nimugoroba no ku wa gatandatu kuva saa moya kugeza kugeza saa kumi n’imwe ndetse no ku cyumweru kuva saa mbiri kugeza saa saba.</i>
<i>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</i>	<i>Uwo mwanya</i>
<ul style="list-style-type: none"> ▪ <i>Niba serivisi yishyurwa, igiciro ni ikihe?</i> 	<ul style="list-style-type: none"> ▪ <i>Ntiyishyurwa</i>
<ul style="list-style-type: none"> ▪ <i>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</i> 	<ul style="list-style-type: none"> ▪ <i>Nomero iranga umunyeshuri n’Inomero ya telefoni cyangwa kimwe muri byo.</i>
<ul style="list-style-type: none"> ▪ <i>Binyura mu zihe nzira kugirango uyihabwe?</i> 	<p><i>Niba ushaka igitabo umarana igihe gito (udasohokana mu Isomero):</i></p> <ul style="list-style-type: none"> ▪ <i>Reba igitabo wifuza mu itonde ryakozwe n’Isomero rigaragaza ibitabo bihaboneka;</i> ▪ <i>Andika ku gapapuro kabigenewe amazina; y’umwanditsi w’igitabo n’inomero yacyo;</i> ▪ <i>Ako gapapuro uragaha umukozi w’Isomero maze utegereze akanya akurebere igitabo ushaka;</i> ▪ <i>Niba akiguhaye reba aho wicara habigenewe maze usome</i> ▪ <i>Nurangiza urasubiza igitabo umukozi w’Isomero mbere yo gusohoka.</i> <p><i>Niba ushaka igitabo uzamarana iminsi:</i></p> <ul style="list-style-type: none"> ▪ <i>Reba icyo wifuza mu itonde ry’isomero rigaragaza ibitabo bihaboneka</i> ▪ <i>Andika ku gapapuro kabigenewe amazina y’umwanditsi w’igitabo ushaka n’inomero ikiranga;</i> ▪ <i>Ako gapapuro uragaha umukozi w’Isomero akigushakire ubone kuzuza ifishi batiriraho ibitabo ;</i> ▪ <i>Uzibuke gutirura icyo gihe bitarenze iminsi 15 niba ari igitabo gisanzwe cyangwa 30 mu gihe ari igitabo</i>

	<i>kiri mu ngeri z'ibitabo by'inkuru ndende.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe wakwiyambaza Umuyobozi w'Isomero, byakwanga ukareba Umuyobozi Wungirije ushinzwe Amasomo.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ushobora kubona ibindi bitabo biboneka hifashishijwe uburyo bw'ikoranabunga. Reba http://www.perii.inasp.info</i>
Impapuro zuzuzwa	<i>Ifishi n'Igitabo by'Isomero byabigenewe</i>
Ibyangombwa bisabwa n'amategeko	<i>Amabwiriza agenga Isomero muri RTC.</i>

VI.5. Serivisi zitangwa n'Ibiro by'Umuhuzabikorwa wa Gahunda y'Imenyerezamwuga

VI.5.1. Gufasha abanyeshuri gukora imenyerezamwuga

<p>Serivisi ni iyihe? Nujuje ibisabwa?</p>	<p>Imenyerezamwuga rikorwa na buri munyeshuri watsinze imbumba z'amasomo y'umwaka wa mbere n'ay'uwa kabiri abanziriza iyi gahunda.</p> <p>Ibiro by'Umuhuzabikorwa wa Gahunda ry' Imenyerezamwuga bifasha abanyeshuri muri ibi bikurikira:</p> <ul style="list-style-type: none"> ▪ Gusobanurira abanyeshuri uko gahunda y'imenyerezamwuga iteye n'uko igomba gukorwa; ▪ Gushyira abanyeshuri mu bigo by'amashuri; ▪ Kwakira no gukemura ibibazo abanyeshuri bahura na byo mu gihe cy' imenyerezamwuga; ▪ Guha abanyeshuri uburenganzira bwo gutanga ibitabo by'ubushakatsi banditse; ▪ Gusinyira abanyeshuri impapuro bakenera zirebana n'imenyerezamwuga.
<p>Serivisi itangwa ryari?</p>	<p>Kuwa mbere kugeza kuwa gatanu kuwa isaa moya kugeza isaa kumi n'imwe za nimugoroba.</p>
<p>Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?</p>	<p>Uwo mwanya</p>
<p>Niba serivisi yishyurwa, igiciro ni ikihe?</p>	<p>Ntiyishyurwa</p>
<p>Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?</p>	<ul style="list-style-type: none"> ▪ Ifishi ya bigenewe yuzuzwa n'umunyeshuri ugomba kujya gukora imenyerezamwuga; ▪ Icyemezo cyo gutanga igitabo cy'ubushakashatsi cyanditswe n'umunyeshuri.
<p>Binyura mu zihe nzira kugirango uyihabwe?</p>	<ul style="list-style-type: none"> ▪ Uzatoranya ikigo cy'ishuri wifuza gukoreramo imenyerezamwuga hashingiwe ku mabwiriza agenga iyi gahunda; ▪ Uramutse ugize ikibazo cyo kutabona ikigo cy'ishuri uzimenyerezamo wabibwira Umuhuzabikorwa wa Gahunda y'Imenyerezamwuga akabigufashamo; ▪ Icyemezo cyo gutanga igitabo cy'ubushakashatsi wanditse uzagihabwa ari uko warangije imenyerezamwuga neza kandi wanamurikiye ibiro

	<i>bibishinzwe igitabo cy'ubushakashatsi wakoze.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe wakwiyambaza Umukuru w'Ishami ry'Uburezi</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugirango ubone iyo serivisi?	<i>Imenyerezamwuga rimara amezi 6, kandi umunyeshuri uririmo akaba arihirwa na Leta agenerwa 20000 frw yo kumufasha mu mibereho.</i>
Impapuro zuzuzwa	<ul style="list-style-type: none"> ▪ <i>Amabwiriza arebana n'imenyerezamwuga;</i> ▪ <i>Inyandiko igaragaza umushinga w'ubushashatsi;</i> ▪ <i>Ifishi yuzuzwa n'umunyeshuri ugiye gukora imenyerezamwuga;</i> ▪ <i>Icyemezo cyo gutanga umushinga w'ubushakashatsi uzakora;</i> ▪ <i>Urwandiko rwemeza ko umunyeshuri yemerewe gukora imenyerezamwuga mu kigo agiyeho;</i> ▪ <i>Ifishi y'isuzuma A & B</i>
Ibyangombwa bisabwa n'amategeko	<i>Amategeko agenga Abanyeshuri.</i>

VI.6. Serivisi zitangwa n'Ubuyobozi bw'Ubutegetsi n'Imari

VI.6.1. Kwishyura inyemezabuguzi z'abahaye ikigo serivisi

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Abantu cyangwa ba rwiyemezamirimo bafite serivisi bahaye ikigo bishyurwa hashingiwe ku nyemezabuguzi batanze n'amasezerano y'akazi bakoze.</i>
Serivisi itangwa ryari?	<i>Kuwa mbere kugeza kuwa gatanu kuwa isaa moya kugeza isaa kumi n'imwe za nimugoroba.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iminsi 5</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Kopi enye z'inyemezabuguzi;</i> ▪ <i>Urupapuro rwasinywe n'impande zombi zifitanye amasezerano rwemeza ko serivisi yishyurizwa yahawe ikigo koko;</i> ▪ <i>Fotokopi y'amasezerano ajyana na serivisi yishyurizwa;</i> ▪ <i>Raporo yerekana ko imirimo cyangwa serivisi yishyurizwa yakozwe;</i> ▪ <i>Nomero ya konti ya banki y'uwishyuza;</i> ▪ <i>Kugaragaza aderesi uwishyuza abarizwaho (Nomero ya telefoni na na aderesi y'ubutumwa bunyuzwa kuri interineti niba ihari).</i>
Binyura mu zihe nzira kugirango uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Jya mu Bunyamabanga Rusange bwa RTC utangeyo dosiye yawe yose nk'uko bigaragara haruguru;</i> ▪ <i>Niba ibyangombwa byawe byose byuzuye, uzategereza byibuze iminsi 5 kugira ngo ube wishyuwe.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi	<i>Ntazo</i>

byangombwa)	
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Utanyuzwe wakwiyambaza Umuyobozi Mukuru wa Rwanda Teachers College ubinyujije mu nyandiko cyangwa mukavugana. Inyandiko yawe ushobora kuyinyuza kuri info@rtc.ac.rw.</i>
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone iyo serivisi?	<i>Ushobora gusura urubuga rwa interineti www.rtc.ac.rw ukarushaho kubona amakuru ahagije.</i>
Impapuro zuzuzwa	<i>Ntazo</i>
Ibyangombwa bisabwa n'amategeko	<i>Igitabo gikubiyemo Amabwiriza agenga Imikoreshereze n'Imicungire y'Imari ya Leta.</i>

VI . 6.2. Gusubiza amafaranga yishyuwe bitari ngombwa

Serivisi ni iyihe? Nujuje ibisabwa?	<i>Uwibeshye agashyira amafaranga kuri konti ya Rwanda Teachers College ashobora gusaba kuyasubizwa akurikije inzira ziteganywa n'amategeko.</i>
Serivisi itangwa ryari?	<i>Kuwa mbere kugeza kuwa gatanu kuwa isaa moya kugeza isaa kumi n'imwe za nimugoroba.</i>
Uhereye igihe wasabiye serivisi, bifata igihe kingana iki kugira ngo uyihabwe?	<i>Iminsi 5</i>
Niba serivisi yishyurwa, igiciro ni ikihe?	<i>Ntiyishyurwa</i>
Ni ibihe byangombwa bisabwa kugira ngo uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Urwandiko rusaba gusubizwa amafaranga rwandikirwa Umuyobozi Mukuru wa Rwanda Teachers College;</i> ▪ <i>Urupapuro rwa banki rugaragaza koko ko watanze ayo mafaranga;</i> ▪ <i>Ikindi cyangombwa cyagufasha kwerekana ko ibyo uvuga ari byo koko niba gihari;</i> ▪ <i>Nomero ya konti yawe;</i> ▪ <i>Aderesi ubarizwaho (telefoni cyangwa aderesi inyuzwaho ubutumwa bwanditse kuri interineti).</i>
Binyura mu zihenzira kugirango uyihabwe?	<ul style="list-style-type: none"> ▪ <i>Jyana dosiye yawe mu Bunyamabanga Rusange bwa RTC, uyakiriye aragusinyira ko ayakiriye;</i> ▪ <i>Niba dosiye yawe yuzuye uzategereza byibuze iminsi 5 kugira ngo ubone igisubizo.</i>
Ese hari izindi nzego bisaba kunyuramo? Ni izihe? (Urugero nko kwishyura igiciro cya serivisi cyangwa gushaka ibindi byangombwa)	<i>Ntazo</i>
Ese hari uburyo bwo kurenganurwa mu gihe udahawe iyo serivisi?	<i>Ushobora kwiyambaza Umuyobozi w'Ubutegetsu n'Imari cyangwa Umuyobozi Mukuru wa Rwanda Teachers College ubinyujije mu nyandiko cyangwa mukavugana. Inyandiko yawe ushobora kuyinyuza kuri info@rtc.ac.rw.</i>

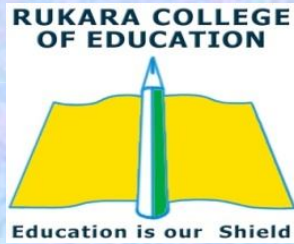
Hari ibindi by'ingenzi bikenewe kumenywa kugira ngo ubone icyo serivisi?	Ushobora gusura urubuga rwa interineti www.rtc.ac.rw ukabona amakuru ahagije. Ushobora no kubariza kuri telefoni igendanwa numero 0788461903.
Impapuro zuzuzwa	Ntazo
Ibyangombwa bisabwa n'amategeko	Igitabo gikubiyemo Amabwiriza agenga Imikoreshereze n'Imicangire y'Imari ya Leta.

Byemejwe na  Dr. Charles GAHIMA

Umuyobozi Mukuru wa Rwanda Teachers College



Itariki: 28/12/2012



SERVICE CHARTER

FOR

RUKARA COLLEGE OF EDUCATION



December 2012

KAYONZA DISTRICT, EASTERN PROVINCE, P.O.BOX 55 RWAMAGANA

Web address: www.rtc.ac.rw/ Email: info@rtc.ac.rw, telephone: :0788568937

Annex: FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasnduku gahwanyeye n'icyo wifuza)

Complement
(Gushima)

Complaint
(Kugaya)

Suggestion
(Icyakorwa)

Person(s)/Unit/Office Concerned or involved:

(Abakozi/Ishami/Ibiro birebwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa Ibimenyetso bifatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

Ibitekerezo/Icyakorwa/Icyo mwifuza cyakorwa n'urwego rwacu

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Names :

Amazina

Office/Agency(if any):

Ikigo mukorera(niba gihari):

Adress:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki

Annex : FEEDBACK FORM

(Ibitekerezo kuri serivisi)

Please let us know how we have served you. You may use this form for compliments, complaints or suggestions. Simply check the

corresponding box

(Tubwire uko twaguhaye serivisi. Wakoresha uru rupapuro mu gushima, kugaya cyangwa gutanga icyakorwa. Shyira akamenyetso mu gasanduku gahwanye n'icyo wifuza)

Compliment
(gushima)

Complaint
(kugaya)

Suggestion
(icyakorwa)

Person(s)/Unit/Office concerned or involved:

(Abakozi/ishami/ibiro birabwa cyangwa byatanze serivisi)

Facts or Details Surrounding the Dissatisfaction

(Ibikorwa cyangwa ibimenyetso bitatika bigaragaza kutanyurwa na serivisi)

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Recommendation(s)/Suggestion(s)/Desired Action from our Office

(Ibitekerezo/icyakorwa/icyo wifuza cyakorwa n'urwego rwacu)

Please use additional sheet/s if necessary (Koresha urupapuro rw'inyongera niba ari ngobwa)

Names :

Amazina

Office/Agency(if any):

(kigo mukorera(niba gihari):

Address:

Aho ubarizwa

Contact number(s) (if any):

Telefoni

E-mail Address (if any)

Signature:

Umukono

Date:

Itariki



Approved by: Dr. Charles GAHIMA
Principal of Rukara College of Education

Date: 28 December 2012

VI.6.2. REFUND FROM RUKARA COLLEGE OF EDUCATION	
What is the Service? Am I eligible?	Individuals, firms or companies can apply for refund of over payment or in case of undue payment for services rendered by the College
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Once a request is made or an application is submitted, how long will it take?	Five days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	- Letter of the request - Copy of the bank slip
What documents are required?	- Any other document supporting the claim - Your bank account - Your contact(phone and email if any)
What is the procedure?	- Go to the Central Secretariat of RCoE - Submit all required documents above; - Provided that your application is in order to be paid within 5 days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of Finance or to the Principal of the College either in writing or in person. Your written complaint may be sent to "info@rtc.ac.rw"
Is there any additional information regarding this service that is useful to know?	Visit RCoE website: www.rtc.ac.rw for information.
Available forms	None
Relevant legal documents	Financial Manual Procedure and Accounting

VI.6. SERVICES OFFERED BY THE DIRECTORATE OF ADMINISTRATION AND FINANCE VI.6.1. Payment for services rendered to Rukara College of Education	
What service Am I eligible?	Individuals, firms or companies who have provided service or goods to the College are eligible for payment
Department to be approached	Directorate of Administration and Finance
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm.
Once a request is made or an application is submitted, how long will it take?	5 days
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	- 4 copies of the invoice, - Delivery note signed by both parties to the contract, - Contract, - Work execution report - Your bank account number - Your contact (phone and email if any)
What is the procedure?	- Go to the Central Secretariat of RCoE - Submit all required documents above; - Provided that your application is in order payment will be made within 5 days.
What, if any, other institutions do I need to visit to access the service?	None
Is there a complaint procedure?	Complaints regarding this service should be addressed the Principal of Rukara College of Education either in writing or in person. Your written complaint may be sent to "info@rtc.ac.rw"
Is there any additional information regarding this service that is useful to know?	Visit RCoE website: www.rtc.ac.rw for information.
Available forms	None
Relevant legal documents	Financial Manual Procedure and Accounting

VI.5. SERVICES OFFERED BY THE OFFICE OF INTERNSHIP PROGRAM	
VI.5.1. Placing, orienting and guiding interns	
What is the service? Am I eligible?	<p>Students who have succeeded all the modules of Level I and Level II as provided for by the Academic are eligible for internship program</p> <ul style="list-style-type: none"> • Orienting students for internship • Placing students in different schools • Receiving students grievances towards internship • Issuing authorisation of deposit of action research • Signing clearance forms
Which Department to be approached?	<i>The Office of Internship Programme</i>
When can I access the service	<i>From Monday to Friday, from 7:00 to 5pm</i>
Where can I access it?	<i>Office of Internship Program</i>
Once a request is made or an application is submitted, how long will it take?	<i>Immediately</i>
What, if any, are the costs for accessing the service?	<i>No cost</i>
What documents are required?	<ul style="list-style-type: none"> - Admission form for internship - Authorization of deposit of action research Report.
What is the procedure?	<ul style="list-style-type: none"> - Students look for placements from determined schools. Students who fail to get places report to the Coordinator of Internship who searches places for them - For the authorisation to be issued and Clearance Form to be signed, interns should have duly completed their internship and submitted the Action Research.
What, if any, other institutions do I need to visit to access the service?	<i>None</i>
Is there any complaint procedure?	<i>Complaint may be addressed to the Dean of the Faculty.</i>
Is there any additional information regarding this service that is useful to know?	<i>The internship last 6 month, and government sponsored students get a living allowance of 20,000 Rwf per month.</i>
Available forms	<ul style="list-style-type: none"> - Internship Guidelines, - Research proposal, - Admission Form for Internship, - Authorization of Deposit of Action research Project, - Recommendation letter, evaluation form A & B
Relevant Legal document	<i>General Academic Regulations</i>

http://www.peri.inasp.info	information regarding this service that is useful to know?
A form and a register	Available forms
Rules and Regulations for RCoE Library	Relevant legal documents

VI. 4. SERVICES OFFERED BY THE DIRECTORATE OF LIBRARY

VI.4.1. Borrowing library documents

<p>What is the service? Am I eligible?</p>	<p>Any student or member of staff may borrow books, newspapers from the library for research or reading.</p>
<p>Department to be approached</p>	<p>The Library</p>
<p>When can I access this service?</p>	<p>Monday to Friday: 7:00 am-12 noon and from 1.00pm-8:00 pm, on Saturday, 7:00 am-12 noon and from 1.00pm-5:00 pm, and Sunday, from 8:00 am-1:00pm</p>
<p>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</p>	<p>Immediately</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge</p>
<p>What documents are required?</p>	<p>Student registration Number and his/her phone</p>
<p>What is the procedure?</p>	<p>For short loan, - Look into the catalogue the document you need - Take a sheet of paper and indicate the title, the author and the call number (reference number) of the document - Present the sheet to the Librarian and wait to be served - Wait for registration - Read it from the library (Short Loan) - Give back the document to the Librarian For long loan, - Look into the catalogue the document you need - Take a sheet of paper and indicate the title, the author and the call number (reference number) of the document - Present the sheet to the Librarian and wait to be served - Fill the Borrowing Form - Take the borrowed document - Bring the document within 15 days or 30 days if it is a novel. - Hand in the document to the Librarian; wait for him/her to check and sign for you.</p>
<p>What, if any, other institutions do I need to access the service (documents)?</p>	<p>None</p>
<p>Is there a complaint procedure?</p>	<p>Complaint can be addressed to the Director of Library, and when not solved contact the Vice-Principal Academics</p>
<p>Is there any additional</p>	<p>Always visit this website to search for Electronic resources:</p>

VI.3. 2. ACCOMMODATION SERVICE	
What service Am I eligible?	Accommodation service is offered to any registered full time student who has applied for it.
Department to be approached	Directorate of Students Affairs
When can I access this service?	Working days
Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?	Immediately
What, if any, are the costs for accessing the service?	4,000 Rwf per month
What documents are required?	Proof of registration and application letter for accommodation
What is the procedure?	<ul style="list-style-type: none"> - If you need a room in the hostel, write an application letter to the Dean of the Students Affairs after your registration - Deposit it in the Office of the Officer in charge of Accommodation - You will have the answer at least two weeks before the starting date of the Academic Year - A list of those who are eligible will be displayed on the notice board and on the College website: www.rtc.ac.rw - A copy of your Admission and a copy of your ID; Come with a Bank slip for accommodation fee if you are a self-sponsored student; - Go to the Accountant's Office and deposit your bank slip and get a receipt for payment; - Go to the Office of Accommodation Officer. You will present your receipt for payment and get the key for your room.
What, if any, other institutions do I need to access the service?	Bank of Kigali
Is there a complaint procedure?	Director of Students Affairs.
Is there any additional information regarding this service that is useful to know?	Read the Hostel Policy at Rukara College of Education and abide by it. It is found on the website www.rtc.ac.rw of the College of Education
Available forms	Available in the Office of the Officer in charge of Sports and Culture
Relevant legal documents	General Academic Regulations and the Hostel Policy.

VI.3. SERVICES OFFERED BY THE DIRECTORATE OF STUDENTS/AFFAIRS VI.3.1. Health care and first aid treatment services	
What service Am I eligible?	<i>health care,first aid treatment services to any student in need</i>
Department to be approached	<i>Directorate of Students' Affairs</i>
When can I access this service?	<i>Working days and any other time depending on the nature of service needed. RCOF Nurse is available on working days and attends to sick calls on weekends.</i>
Time limit to access this service?	<i>Immediately</i>
What, if any, are the costs for accessing the service?	<i>- Charges are on Health insurance,</i>
What documents are required?	<i>Student's Identity cards, card to prove that you are subscribed to health insurance</i>
What is the procedure?	<i>If you feel sick, go to the Office of the College Nurse and tell him your problem and he will treat you accordingly.</i>
What, if any, other institutions do I need to access the service?	<i>Bank of Kigali</i>
Is there a complaint procedure?	<i>Complaints can be addressed to the Director of Students Affairs, and when not satisfied, contact the Director of Administration and Finance</i>
Is there any additional information regarding this service that is useful to know?	<i>None</i>
Available forms	<i>Available in the Office of the Officer in charge of Sports and Culture and the Office of the College Nurse.</i>
Relevant legal documents	<i>General Academic Regulations.</i>

VI.2.3. Change of study program for only self sponsored students	
What service am I eligible?	A self sponsored student has right to change from full time program to part time program or from part time program to full time program with justifiable reasons. Application should be made at least one month before the beginning of the Academic Program. Office of Dean Faculty
Department to be approached	Office of Dean Faculty
When can I access the service	Monday-Friday, 7:00-5:00Pm.
What is the time limit to access this service once a request is made or an application is submitted, how long will it take?	One month
What if any, are the costs for accessing the service?	Free of charge
What are the documents required?	- An application letter - Filled form
What is the procedure?	- Write an application letter for change of study program of the Dean of Faculty. - Fill the request form for change of study program in two copies. - Submit the application letter to the Office of Dean Faculty along with the filled forms. - Come and pick up the response after one month.
What, if any, other institutions do I need to access the access the service?	None
Is there a complaint procedure?	Complaint can be addressed to the Vice Principal Academics either in writing or in person.
Is there additional information regarding this service that is useful to know?	-Requests for change of study program are approved by the Academic Committee meeting.-Read the Academic Regulations, and visit the College website, www.rtc.ac.rw
Available forms	Request form for change of study program
Relevant legal documents	General Academic Regulations

VI.2. Special examinations

<p>What service am I eligible?</p> <p>A student can miss an exam because of one of the reasons as provided for by the General Academic Regulations.</p>	<p>Department to be approached</p> <p>Dean of the Faculty Office</p>	<p>When can I access the service</p> <p>Monday-Friday, 7:00-5:00Pm.</p>	<p>What is the time limit to access this service once a request is made, or an application is submitted, how long will it take?</p> <p>One day</p>	<p>What if any, are the costs for accessing the service?</p> <p>No cost</p>	<p>What are the documents required?</p> <p>-Application letter requesting for special examinations; bring a medical justification in case of illness, or birth certificate in case of maternity.</p>	<p>What is the procedure?</p> <ul style="list-style-type: none"> - Write an application letter to the Office of Dean of the Faculty - Fill the request form in two copies; - Submit the application along with the forms and supporting documents to the Office of Dean Faculty; - Come on the following day and pick up the response. 	<p>What, if any, other institutions do I need to access the access the service?</p> <p>It depends on the type of the supporting document required. Eg: Hospital in case of illness/maternity, etc.</p>	<p>Is there a complaint procedure?</p> <p>Complaint can be addressed to the Office of the Vice Principal Academics.</p>	<p>Is there additional information regarding this service that is useful to know?</p> <p>Read the Academic Regulations, and visit the College website, www.rtc.ac.rw</p>	<p>Available forms</p> <p>Request form for special exam</p>	<p>Relevant legal documents</p> <p>General Academic Regulations</p>
--	---	--	---	--	---	---	---	--	--	--	--

V.2. SERVICES OFFERED BY THE OFFICE OF THE DEAN OF THE FACULTY VI.2.1. Suspension of Studies	
What service am I eligible?	A registered student can suspend his/her studies because of a pertinent reason such as, health problem, social, economic, etc. The reason must be explained clearly in the application letter.
Department to be approached	Office of the Faculty of Education
When can I access the service?	Monday-Friday, from 7:00 to 5:00 pm.
What is the time limit to access this service once a request is made or an application is submitted, how long will it take?	One day
What if any, are the costs for accessing the service?	The service is free as long as the reasons are justifiable.
What documents are required?	An application letter stating reasons for wanting to suspend studies. You must indicate your registration number.
What is the procedure?	-Write an application letter to the Dean of Faculty Education and submit it to his Office. - Fill the request form in two copies (one will be for you, another for the Institution) and submit them to the Office of the Dean of the Faculty along with the application letter. - Two hours after, pass and pick up the response
What, if any, other institutions do I need to access the access the service	Government sponsored students have to make sure that a copy of the reply letter of suspension reaches Rwanda Education Board (REB) for records.
Is there a complaints procedure?	Complaints can be addressed to the Vice-Principal Academics' Office either in writing or in person.
Is there additional information regarding this service that is useful to know?	Please read the Academic Regulation and always visit the College website, www.rtc.ac.rw .
Available forms	Suspension forms are available in the Office of the Dean Faculty of Education
Relevant legal documents	General Academic Regulations

VI.1.5. Obtaining / collecting diploma and transcripts after graduation	
What service am I eligible?	A former student who graduated at Rukara Education College can apply for his/her diploma or transcripts.
Directorate to be approached	Academic and Support Services Unit.
When I can access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	The same day
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	For obtaining /collecting Diploma, transcript, it requires : - Application letter; - Bank slip of 10,000 Rwf for the withdrawal of the Diploma if you have not paid a deposit of 20,000 Rwf for the gown; - Clearance form; - A copy of National Identity card;
What is the procedure?	- Go to the Academic and Support Services Unit; - Submit your letter application along with all the required documents - Wait for 1 hour and take your document.
What, if any, other institutions do I need to visit to access the service?	Bank of Kigali
Is there any complaint procedure?	Complaints be addressed either in writing or in person to the Director of Academic Services, and when not satisfied contact the Vice Principal for Academics.
Is there any additional information regarding this service that is useful to know?	Any graduate makes a caution deposit of 10,000 Rwf for the gown and the contribution of 10,000Rwf to the preparation of the graduation ceremony. This sum of money is paid on the college account number 00059-0305832-13 in Bank of Kigali.
Available forms	None
Relevant Legal document	General Academic Regulations

VI.1.4. Replacement of a lost student ID or Examination ID	
What service am I eligible?	Any student who has lost her/his Student ID may apply for a new one
Directorate to be approached	Academic and Support Services Unit
When I can access the service?	Monday to Friday: 7:00 am to 5:00 pm or use our web site
Time limit to access this service?	Three days to get Student ID and immediate service for Examination ID.
Or Once a request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	A copy of Admission form or another proof of being student of Rukara Education College
What is the procedure?	<ul style="list-style-type: none"> - Go to Academic and Supports services Unit; - Wait immediately for the Examination ID, come back 2 days after for the Student ID
What, if any, other institutions do I need to visit to access the service?	None
Is there any complaint procedure?	Complaint can be addressed to the Vice Principal Academics either in writing or in person.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.rtc.ac.rw for information.
Available forms	None
Relevant Legal document	General Academic Regulations

VI.1.3. Complaints about missing Continuing assessment test (CAT) or any other assignment and remarking	
What service am I eligible?	Any student who missed an exam, a course work or any other assignment with justifiable reasons can claim for redress.
Directorate to be approached	Academic and Support Services Unit.
When I can access the service?	Monday to Friday: 7:00 am to 5:00 pm.
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Two days.
What, if any, are the costs for accessing the service?	Free of charge
What documents are required?	<ul style="list-style-type: none"> - Application letter to the Dean of the Faculty of Education - Copy of a student ID - Supporting documents for her/his claim
What is the procedure?	Take the letter to the Dean Faculty and come back a day after to get the response.
What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)	None
Is there any complaint procedure?	Complaint can be addressed to the Director of Academic Services Unit and, when not solved, contact the Vice Principal Academics
Is there any additional information regarding this service that is useful to know?	Always visit the College website: www.rtc.ac.rw
Available forms	None
Relevant Legal document	General Academic Regulation

<p>VI. 1.2. Getting "To Whom It May Concern", Recommendation letter or any other academic testimonial</p>	
<p>What service am I eligible?</p>	<p>Once you are or you were a student of Rukara College of Education you can apply for any of the documents mentioned above.</p>
<p>Directorate to be approached</p>	<p>Academic and Support Services Unit</p>
<p>When I can access the service?</p>	<p>Monday to Friday: 7:00 am to 5:00 pm.</p>
<p>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</p>	<p>One day</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Free of charge</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> - Copy of National Identity card - One recent passport photograph
<p>What is the procedure?</p>	<ul style="list-style-type: none"> - Go to the Admission and Registration office - Submit your application along with all the requirements - Provided that your application is in order, you will be asked to wait for 1 hour.
<p>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</p>	<p>Bank of Kigali</p>
<p>Is there any complaint procedure?</p>	<p>Complaint can be addressed to the Director of Academic Services and when not solved contact the Vice Principal Academics</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.rtc.ac.rw for information.</p>
<p>Available forms</p>	<p>Registration Office</p>
<p>Relevant Legal document</p>	<p>General Academic Regulations</p>

<p>form; - Get the admission form confirming your admission/registration. The starting date of the academic year will be communicated through mass media.</p>	
<p>Bank of Kigali (BK) for payment through Rukara College of Education account number 00059-0305832-13.</p>	<p>What, if any, other institutions do I need to visit to access the service?</p>
<p>Complaint can be addressed to Director of Academic and Support Services Unit. When not solved, contact the Vice Principal Academics.</p>	<p>Is there any complaint procedure?</p>
<p>- Always visit the website: www.rtc.ac.rw for information. - Any student who registers within the extension period pays a fine fee of 5,000 RWF. - No registration is allowed after the beginning of the Academic Year.</p>	<p>Is there any additional information regarding this service that is useful to know?</p>
<p>Forms are available in the Academic and Support Services Unit</p>	<p>Available forms</p>
<p>General Academic Regulations</p>	<p>Relevant Legal document</p>

<p>FOR REGISTRATION</p> <ol style="list-style-type: none"> For Government sponsored students : <ul style="list-style-type: none"> Two certified copies of National Examination Certificate Copy of National Identity card Two recent passport photographs Pay slip of registration fee. Medical certificate from a government recognized doctor <p>2. For full time self-sponsored and Weekend/Holiday Program students:</p> <p>FOR APPLICATION TO ADMISSION,</p> <ul style="list-style-type: none"> Two certified copies of A'Level Certificate with a minimum of two principal passes obtained in the subjects to be studied Copy of the National Identity card Two recent passport photographs Pay slip of application fee Medical certificate from a government recognized medical doctor <p>FOR REGISTRATION,</p> <ul style="list-style-type: none"> Pay slip of registration fee <p>The starting date of the academic year will be communicated through mass media.</p>	<p>FOR REGISTRATION</p> <ol style="list-style-type: none"> For Government sponsored students: <ul style="list-style-type: none"> Take your registration payslip to the Accountant Officer and get a receipt Take the receipt to the Registration Officer, receive the registration Form and fill it; Get the admission Form confirming your admission/registration. <ul style="list-style-type: none"> FOR FULL TIME SELF-SPONSORED AND WEEKEND/HOLIDAY PROGRAM STUDENTS <p>For admission,</p> <ul style="list-style-type: none"> Write an application letter to the Vice-Principal Academics along with all the required documents; Deposit the documents in the Registration Officer The announcement for the pre-selected candidates and the registration period will be displayed on the Notice Board and on the College website; <p>www.rtc.ac.rw, ONE WEEK after the date limit of the reception of applications.</p> <p>For registration,</p> <ul style="list-style-type: none"> If you have been selected, pay registration fee, bring the bank slip to the Accountant Officer and get a receipt; Take the receipt to the Registration Officer and fill the registration
<p>What documents are required?</p>	<p>What is the procedure?</p>

VI. SERVICE OFFERED BY RUKARA COLLEGE OF EDUCATION

VI.1. Services offered by Academic and Support Services Unit
VI.1.1. Getting admission and registration for diploma training

	<p>What service am I eligible?</p> <p>The college admits and registers Government sponsored students and self-sponsored students in the following combinations:</p> <ol style="list-style-type: none"> 1. French-English with Education (FEE) 2. Kinyarwanda-English with Education (KEE) 3. Kiswahili-English with Education (SEE) 4. History-Geography with Education (HGE) 5. Entrepreneurship with Education (ENE)
<p>Academic and Support Services Unit (DASU).</p>	<p>Directorate to be approached</p> <p>Monday to Friday: 7:00 am to 5:00 pm or use our website: www.rtc.ac.rw</p>
<p>Government sponsored students are directly sent by the Rwanda Education Board (REB) and are registered by the College from May to July.</p> <p>Candidates for full time self-sponsorship program apply early July and the preselected ones register late July.</p> <p>All full time students start the academic year in September.</p> <p>Candidates for Week-End/Holiday program apply from September to October. The preselected ones do their registration from November to December and start the academic year in January.</p> <p>For continuing students, registration is done THREE DAYS before the starting date of the new academic year.</p>	<p>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</p>
<p>The costs of the College fee are as follows:</p>	<p>What, if any, are the costs for accessing the service?</p>
<p>Types of fee sponsored Government</p>	<p>Types of fee sponsored Government</p>
<p>Self and Weekend/Holiday Program sponsored</p>	<p>Self and Weekend/Holiday Program sponsored</p>
<p>Application fee 5,000 Rwf</p>	<p>Application fee 0</p>
<p>Registration fee 30,000</p>	<p>Registration fee 30,000 Rwf</p>
<p>Mutuelle de Sante 3,000 Rwf</p>	<p>Mutuelle de Sante 3,000 Rwf</p>

V.OBJECTIVES

- ✓ Build an institution widely recognized at regional and international levels as a lead in teaching, research and applied social sciences.
- ✓ Provide educational programme which enhance students' practical skills of teaching and their ability to think critically.
- ✓ Establish a long term staff development programme.
- ✓ To start in-service teacher training holiday programme for primary school teachers who do not have a Diploma with Education.
- ✓ To provide Evening English Language training to interested parties and offer basic computing programmes to members of surrounding community.

I. INTRODUCTION

Rukara College of Education (RCoE) is an institution of higher education located in Gahini Sector, Kayonza District, Eastern Province.

The College was established by the Government of Rwanda, through the Ministry of Education, following the Cabinet decision of 14 September 2007, within the framework of implementing Nine Year Basic Education Program. The College commenced its operations in September 2008.

As a result of the Government reforms to effectively rationalize resources and taking advantage of economies of scale, the Cabinet meeting of 16th December 2010 decided that Rukara College of Education (RCoE) be merged with Kavumu College of Education, which offers sciences, to form the new **"Rwanda Teachers College" (RTC)** hosted at the current Rukara Campus. However, the merger has not yet been realized, but preparations are currently in high gear.

The major aim was to produce a minimum of 1000 of both humanities and science teachers every year. This output would help reduce the teacher ratio to students and promote quality education in our education system especially across the Twelve Year Basic Education (12YBE).

Rukara College of Education is committed to quality education for the development of the Country and awards a Diploma with Education to its graduates, who are professional teachers for lower secondary education (Tronc Commun).

II. VISION

Our vision is to be an international centre of excellence in education professional training and research.

III. MISSION

Our mission is to train and produce knowledgeable, skilled, innovative and highly responsible educators in relevant professional disciplines to meet the changing needs of the Rwandan society.

IV. CORE VALUES

We highly value:

- ✓ Commitment
- ✓ Equity
- ✓ Partnership
- ✓ Transparency
- ✓ Innovation
- ✓ Selfless
- ✓ Quick service delivery, and
- ✓ Lifelong learning

FORWARD!

It gives me great pleasure to present this Service Charter for Rukara College of Education (RCOE).

This Service Charter reflects members of the College community's commitment to enhancing quality and timeframe of service delivery, grievance redress mechanism, transparency and accountability.

This document outlines the vision, mission, objectives and core values of Rukara College of Education and indicates services offered to its customers, service centers, requirements, the time limit it takes to be served as well as complaint procedures.



Dr. Charles GAHIMA
Principal, Rukara College of Education

A handwritten signature in blue ink, appearing to read "Charles", is written over the printed name.