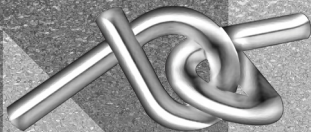


ANNUAL REPORT 2018



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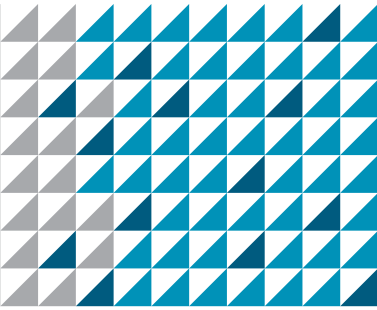
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UMyalezo ovela kwiOmbud



Ndikhumbula uNjing. Mayosi....

Kuluvuyo kum ukungenisa ingxelo yam yonyaka ka-2017/18. Ifika kungekudala emva kwengxelo ka-2016/17, eyathi yona yalibaziseka, yaya kushicilelwa sele kuphakathi ku-2018. Le ngxelo yeyesithuba esisukela kumhla 1 Julayi 2017 ukuya kutsho kowama-30 Juni 2018.

Ukusweleka ngesiqophe kukaNjingalwazi Bongani Mayosi kungaphandle kwesi sithuba senzelwa le ngxelo. Kambe ke njengoko ndingazange ndikhe ndibe nalizwi ndilenzayo esidlalalaleni ngale ntlekele yokusweleka kwakhe, ndikubona kufanelekile ukuba amaphepha okuqala ale ngxelo ndiwenze aweenkumbulo zam ngaye. Nakubeni maxa wambi ndiye ndibe namazwi endiwenzayo malunga nemiba endiyibona ibalulekile kubantu bale yunivesiti, kwesi isihlandlo ndaye ndathula. Ndaye ndakuqonda ukuba ukuthula kwam kwakusekelele kunxunguphalo lwam nakwizilo ngokubanzi, ixesha elo elilixesha lokuthula nenzilo, futhi linjalo kuzo zonke iinkcubeko. Ubude benzilo abunakuqingqelwa xesha ngokwenkolelo yakhe nawuphi na umntu; buyashiyashiyana.

Kananjalo ndifumanisa kungekho kuthetha kungako, into ke leyo efana nqwa naye uNjingalwazi Mayosi. Wayengumntu osisiqhuza ongathethi kakhulu, kodwa ke wayesithi apho athethe khona, abenze abaphulaphuli bazibone benyanzelekile ukuba mabamamele, bazikise nokucinga. Ndaqala ukudibana naye ngo-2003, singamakholwane kwiCandelo leNzululwazi yezeMpilo (Health Sciences Faculty (HSF)), futhi ndiyazikhumbula iingcinga zakhe negalelo lakhe kwiphulo lokuzisa inguqu. Ndaye emva koko ndaba nethuba lokuphefumlelana



“Ukusweleka kwakhe kwaye kwandishiya ndizibuza imibuzo namalunga nenxaxheba yam njengeOmbud kule yunivesiti. ”

naye kwisikhundla sakhe sokuba yiNtloko yeli Candelo, apho iofisi yam yayinenxaxheba yokubonelela ngenkxaso, njengoko isenza njalo nakwamanye amacandelo. Kanti ke nangale mini yokusweleka kwakhe sasinedinga lokuba nentlanganiso. Akazange afike kuloo ntlanganiso. Ndathi ndakuva ngokusweleka kwakhe ekuhambeni kwemini, zandibinza nzulu okomkhonto ezo ndaba. Wanga ke umphefumlo wakhe ungaphumla ngoxolo.

Njengoko kwakunokulindeleka oko, ndaye ndafumana uthotho lweminxeba evela kubantu abalapha ngaphakathi eyunivesiti nabangaphandle, befuna ukuqonda ukuba kwenzeke ntoni na. Andizange ndibe nazimpendulo. Babothukile, besezintlungwini. Ndandinjalo oku kwam, kodwa ke njengeombud, ndakhe ndazibamba ezam ngelokuziqinisa nangelokuncedana nabanye ekubeni bamelane nezabo. Ndandisoloko ndisithi, “Ndiyavelana nani ngale lahleko inihleleyo”, ngakumbi kwiindwendwe ezazivela kwicandelo lakhe (ezinye zazo ingababefudula bengamakholwane am). Phofu ndafumanisa ukuba, ngaxesha nye, oku ndandikubhekisa nakum buqu. Kananjalo ndaye ndabhaqa nokuba inkxwaleko ayilovakalelo nje. Njengemeko ikwasiso nesakhono. Ukusweleka kwakhe kwaye kwandishiya ndizibuza imibuzo namalunga nenxaxheba yam njengeOmbud kule yunivesiti. Njengomntu weziko elizimeleyo nelingadiziyo, kubalulekile ukuba ndingabi ngozimeleyo nje ngokwenza, koko kukwafuneka nokuba ndibonwe ndinjalo. Kungoko ke, ngelokulandela ummiselo oyingqobo, andizihambi iindibano zeyunivesiti. Iindibano zokukhumbula uNjingalwazi Mayosi zaba ziindibano zikawonke-wonke zokuqala endaye ndaziva ndinyanzelekile ukuba mandizibeke emngciphekweni wokubonwa ndingenguye ozimeleyo.

Phambili phaya ngo-2007, kwintetho-lwamkelo yakhe, uNjingalwazi Mayosi wawushwankathela umxholo wentetho yakhe ngolo hlobo lulandelayo:

“Kule ntetho, andizi kungena kwindima yokuhlalutya imimangaliso eseza kwenzeka kumayeza emisonto esesibindini seseli, okanye yomtsalane wonyango lweseli engunozala, okanye isithembiso setheknoloji entsha yokufota enokubonisa nomphefumlo womntu ngokwawo. Futhi ndingazi kuqwalasela nemingcipheko ekhoyo ekuyo impilo yoluntu, neyathi yaxelwa kwingxelo yoNyaka yoMbutho weHlabathi wezeMpilo (World Health Organisation) ka-2007. Lude uluhlu lwezi ngozi olukhoyo, olubandakanya nemingcipheko ekuyo indalo esingqongileyo (eyile: ukufudumala kwehlabathi, ukudlakazeka kwenwebu yomhlaba), iindlela zosuleleko ezindala nezintsha (i-HIV/AIDS, isifo sephepha, nezingeve mayeza, icesina, i-SARS, “isifo seentaka”, umkuhlane woluntu ongugqibilizwe), nezihlala zasentlalweni nakwizimo (ezizezi: ubudlova, iimfazwe, ukusetyenziswa kakubi kwezinyobisi, nempilo yengqondo).”

Nathi ke, njengabamameli bakhe ngolo rhatya, naye ngokwakhe njengesithethi, sasingazi ukuba uya kuze athi ekuhambeni kwexesha asinyanzelise ukuba sikhe sijonge kwimiba yempilo eyayingekho kumxholo wakhe ngaloo mini, nakuba wayikhankanya nje “njengengozi”. Akukho namnye kuthi owayesazi ukuba akazi kuba nathuba lide ekhona eqhuba ngokwenza igalelo kweli “Kamva laMayeza” walichaza ngobuciko obungaka. Iyamangalisa indima enkulu kangaka awakwaziyo ukuyenza, ngexeshana awathi waba nalo phakathi kwethu.

UMphathiswa wezeMpilo, uGqir. Aaron Motsoaledi, waxelela abazili emfihlweni kaNjing. Mayosi ukuba ukufa kwakhe akungeze kube lilize. Ngokuphathelele kwimiba yobandakanyeko neyokungalingani kwamathuba empumelelo okufunyanwa ngabafundi abamnyama kumasango eyunivesiti – umba lowo awathi wawuvakalisa kuMphathiswa uNjing. Mayosi njengobanga inkxalabo – iCandelo leNzululwazi yezeMpilo neyunivesiti kufuneka zibe buwaqinisa ngakumbi amalinge okuzisa inguqu. Esi sibongozo silolu hlobo sokuziswa kwenguqu yinzwinini endala. Kungoku nje iqengqelekile iminyaka iyunivesiti ijolisa kwimiba yempilo yengqondo, emva kokuba kumana kubakho izehlo zokuzibulala kwabafundi. Nakubeni uNjingalwazi Mayosi engazange akhethe ukujolisa intetho yakhe, iKamva laMayeza” kwimpilo yengqondo, ukusweleka kwakhe ngesiqophe kwaye kwayigxininisa imfuneko yokuba iyunivesiti mayizongeze izilungiselelo zokubonelela ngempilo yengqondo, ngenjongo yokucima utshabhiseko lwayo, eyokufundisa nokunika abasebenzi nabafundi inkxaso. Elinye lamakholwane akhe, uNjingalwazi Ntsekhe, uSihlalo neNtloko yeCandelo leZifundo ngeNtliziyo, wongeze ngelithi ukufa kukaNjingalwazi Mayosi kungaba lilize ukuba uphazamiseko lwempilo yengqondo nendubeko azinakubekwa phambili nasembindini kuqulunqo lwezifundo nakwajenda yolondolozo lwempilo.

Ekuchazweni kukaNjing. Mayosi nguNjingalwazi Ntusi (uSihlalo neNtloko yaMayeza kwi-HSF) njengeqhawe, kuyacaca ukuba ubomi bukaNjing. Mayosi baba nefuthe kwabanye kangangokuba, ngabo usaphila. Limeko ezivela kuzo izigulo zengqondo zikwabaluleke kangako nazo. Akusayi kwanela ukuba zijongwe nje njengenzululwazi yezigulo. UNjing. Mayosi ngokwakhe wazichaza “njengezihlava zasentlalweni nakwizimo”, into ecacisa ukuba kudibana izinto eziphathelele kwiimeko zeengqondo nezasentlalweni kunye nezinye ezinobazo ubuntsompothi. Waba ngumakhwekhethe wetitshala kwada kwasa esiphelweni.

Ithemba lam kukuba nasiphi na isiphumo esinokuveliswa luphando oluqhutywayo kungoku nje malunga nokusweleka kwakhe iyunivesiti iya kusisebenzisela ukuba sibe sisifundo kuyo. Ndikhe ndeva kubantu abathi ukusweleka kukaNjingalwazi Mayosi kubabonise ukuba bakufuphi kangakanani na kule ndawo kukhangeleka ngathi wazifumana ekuyo.

Iyunivesiti, njengomqeshi, kufuneka ukuba isoloko ilufezekisa uxanduva olusemagxeni ayo ngakwicala lomthetho, ize ke yenze oko kusegunyeni layo ekukhawulelaneni ngobulali nabafundi kunye nabasebenzi. Ngokwakwimeko yasemsebenzini ngubani ke öyiyunivesiti"? Wonke umntu olapha eyunivesiti (umzkl umfundi, abasebenzi be-PASS, abasebenzi abangabahlohi, abazali, ababefudula bengabafundi bayo) bayinxenye yale yunivesiti, nokuba bunjani na ubudlelane obuphakathi kwabo njengamalungu eyunivesiti (oboontangandini okanye obabanonxulumano). Ayandikhuthaza amazwi eNqununu; uNjing. Phakeng kwisigidimi seendaba esikhutshwa yiofisi yakhe (VC Desk newsletter) somhla we-7 Agasti 2018, athi "Inyathelo elinye esinokuthi sonke sikhawuleze silithathe ekuzinikezeleni omnye komnye ngothando nangobubele – singapheleli kubahlobo bethu nje kuphela, koko kubantu base-UCT, kubandakanya nabo singabaziyo. Singavuna lukhulu kwilizwi lobubele nembeko. Le ke yinkqubo esinokuthi siyimilisele kwinkcubeko ye-UCT, ukuqalela ngoku."

Andazi ke ukuba ngaba iyunivesiti le iza kukhetha ukumkhumbula kanjani na uNjing. Mayosi. Okwangoku ndisemi kwelokuba ndibuyele kwezi mpawu zisisiseko sobuntu zigxininiswe ngentla apha. Zisisimahla, futhi kulula nokuzisebenzisa. Umzekelo, akudli ndleko ukwenzela omnye umntu ububele okanye ukumenzela imbeko, nokuba ungubani na.

INgxelo yoNyaka yefisi yeOmbud ibandakanya ushwankathelo lwezinto ezenziwe yile ofisi kwesi sithuba senzelwa ingxelo, kwaye indinika ithuba lokuba ndiphefumle ngoko ndiye ndakuqaphela nokuba ndivakalise izimvo zam malunga neminye yemiba eye yavela. Ndinombulelo kuzo zonke iindwendwe zam, njengoko iziimbali zazo namava azo athi andinike iinkcukacha ngoko kufuna ukulungiswa, ngentswelabulali, ngokulala emqokozweni kweyunivesiti nangoko ithi ikuthathele amanyathelo. Ngenx' enye nangokufanayo, ndiyakubulela ukulwamkela kwamalungu ale yunivesiti uxanduva lokuncedisa ekukhawulelaneni ngempumelelo kwimiba ethi ivele. IYunivesiti yaseKapa ndiyifumanisa inaso isakhono sokucinga ngokunokuthi kwenzeke phambili phaya nangenkcubeko yayo eyenza ikwazi ukuvumela olu phengululo noku kuba sesichengeni.

Ingeniswa ngembekokazi



Zetu Makamandela-Mguqulwa

Intshayelelo

IYunivesiti yaseKapa ibonakalise ukuzinikezela okukodwa njengomqeshi nanjengeziko lemfundo kubafundi bayo, kubasebenzi bayo nakubo bonke abo babandakanyekayo ngokuthi ilamkele ixabiso noncedo lweofisi ezimeleyo yokunceda ekufumaneni izisombululo kwezinye zeemeko zongqzulwano isebenzisa iindlela ezizezinye zosombululo lweembambano, ezinokusetyenziswa kwanezo nkqubo zolawulo lweembambano “zibhaliweyo”. Nakubeni umsebenzi wobuombud ungahambi nxamnye neenkqubo zobulungisa ezisesikweni, xa zinobulali, ezi ndlela zizezinye zosombululo longqzulwano zithandwa kakhulu ngabantu ngenxa yobuhlebo eziqhutywa ngabo, ngokungabi nazindleko, ngokulunga kwazo kwiimeko ngeemeko, nangokuba semthethweni kwazo. Ukuza kuthi ga ngoku, ubuhlebo nokuzimela zezinye zezizathu eziphambili zokuba abantu bakhethe iofisi yam, ngelixa bebenokuthi baye kwezinye iindawo ngaphandle kwentsokolo. Nakubeni amakholwane asenokuxoxa ngokuba leliph i na icala elineyona mpumelelo, kukho ezi ndlela zizezinye zosombululo longqzulwano (ADR) okanye ezi nkqubo zisesikweni, mna njengeOmbud yeziko, ndiyawamkela omabini la macala, njongoko ndikholelwa ukuba omabini analo igalelo alenzayo kusombululo lweembambano. Thina njengeeombud, sikholelwa ukuba endaweni yokukhetha icala elithile kunelinye, sibonelela ngendlela efanelekileyo yosombululo longqzulwano eyenye.

Iyunivesiti yindawo entsokotho kakhulu, futhi kunokujongwa ubungakani bayo nesimo sayo (ubunkcubabuchopho), nanjengoko kulindeleke ukuba kungaba njalo nakwezinye iindawo, kuya kumana kubakho ukuxaba okukhoyo kwakunye nokungavumelani, apho bekunokufaneleka ukuba abantu bavumelane. Lombud ke iba sisixhobo esinokusebenziseka ekunyuleni apho baminxeke khona. Umzekelo, inxenye yenxaxheba yam apha e-UCT kukunceda abantu ukuba bayiqonde imigaqo-nkqubo yeyunivesiti ngobunjalo bayo, xa inobulali, futhi ifanelekile. Maxa wambi izigqibo ezifanelekileyo zidluliswa ngendlela engabonakalisi buntu, into ke leyo ethi imenze athandabuze lowo usidluliselwayo ukuba sithathwe ngokunyanisekileyo nokuba ngaba sinabo na ubulali. Ukunqongophala kwezinto ezenziwa elubala kubanga ukuthandabuzwa nesikroko. Kukwaluxanduva lwam nokuba ndivelise imisantsa ekhoyo kwimigaqonkqubo ngaphandle kokudala imeko apho kukho uthotho lwemigaqonkqubo engeyomfuneko.

Nakubeni ndilivuma ixabiso lazo zombini ezi nkqubo, ebhaliweyo naleyo ingeyoyasesikweni, kuyafuneka ukuba ndongeze elokuba umsebenzi wobuombud unomahluko omkhulu kakhulu kwinkqubo yesiqhelo ehamba ngamanqanaba ngamanqanaba ekusebenzeni nabantu, okanye ekubonweni kwabantu njengezixhobo zemveliso endaweni yokubabona njengamahlakani kwakulo msebenzi mnye akuwo umntu.

IGunya Elinikwe iOfisi yeOmbud

Okona kufanelekileyo kukuba iofisi yeOmbud ibe yiofisi yokubhenela yokugqibela, ingabi ngumsombululi weembambano wokuqala. Kwimeko yamaziko amakhulu iOmbud kufuneka ibeke iliso ize inike abaqulunqi bemigaqonkqubo ingxelo, xa kukho imfuneko yokwenza njalo, futhi iwahlabe ngqongqo amadlala kwiindlela esetyenziswa ngayo imigaqonkqubo, futhi izenze iziphakamiso apho kufanelekileyo. Le nxaxheba izoba umfanekiso ophela ozebeka ngenxa yokuba kwindawo esekuhleni yokuyibona kwiimbombo zayo zonke iyunivesiti, ubone oko kunokuba nobungozi, ukhuphe isilumkiso kwangethuba sokuthintela ukwenzeka kwaloo ngozi. Le nto ke ikholisa ukucaciswa ngokuthi: ihlathi lijongwa ngobunjalo balo, kungajongwa nje imithi yalo nganye.

Akukho msebenzi weOmbud unokufezekiswa kungakhange kuqwalaselwe iinqobo ezixabisekileyo zeziko ekuya kusekelwa phezu kwazo uvandlakanyo lwemigaqonkqubo nezinto ezenziwayo. Ukuze iOmbud iyive, futhi iyiqonde imiba eziswa kwiofisi yayo ivela kumacala ngamacala, kubaluleke kakhulu ilinikwe ithuba lokufikelela kuzo izibonelelo ezikhoyo ezinokunceda ekufumanekeni kwezisombululo. Ezi zibonelelo ke zibandakanya iimpepha, iintlanganiso nabasebenzi, naso nasiphi na esinye isibonelelo esinokunceda ekusonjululweni ngokukhawuleza komba lowo. Kuyafuneka ndiyigxininise indawo yokuba kuyanceda ukuba abantu bavume ukudibana neOmbud ngaphandle koloyiko, njengoko iofisi yam ingeyo-ofisi yokuwisa izigwebo. Nokuba nguwe umngenis womba okanye ekufuneka uphendule ngomba ongenisiweyo, akunandaba oko kum.

Kambe ke ndiyayiqonda into yokuba kunokwenzeka ukuba lowo kufuneka ephendule azibone esekuxinanisekeni. Ndiye ndizame kangoko ukuba ndiluthomalalise olu loyiko lungeyomfuneko, kodwa ke ndilucacise ngokunyanisekileyo usilelo olubonakala lukho ngakwicala lokulandelwa kwenkqubo nemigaqo yobekoliso. Kunokulindeleka ukuba ibekho inkolelo yokuba ukumanyelwa kungatyekela ngakwicala lomfakisikhalazo, xa kukho ukungalingani kwamagunya phakathi kwabo bachaphazelekayo. Kambe ke inxaxheba yam asiyoyokuba ligqwetha lomfakisikhalazo okanye yokuba ngumtarhuzeleli weyunivesiti. Ndinombulelo ngokuba isikakhulu iimpendulo zamacandelo ezifundo ibe zezobukholwane obukuvumelayo ukuvelelwa kweenkalo zonke zemiba leyo, kujoliswe ekufunyanweni kwezisombululo ezinobulali ekuphengululweni kwayo.

Kukho izinto ngezinto ezahlukeneyo eziyimfuneko ekusebenzeni kweOmbud. Ezi zinto ke zibandakanya amava anesihlahla ngeziko elo, ukungaxhomekeki kwiimpembelelo zabasemagunyeni, igunya lokuphanda ngenjongo yokufumana iinkcukacha ezifanelekileyo, igunya lokuphanda ngobulali, ukuchaneka kweziphumo zophando, ingcaciso ngokufaneleka kwesigqibo esithile, ukwanelisa kwezizathu ezinikiweyo, ucikizeko nobunzulu bengqiqeko

bolwamkeleko loko kwenziweyo okanye kungenziwanga, kubo bonke abasebenzi beyunivesiti nokuba bakawaphi na amaqanaba. Okona kuphambili kukuba kuncinane kakhulu okunokufezekiseka bungekho ubudlelane. Ekucaciseni le ndawo, kwingxelo ka-2017 ndaye ndathi:

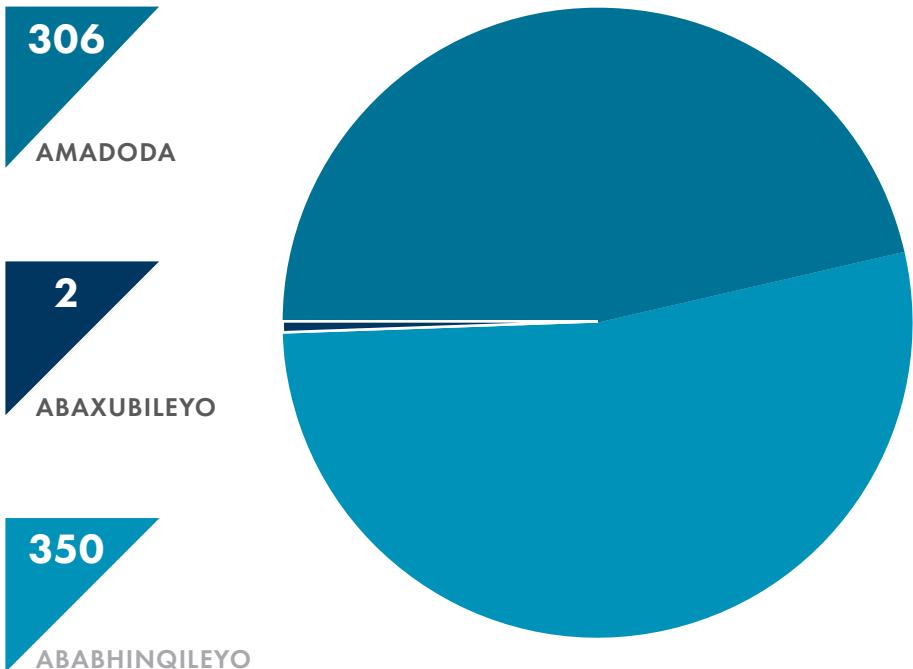
Owona msebenzi weOmbud ungundoqo kukuseka ubudlelane obaneleyo namaqela ngamaqela abachaphazelekayo, ukuze ubonwe unobulali, futhi usebenza ngendlela enobulali, nokubonwa usebenza ngendlela enofikeleleko nekhoholiso. Ukuze ke kufezekiseke oku, kubaluleke kakhulu ukuba ekusebenzeni kugcinwe umgama ofanelekileyo phakathi kwakho nabo usebenza nabo. Kungeso sizathu ke le nto ugunyaziso lweeombud lungajika-jiki, khona ukuze abo benza lo msebenzi bangaziva bethe zava kakhulu, bangaxhathisi ngobudlelane ababusekileyo, baze baphethe “sebebambeke ngobhongwana”, okanye sebebomakala njengabo “babambeke ngobhongwane”.

Amagunya anikiweyo kwakunye neMigaqo yeNtsulungeko yoMbutho weeOmbud (International Ombud’s Association Code of Ethics), izinto ezo endisebenza ngazo, ziqhotyoshelwe apha njengeSihlomelelo B.

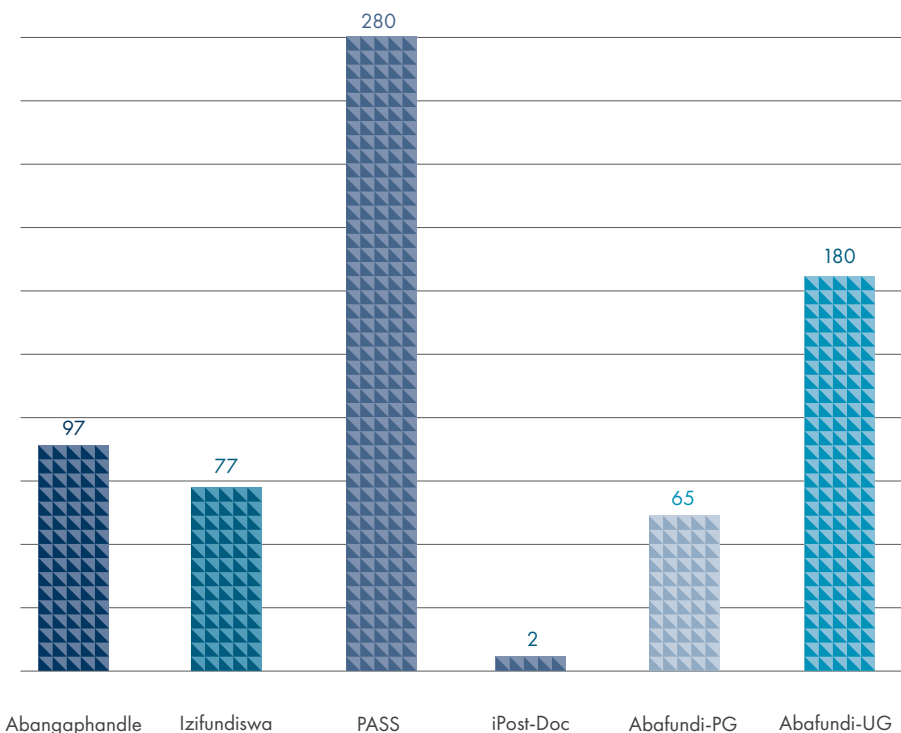
Ushwankathelo lwamanani-nkcukacha

Kuyinxaxheba yam ukuba ndibuqwalasele ubomi beyunivesiti ngenjongo yokubona indlela ezihamba ngayo izinto (ngakumbi ngokusekelezeke kumanani eendwendwe) ngokuphathelele kwintswelabulali kwicala lemigaqo neenkqubo, ndize ndizazise iziphathamandla zeyunivesiti ngezo ndlela.

Nangona lingenakuze liphumezeke ithemba lokuba zingasombululeka zonke iingxaki ezithi zivele apha kumasango eyunivesiti, kululutho kona ukujolisa ekuyiboneni imiba nokuzama ukukhawulelana nokuqwalasela iimbambano xa zithe zavela. Enye yeendlela ekwenza ngayo oku iofisi yam kukuzibeka esweni iindlela ezihamba ngazo izinto nothende lwemiba eziswa kwiofisi yeOmbud. Ngo-2018, lilonke inani leendwendwe libe ngamakhulu amathandathu anama shumi amahlanu nesibhozo (658) xa kuthelekiswa namakhulu asixhenxe (700) angu-2017 awayesandulelwa ngamakhulu amahlanu anamashumi asibhozo nesithathu (583) angu-2016.



IGRAFU 1: Usasazeko lweendwendwe ngokwezini



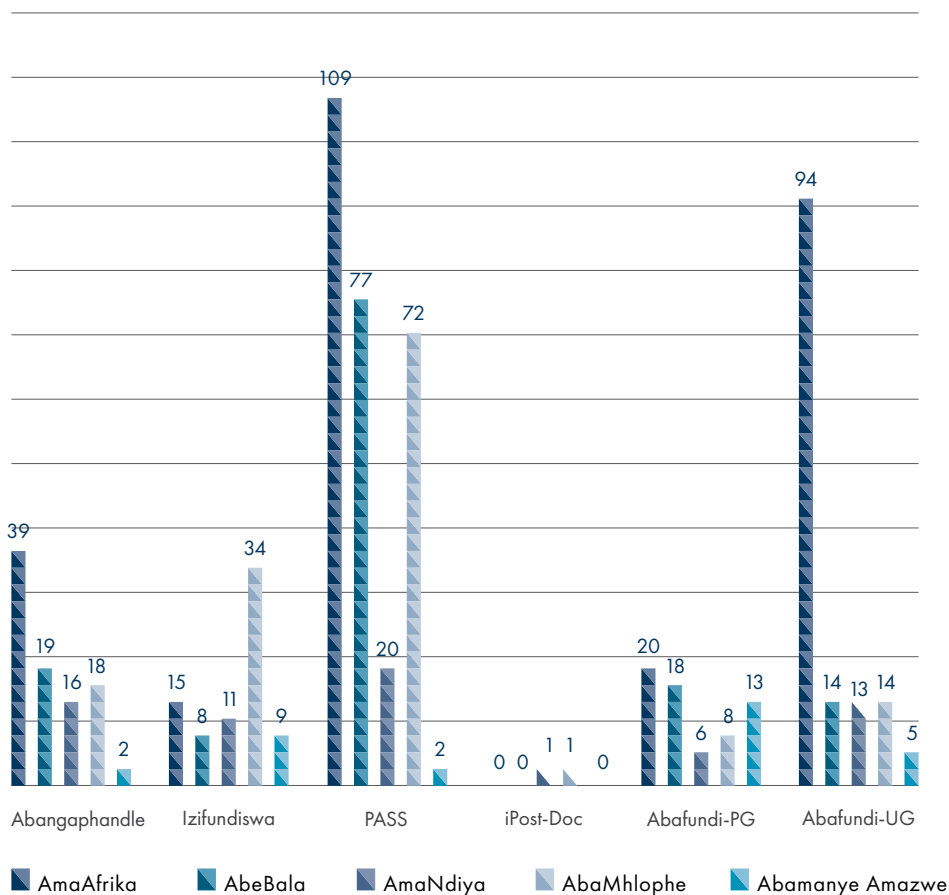
IGRAFU 2: lindwendwe ngokweenkalo

Inani leendwendwe ezibhinqileyo liye lalidlula kakhulu elezingamadoda, into leyo ebingenjalo kwisithuba sengxelo esidlulileyo. Lilonke inani leendwendwe ezibhinqileyo libe ngama-350, laza elezingamadoda laba ngama-306, kwaza kwabakho iindwendwe ezimbini (2) ezingazifakanga kwezi zini zibini. Iyunivesiti ilindele ukuba ngahle linyuke inani leli qela lokugqibela, njengoko oko kuya kuba kuhambelana nomgaqo-nkqubo wobandakanyeko lwezini.

Olu chako ngokweenkalo lungentla apha lolwabantu abathe baqhagamshelana neofisi yeOmbud. Babandakanya abasebenzi abangama-357 (280 abePASS nama-77 ezifundiswa). Kulo nyaka ababefudula bengabasenzi abatsha bePASS nababesandula ukuba ngabasebenzi abangeniswe bevela ngaphandle kwingxelo ka- 2017, ngoku babandakanyiwe kwiqela lePASS ngokubanzi. Babini abafundi abenza izifundo ezilandela ezobugqirhalwazi abaye bandwendwela le Ofisi. Kwiincoko ngeencoko nabanye abantu kubonakala ngathi eli nani lisezantsi alibonisi kuba mbalwa kweengxaki zabo okanye ukuba abanazingxaki. Aba babini bezayo bathetha ngoloyiko abanalo abanye abaninzi lokuza kuthetha ngamava abo apha e-UCT, futhi batsho nokuthi basoloko begcinwe bexakekile ngaBaphandi abaziiNqununu (Principal Investigators (PI)) abasebenza phantsi kwabo, bangabi nalo nelokuphefumla ixesha. Kulo nyaka uphelileyo inani labo laliphantsi

kangangokuba ndaye ndagqiba kwelokuba ndilidibanise kwelabafundi abenza izidanga ezilandela ezokuqala. Ukucacisa nje le ndawo, nangona inani liphantsi nje, akukho nkxalabo yamntu isingelwa phantsi ngokubaluleka kwiofisi yeOmbud.

Kwesi sithuba senzelwa le ngxelo ngama-205 abafundi abandwendwelayo (ama-65 abenza izidanga ezilandela ezokuqala ne-140 abenza ezokuqala). La ma-94 eendwendwe ezivela ngaphandle abandakanya abahlali abafana nabazali babafundi, abafundi abaceba ukuza kufunda apha, abantu abavela kwamanye amaziko anomdla wokuseka iiofisi zeOmbud nabanye abangabachaphazelekayo, abafana nababefudula bengabafundi base-UCT.



IGRAFU 3: Uchako lweendwendwe ngokobuhlanga

Le grafu ingentla apha ibonisa ukwahlukahlukana ngokobuhlanga kweendwendwe ezingama-658 ezeza kwiofisi yam ngemiba eye kufika kwi-1452 iyonke. Ekusombululeni le miba ndaye ndaqhagamshelana nabanye abantu abali-1228 ngokulumana iindlebe nabo bengamaqela nangabanye, phofu ndiqale ngokufumana imvume yondwendwe olo lokuqala. Kwiindwendwe ezingama-658, ama-347 ayengokulumana iindlebe apho ndandihlala phantsi naloo mntu unenkxalabo ayivakalisayo, ndize ke ngemvume yakhe ndibe nendibano nomnye okanye nabanye abaninzi ngamanye amaxesha, ngokuxhomekeke kubuntsompothi bomba lowo. Ngoko ke ngama-891 abanye ekwaye kwaqhagamshelwana nabo ekuqwalaselweni kwemiba kwizihlandlo zolumanozindlebe ezingama-347, kunye nezinye iindwendwe ezingama-20 ngelokuqwalasela iinkxalabo ezazifuna iinkcukacha nje kuphela.

Le grafu ngeendlela ezininzi ikwangumzobo weyunivesiti ngokubanzi ngokuphathelele ekumeni kwayo ngakwicala leentlanga ezikhoyo kuyo. Ngelixa ibonisa inani eliphantsi labantu abaye bagqiba ukuza nemiba yabo kwiOmbud xa kuthelekiswa nenani labantu bale yunivesiti bebonke, asingabo bonke abantu okanye imiba enyuselwa kwizinga leOmbud. Okona bekuya kuba nokufaneleka xa sekuthethwa, ibiya kukuba imiba isonjululwe kufuphi kangangoko nalapho ibithe yavela khona. Kwenza inkxalabo kambe kona ukuba lingahle lihle, libe ngaphantsi kunoko lifanele ukuba lilo, xa kunokujongwa uloyiko lwabantu ukuthetha ngeengxaki zabo oluxelwa ngabo bathe baqhagamshelana nam. Uloyiko lwempindezelo luseyeyona nto ikhoyo, ngakumbi kuqwalaselo lwemiba echaphazela ubudlelane babanoxulumano. Le nto ke ayihambelani nenjongo eyasekelwa phezu kwayo le ofisi. Iyunivesiti kufuneka ibethe ngenqindi phantsi kulo mkhwa wokusetyenziswa kwamagunya kakubi, apho uye wavela khona. Iofisi yam kufuneka ingabi namqobo kubo bonke abachaphazelekayo kule yunivesiti.

Kukule meko ke endizoba kuyo umfanekiso weentlobo zemiba ethe yeziswa kum.

1	Imbuyekezo namalungelo	85	6%
2	Ubudlelane babanoxulumano	226	16%
3	Ubudlelane boontangandini namakholwane	102	7%
4	Ukuqhuba nophuhliso lwemisebenzi efundelweyo	99	7%
5	Ezomthetho, Ezemigaqo, Ezemali noThotyelo	200	14%
6	Ukhuseleko, Impilo neNdalo Esingqongileyo	198	14%
7	Imiba yeeNkonzo noLawulo	201	14%
8	Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso	205	14%
9	iiNqobo iNtsulungeko neMigangatho	136	9%

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liNkalo Zokwenziwa kweNgxelo Ezifanayo ze-IOA ngokwemiba/ngeenkxalabo

linkalo neenkawana (ezilungiselelwe i-UCT)

1. IMbuyekezo, iintlawulo, aMawonga neMibulelo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali, ufaneleko noLwamkeleko lwembuyekezo yabasebenzi, iintlawulo nezinye iinkqubo zeentlawulo.

- a) Imbuyekezo** – Izinga lomvuzo, isixa somvuzo, ulwahlulo lwemivuzo yomsebenzi/ inqanaba, okunye. **53**
- b) Intlawulo** – Ulawulo lwentlawulo, uqhagamshelwano olunxulumene nentlawulo. **32**
- c) Amalungelo** – Izigqibo ezimalunga nonyango, amazinyo, ubomi, ikhefu/ikhefu lokugula/lwezosapho/lokufunda, ikhefu lokuphucula izifundo, imfundo, iiyure zomsebenzi, inqanaba lewonga longaphandle, njl. **32**
- d) Umhlalaphantsi, ipenshoni** – Ukufaneleka, ukubalwa kwesixa, amalungelo omhlalaphantsi, imiqathango yokuhlululwa. **3**
- e) Amalungelo anxulumene nokwenziwa komsebenzi** **38**
- f) Inshorensi** – Impilo, IOD, nokunye. **8**
- g) Imfundo yabaselula, Ulondolozo lwabantwana** **3**
- h) Amawonga, Ukuvunywa** **5**

2. Ubudlelane babanoxulumano – Imibuzo, iinkxalabo, imiba okanye imibuzo phakathi kwabantu abanobudlelane (oko kukuthi, umphathi -umsebenzi, umhlohli-umfundi, ikholwane-ikholwane, umfundi-umfundi)

- a) Eziphambili ngokubaluleka, iinqobo, linkolelo** – Iiyantlukwano malunga noko kufanele kubonwa njengokubalulekileyo – okanye kubaluleke kakhulu – okusoloko kusekeleke kwiinkolelo ngentsulungeko. **197**
- b) Imbeko, Impatho** – Ukubonakalisa ukuziphatha okungafanelekanga, ukungabakhathaleli abanye abantu, ubukrwada, ukungaqhuqheki, njl. **195**
- c) Imbeko, Impatho** – Ukubonakalisa ukuziphatha okungafanelekanga, ukungabakhathaleli abanye abantu, ubukrwada, ukungaqhuqheki, njl. **198**

d) Intembeko, Ubulumko – Ukukrokrela ukuba abanye abantu abanyanisekanga, nokuba kungokwezinga lokunyaniseka anqwenela ukuba babekulo umntu, njl.	150
e) Uqhagamshelwano – Umgangatho okanye kunye nobungakanani boqhagamshelwano.	208
f) Uvuyelelo, Ubugwili – Ungcungcuthekiso, izoyikiso okanye kunye nonyanzeliso.	143
g) Okuphathelele kulwahlukano – Izimvo okanye ukuziphatha okubonwa ikokukungabacingeli abanye abantu, ezigwenxa okanye ezokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahlohli, inqanaba, icandelo kwezemfundo.	178
h) Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni.	105
i) Ubudlova – Obenzekayo okanye izoyikiso zokwenzakalisa.	103
j) Imisebenzi, lishedyuli – Ukufaneleka okanye ukuba nobulali kwemisebenzi, umthamo womsebenzi olindelweyo.	158
k) Ingxelo – Ingxelo okanye ulwamkeleko olubonakaliswayo, okanye iimpendulo ngengxelo enikiweyo.	164
l) Ulumanondlebe – Izicelo zoncedo ekuqwalaselweni kwemiba ephakathi kwabantu ababini okanye abangaphezulu abaphantsi kwabo/ababafundisayo okanye abanobunye ubudlelane obungaqhelekanga bentsebenziswano.	75
m) Uvandlakanyo lokwenziwa komsebenzi/Uhlelo ngenqanaba – Ukwenziwa komsebenzi kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	80
n) Uhlelo ngokwamanqanaba – Ukwenziwa komsebenzi wokuhlohla kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo.	43
o) Imeko yesebe – Izimo ezikhoyo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo liluxanduva lwabaphathi okanye lwabahlohli.	150
p) Imfezeko yokuphatha kubandakanya nokungaphethelele kubuhlohli – Ulawulo lwesebe okanye lwegumbi lokufundela, ukusilela ekuqwalaselweni kwemiba.	143
q) Ukungathobeli – Ukwala ukwenza oko kuyalelweyo.	80
r) Amanyathelo oluleko – Ukufaneleka, ukugcina ixesha, iimfuneko, ezinye iindlela zokwenziwa kwezinto, okanye okunokukhethwa okanye ezinye iindlela zokuphendula.	180
s) Ukulingana kwempatho – Ukukhetha, umntu omnye okanye abangaphezulu abaphathwa kakuhle kunabanye.	72

3. Ubudlelane boontangandini nobamakholwane – Imibuzo, iinkxalabo, imiba okanye imibuzo phakathi kwabantu abanobudlelane (umzkl umanejala-umsebenzi, umphathi-umfundi, icandelo lezifundo-umfundi, icandelo lezifundo-PASS, icandelo lezifundo/PASS-konikwe abangaphandle, ikholwane-ikhholwane, umfundi-umfundi).

- a) Eziphambili ngokubaluleka, linqobo, linkolelo** – Iiyantlukwano malunga noko kufanele kubonwa njengokubalulekileyo – okanye kubaluleke kakhulu – okusoloko kusekeleke kwiinkolelo ngentsulungeko. **100**
- b) Imbeko, Impatho** – Ukubonakalisa ukuziphatha okungafanelekanga, ukungabakhathaleli abanye abantu, ubukrwada, ukungaqhuqheki, njl. **94**
- c) Intembeko, Ubulumko** – Ukukrokrela ukuba abanye abantu abanyanisekanga, nokuba kungokwezinga lokunyaniseka anqwenela ukuba babekulo umntu, njl. **102**
- d) Igama** – Ifuthe elinokudalwa ngamarhe okanye nentle bendwane ngemiba yomsebenzi okanye ngomntu. **72**
- e) Uqhagamshelwano** – Umgangatho okanye kunye nobungakanani boqhagamshelwano. **96**
- f) Uvuyelelo, Ubugwili** – Ungcungcuthekiso, izoyikiso okanye kunye nonyanzeliso. **61**
- g) Okuphathelele kulwahlukano** – Izimvo okanye ukuziphatha okubonwa ikokokungabacingeli abanye abantu ezigwenxa okanye zokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahloli, inqanaba, icandelo kwezemfundo, njl. **90**
- h) Impindezelo** – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni. **62**
- i) Ubudlova** – Obenzekayo okanye izoyikiso zokwenzakalisa. **52**
- j) Imeko yesebe** – Izimo, izithethe okanye iingqondo ezibonakaliswayo kwisebe elo liluxanduva lwabaphathi okanye lwabahloli. **83**

4. Ukuqhuba nophuhliso lwemisebenzi efundelweyo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo zolawulo nezigqibo ngokuqala kunye nokuyeka emsebenzini nokuba ubandakanya ntoni na umsebenzi lowo (oko kukuthi ugayo lwabasebenzi, uhlobo nendawo yomsebenzi, ukhuseleko lomsebenzi nokuyeka).

- a) linkqubo zezicelo zomsebenzi, ezokukhetha nezokugaya abasebenzi** – linkqubo zokugaya nokukhetha abasebenzi, uququzelelo lwezicelo zomsebenzi, iingxelo ngezicelo zomsebenzi, ukuchonga abokubizelwa udlawano-ndlebo nemiqathango yokukhetha, ubulali basemsebenzini, izigqibo ezinembambano ezinxulumene nogayo nokukhethwa kwabasebenzi. **32**
- b) Uhlelo nenkcazo yemisebenzi** – linguqu nokungevani malunga neemfuno zomsebenzi, imisebenzi efanelekileyo. **34**

c) Ukusiwa komnye umsebenzi ungazifunelanga, Ukutshintshwa komsebenzi	43
– Isaziso, ukukhethwa, amalungelo/iintlawulo zokususwa okukodwa, ukususwa kumsebenzi wangaphambili, ukutshintshwa kwemisebenzi okungacelwanga.	
d) Ukhuseleko lwesikhundla-lwelungelo lokuhlala, Ukungacaci	37
– Ukhuseleko okanye lwekhontrakthi, ubonelelo ngemiqathango yeekhontrakthi enokhuseleko, ukuqhuba komsebenzi, oko kukuthi, ukunyuselwa, ukuqeshwa kwakhona, okanye ukuhlala.	
e) Ukuqhuba komsebenzi	62
– Unyuselo oluceliweyo (ad hominem), ukunyuselwa, ulandelelwano, ukuqeshwa kwakhona, okanye ukuhlala.	
f) Ukubolekisa nobungakanani bexesha lomsebenzi	29
– Ukungagqitywa okanye ukwandiselwa ixesha kakhulu kwemisebenzi kwiimeko ezithile/kumazwe athile, unqongophalo lokusiwa kweminye imisebenzi okanye ukusiwa ungazifunelanga, isicelo sokusiwa kwenye indawo/kweminye imisebenzi/kwenye inxaxheba.	
g) Ukuziyekela emsebenzini	22
– Inkxalabo malunga nokuziyekela neendlela zokuziyekela emsebenzini okanye malunga nokuba isigqibo esinjalo singavakaliswa njani na ngokufanelekileyo.	
h) Ukuyekiswa/Ukungaqeshwa kwakhona	17
– Ukuphela kwekhontrakthi, ukungavuselelwa kwekhontrakthi, ukuyekiswa okusisigxina kwiziko okunembambano.	
i) Ukuqeshwa kwakhona kwabasebenzi abayekayo okanye kwabathatha umhlalaphantsi	1
– Ukulahlekelwa ngamalungelo anelisayo okuhamba nokuqeshwa kwakhona kwabathatha umhlalaphantsi, ukukhetha iintandane	
j) Ukutshitshiswa kwesithuba	12
– Ukutshitshiswa kwesithuba somntu othile.	
k) Uphuhliso lomsebenzi/Ukuqeqesha/Uthantamiso	58
– Imisebenzi ngemisebenzi yaseklasini, yasemsebenzini njengamathuba oqeqesho nophuhliso.	
l) Umsebenzi wabucala	2
m) Ukusiwa komnye umsebenzi/ukungafuneki (kwesithuba somsebenzi)	3
n) Ingqesho yabafundi	4

5. Ezomthetho, Ezemigaqo, Ezemali noThotyelo – Imibuzo, iinkxalabo, imiba okanye imibuzo enokuthi ibeke iziko eli nabantu balo kumngcipheko ngokwasemthethweni (kwezemali, isohlwayo, njl) ukuba ayithanga yaqwalaselwa, kubandakanya nemiba enxulumene nenkcitho, ubuqhetseba nongcungcuthekiso.

a) Izenzo zolwaphulo-mthetho	110
– Izoyikiso okanye izenzo zolwaphulo-mthetho ezicetywayo, eziqatshelwayo okanye ezihlela abantu, ubuqhetseba, ukunyiba iimbalo zabanye abantu.	
b) Izinto zoshishino nezemali ezenzekayo	84
– Izenzo ezingafanelekanga zokusetyenziswa kakubi okanye zokudlakazeliswa kweemali zeziko, izibonelelo, izinto zokusebenza nezilungiselelo zalo.	

c) Ubandezelo – Ukuziphatha okungamkelekanga ngezenzo, ngokuthetha, ngokubhala, ngeimeyili, ngezinto ezikwizishicileli-mazwi, ngeevidiyo, ngokwasemoyeni okanye ngokwesini, okunokuthi kudale imeko yokujongana ngezikhondo zamehlo nebanga uloyiko.	128
d) Ucalu-calulo – Ukuphathwa ngendlela engafaniyo neyokuphathwa kwabanye okanye ukuchwethelwa bucala kwamanye amalungelo, umzekelo, isini, ubuhlanga, ubudala, ilizwe ovela kulo, inkolo, inqanaba, njl. (ukuba yinxenye yoMthetho oyiEmployment Equity Act – EEA – kuyasebenza eMzantsi Afrika).	156
e) Ukhubazeko, olwexeshana nolusisigxina, indawo yokuhlala efanelekileyo – Ukongezelwa ixesha ezimviweni, ukubonelelwa ngetheknoloji encedisayo, iitoliki, okanye izincedis zeBraille ezibandakanya nemibuzo ngemigaqo-nkqubo, njl. Uvandlakanyo ngokutsha lwenxaxheba.	47
f) Ufikeleleko, Ufikelelo – Ukususwa kwezithinteli, ezetheknoloji nezasemoyeni, ukubonelela ngamathambekana aziindledana ezithatha indawo yezitephu, izinyusi, ufikelelo kwiinkcukacha, njl.	100
g) Amalungelo oyilo – Umzkl. Ilungelo lembalo nelungelo lento eyaqalwa ngothile ukwenziwa.	6
h) Ukungadizwa nokukhuselwa kweenkcukacha – Ukukhupha okanye ukufikelela kwiinkcukacha zomntu okanye zeziko ezilihlebo nezingafanelanga kufikelelwa nguwonke-wonke.	76
i) Ukonakaliswa kweempahla – Ukonakaliswa kwezinto zomntu, amatyala.	9
j) Intlawulo, ityala, nekhontrakthi	155
k) iVisa	1
l) Ubudlelane obubodwa, ubuhlakani obungafanelekanga, ukuba ngukhethabakhe	39
m) Unxulumano babathengisi nokufumaneka kwezinto	2

6. Ukhuseleko, Impilo neNdalo Esingqongileyo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokhuseleko, impilo nemiba enxulumene nezibonelelo.

a) Ukhuseleko – Ukhuseleko ngokwasemzimbeni, ingozi, ubalekiso kwiimeko zengulo, ukufezekiswa kweemfuno zeyunivesiti nezesizwe ngokuphathelele kuqeqesho ngokhuseleko nezixhobo zokhuseleko.	118
b) Iimeko kwiindawo zomsebenzi/zokuhlala – Amaqondo obushushu, amavumba, ingxolo, indawo ekhoyo, izibane, njl.	39
c) Ufaneleko lweendawo zokusebenzela – Ukumiseka kakuhle nangokufanelekileyo kweendawo ekusetyenzelwa kuzo.	34
d) Ucoceko – Iimeko nezibonelelo zokuzithuma eziqoliswe kuthintelo lwezifo.	20

e) Ukhuselo – Izibane ezifanelekileyo kwiindawo zokumisa izithuthi, izixhobo zokubhaqa izinto zentsimbi/zenkcenkce, amadindala okhuselo, ukungafikeleleki lula kwezakhiwo kwabangaphandle.	36
f) Ukusebenzela ekhaya, Amaxesha Anokuguqu-guqulwa – Ukukwazi ukusebenzela ekhaya okanye kwenye indawo ngenxa yokunyanzelwa ngumsebenzi okanye yimeko okuyo, umzkl. Kwimeko yongxamiseko edalwe ngumntu okanye yindalo.	4
g) Izixhobo zokhuseleko – Ukufikelela kwizixhobo zokhuseleko okanye ukuzisebenzisa, umzkl. Isixhobo sokucima umlilo.	40
h) Imigaqo-nkqubo yokusingqongileyo – Ukungalandelwa kwemigaqo-nkqubo, ukungabi nabulali bayo, ukungasebenzi kakuhle, ukuxaka kwayo.	48
i) Indubeko ehamba nomsebenzi nongqamaniseko lomsebenzi nobomi – Indubeko yasemva kwengozi, ukhawulelwano nezehlo ezingxamisekileyo, indubeko yangaphakathi/yangaphandle, umzkl. uqhawulo-mtshato, ukudubula, ukonga ogulayo, umenzakalo.	196
j) Ukumisa izithuthi	24
k) Ukusetyenziswa kweendawo ezingenalwakiwo	33

7. Imiba yeenkonzo/yolawulo – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkonzo okanye iifisi zolawulo, kubandakanya nevela kwabangaphandle.

a) Umgangatho wenkonzo – Zinikwa kakuhle kangakanani na iinkonzo, ukuchaneka okanye ukunaba kweenkcukacha, ukwaziwa komsebenzi, njl.	155
b) Ukuphendula, Ukubanjwa kwexesha – Ixesha elithathwayo phambi kokuphendulwa komnxeba okanye phambi kokubuyela kobefowunile okanye ixesha elithathwayo phambi kokunikwa kwempendulo epheleleyo.	144
c) Izigqibo zolawulo notoliko, Ukusetyenziswa kwemigaqo – Ifuthe lezigqibo ezingezizo ezimalunga nokuziphatha, izigqibo malunga namaxesha okuphelelwa kwemigaqo-nkqubo nemida yayo, izigqibo malunga nezicelo zeenkonzo zokufundisa okanye nolawulo, umzkl. uphambuko kumaxesha okuphelelwa kwemigaqo-nkqubo nemida yayo, izicelo zokubuyiselwa imali, izibheni okanye amarekhodi, njl.	177
d) Iintlawulo nenkxaso-mali - Ulawulo lweentlawulo zokufunda, abatyalayo, inkqubo yenkxaso-mali nokufaneleka ekuyinikweni.	92
e) Ukuziphatha kwabaniki beenkonzo – Indlela athethe ngayo umlawuli okanye umsebenzi nomnye umntu weyunivesiti, nomsebenzisi wenkonzo okanye nabafundi, okanye indlela abaphathe ngayo, umzkl. Ubukrwada, ukungabamameli okanye ukungabanyamezeli.	131
f) Ubukho bezifundo, Ukugqiba isidanga ngexesha laso	99

g) Ukwamkelwa, Ukwamkelwa kwakhona, Ubhaliso, uQwalaselo lolwazi lwangaphambili (RPL), iimviwo ze-NBT, namarekhodi – abenza izidanga zokuqala	77
h) Ukwamkelwa, Ukwamkelwa kwakhona nobhaliso, namarekhodi – abenza izidanga ezilandela ezokuqala	36
i) Ubonelelo lwabafundi nabasebenzi nobomi kwiindawo zokuhlala zabafundi	69
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j) **Imida yemisebenzi yamasebe yeziko, umhlaba** – Iimbambano ezimalunga nokuba ngaba leliphi na isebe/iziko elifanele ukwenza okanye ukukhokela ukwenziwa kowuphi na umsebenzi. 32

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9. IiNqobo, iNtsulungeko neMigangatho – Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali okanye iinqobo zeziko, intsulungeko okanye/kunye nemigangatho yalo, ukusetyenziswa kwemigaqo-nkqubo nemigangatho kunye/okanye neenkqubo ezihamba nayo, okanye nemfuneko yokuba kuqulunqwe okanye kuhlaziye imigaqo-nkqubo, kunye/okanye nemigangatho.

a) **Imigangatho yokuziphatha** – Ubulali, ukusebenza okanye ukusilela kwezikhokelo zokuziphatha, iinkqubo zolawulo kunye/okanye nemigaqo yokuziphatha, yokunyaniseka kwezemfundo, ukunyiba iimbalo, uMgaqo Wokuziphatha, ungquzulwano lochaphazeleko, abatyelayo, njl. 100

b) **Iinqobo neNkcubeko** – Imibuzo, iinkxalabo okanye imiba malunga neenqobo ezixabisekileyo okanye isiqhelo sokusebenza seziko. 95

c) **Ukuziphatha kwezenzululwazi, Intelekelelo** – Ukungaziphathi kakuhle kwezenzululwazi okanye kwezophando okanye izenzo ezigwenxa, umzkl. ububhali, ukunikwa kweziphumo ezigwenxa. 7

d) **Imigaqo-nkqubo neenkqubo ezingabandakanywanga kwiinkalo ngokubanzi ku-1 ukuya ku-8** – Ubulali okanye ukungabikho komgaqo-nkqubo okanye ukungasetyenziswa komgaqo-nkqubo, ukungalandelwa komgaqo-nkqubo okanye imfuneko yohlaziyo lwawo, umzkl. Indlela yokunxiba efanelekileyo, ukusetyenziswa kweintanethi okanye kweselifowuni. 105

ITHEYIBHILE 2: Iinkalwana ezifanayo ze-IOA

Uhlalutyo lweeNkcukacha

Itheyibhile yokuqala ibonakalisa ushwankathelo lweenkalo zemiba ethe yeziswa kwi Ombud kulo nyaka udlulileyo, kusetyenziswa iinkalo ezifanayo ze-IOA. Itheyibhile yesibini ibonakalisa kwa-ezi nkcukacha zinye, kodwa ke ngoku kusetyenziswa iinkalo ezithe xaxe zona ngokunaba.

Njengoko kucacisiwe kwingxelo ka-2017, amanani abonakalisiweyo kwinkalo nganye kwiTheyibhile 2 akahambelani namanani abonakalisiweyo kwinkalo nganye kwiTheyibhile 1. Isizathu soko kukuba undwendwe lungeza nemiba engaphaya komba omnye njengoko kubonisiwe kwiinkalwana eziphantsi kwenkalo eziphantsi kwayo kwiTheyibhile 2, kodwa ubalwe kanye kuphela phaya kwinkalo eziphantsi kwayo kwiTheyibhile 1. Umzekelo, uBob unothethewano neOmbud oluphathelele kwimiba efana nokuthatha umhlalaphantsi nephathelele kwimbuyekezo phantsi kwenkalo yokuqala (imbuyekezo, amalungelo, amawonga nemibulelo), kanti nakumgangatho wenkonzo, nokuphendula, kunye nokuziphatha komniki wenkonzo kwinkalo yesixhenxe eneenkalwana eziphantsi kwayo (imiba yeenkonzo nolawulo). Le nto ithetha ukuba ubalwe kabini kwiinkalwana eziphantsi kwenkalo yokuqala (imbuyekezo, amalungelo, amawonga nemibulelo), nakathathu kwinkalo yesixhenxe eneenkalwana eziphantsi kwayo (imiba yeenkonzo nolawulo) kwiTheyibhile 2. Ngoko ke uBob ubalwa kahlanu kwiTheyibhile 2. KwiTheyibhile 1 ubeya kubonakaliswa engobalwe kanye phantsi kwenkalo yokuqala (imbuyekezo, amalungelo, amawonga nemibulelo), nakanye phantsi kwenkalo yesixhenxe (imiba yeenkonzo nolawulo), ngoko ke uBob ubalwa kabini kwiTheyibhile 1.

Ubudlelane babanoxulumano (kwiTheyibhile 2), njengakwiminyaka edlulileyo, busaqhuba ngokuba nawona manani aphezulu xa kuthelekiswa nezinye iinkalo ezisibhozo. Kukwabalulekile nokuqaphela ukuba nakubeni inani leendwendwe zizonke (658) lingaphantsana kwelika-2017 (700), ehle kakhulu kule nkalo. Umzekelo, ngo-2017 “uQhagamshelwano” phantsi kwale nkalo lwaba nelona nani liphezulu elingama-259, lwalandelwa “yiNtembeko noBulumko” kuma-259 nayo kwakule nkalo inye. Ezantsi kwazo kancinane nje yaba “Zeziphambili ngokubaluleka, iiNqobo, iiNkolelo” ezaba ngama-256 zaza “iMbeko neMpatho” zona zaba ngama-255.

Kulo nyaka, uthelekiseko lusafana. “UQhagamshelwano” luphambili ngama-208, kulandele “iNtembeko noBulumko” nge-198, zibe ngaphantsi ngomvo omnye nje “kuneziphambili ngokubaluleka, iiNqobo, iiNkolelo” ezibe li-197. Inkalo yesibini elandelayo ngawona manani aphezulu ibe yiMiba yeeNkonzo noLawulo, apho “Izigqibo zolawulo notoliko” zibe li-177 emva kwazo kulandele “Umgangatho wenkonzo” obe li-155 ngelixa “Ukuphendula nokubanjwa kwexesha” kuli-144. Le nkalo, isikakhulu imalunga nabafundi abaneenkxalabo eziphathelele kuthotho lweenkonzo zezentlalo nezemfundo.

ICandelo leZabasebenzi (HR) lifanele kunconywa ngakumbi ngenxa yobumbalwa bemiba yembuyekezo namalungelo, ngakumbi evela kubasebenzi bePASS abathathwe ngaphandle.

Kambe ke ulibaziseko ekuqunjelweni kweenkqubo ze- HR luyayinyusa “iKhontrakthi” phantsi ku ka-5 (j). Ngelokulungisa nje, asizonkxalabo zamalungu ePASS kuphela ezinyuse le nkalo ukusuka kuma-21 ngo-2017 zaya kutsho kwi-155 ngo-2018. Uvuyelelo nobugwili zithe gqolo ngokwenza inkxalabo. Ngo-2017 imiba yovuyelelo (njengoko ibonakaliswa kuBudlelane Babanoxulumano nakuBudlelane Boontangandini) yaye yaya kufika kwi-193, ngelixa ingama-204 kwesi isithuba senzelwa le ngxelo.

Kuyafuneka ukuba iyunivesiti iwaqaphele la manani malunga nendlela ajika-jika ngayo nalapho ajika-jika khona, ize ke izibuze umbuzo othi “kutheni?”. Kule ndawo ke iOmbud, isebenza njengokhala olumkisa kwakuqala, ngethemba lokuba iziko eli liya kuba nenkathalo ngokwaneleyo eya kufenza ukuba lizikise nzulu, libuza imibuzo liphuma nezisombululo eziqinileyo nezinozinziso. Inxaxheba yeOmbud kufuneka ingaphazanyiswa neyomphandi. Ngenx’ enye kambe, apho iyunivesiti ibona kufanelekile, kufuneka izenzele olwayo uphando olusekelele koko kubonwa okanye kuviwa yiOmbud kwiziko eli ngokubanzi.

Ukuphumela ngaphandle nokunye okwenziwe yiOmbud

- ▶ Phezu komsebenzi endiwenza apha ngaphakathi kwamasango eyunivesiti, njengelungu loMbutho weeOmbud Zamazwe ngamazwe (IOA), ndinenxaxheba kumsebenzi wamavolontiya eKomiti Yamazwe ngamazwe (Jonga kwiletha eqhotyoshelwe apha njengeSihlomelelo A).
- ▶ Kwinkomfa ye-IOA ka-2018 ebiseRichmond, ndaye ndenza intetho phantsi kwesihloko esithi “UShwankathelo lweNgozi Esekelwe kwiSini/The Overview of Gender Based Harm”. Ndinombulelo kwiOfisi yase-UCT nakwiOfisi yeNguqu ngokundincisedisa ekuqulunqeni kwam le ntetho.
- ▶ Asathe gqolo amanye amaziko ngokundicela ukuba ndiwancedise ekusekeni kwawo ezawo iiofisi zeeOmbud (University of Zululand; Nelson Mandela University; North West University; University of Free State).
- ▶ Ndiye ndatyelelwa yiOmbud entsha yeSixeko seKapa.
- ▶ Ndisathe gqolo ngokuba nobudlelane bokusebenza namaqela achaphazelekayo afana neKhansile yaBameli baBafundi (SRC) neeYuniyoni.
- ▶ Ndiye ndaphinda ndatyelela iZiko eliyi-UCT Desmond Tutu eMaVundleni Research Centre eCrossroads.
- ▶ Ndiye ndamenyelwa “kwintlanganisano yoxulusho (thinking meeting)” ngelokuba ndiye kuncedisa kuqwalaselo lwesicwangciso esiliqili se-HSF sokukhawulelana ngempumelelo nezibongozo zabafundi.

- ▶ Ndiye ndaba nodliwanondlebe ne-UCT Radio.
- ▶ Ndiye ndasamkela isicelo sokuba ndikhe ndiye kwaneka ingxelo yam kwiforam yabasebenzi bePASS.
- ▶ Ndiye ndenza iintetho ezili-12 kubantu bale yunivesiti ngokubanzi.
- ▶ Ndiye ndamenywa yi-ICTS Transformation Forum ngelokuya kuphefumlelana ngenxaxheba yayo ekuzisweni kwenguqu.
- ▶ Kananjalo ndiye liqela le-HSF Transformation ndiye kuphefumlelana nalo ngolwahlukano.

Omnye umthathi-nxaxheba kwezi ntlanganiso uye wabhala wathi:

Dear Zetu

Ndinqwenela ukukubulela ngoncedo lwakho kule minyaka idlulileyo ngakwinkalo yokujongana ngezikhondo zamehlo nabafundi nakumalinge okuzisa inguqu. Ubunzulu bengqiqo nenkokelo yakho zibe lulutho kakhulu, futhi ndinenkolo yokuba ibaluleke kakhulu inxaxheba yeOfisi yeOmbud ekudaleni umoya wophuhliso e-UCT. Ndisawuphethe umsebenzi wokuququzelela iindibano zempefumlelwano (seminars) iCandelo XXX, kananjalo ndiyaphinda ndithi ndibamba ngazibini ngokuthi uvume ukuba ngumlamli ezingxoweni.

*Ngomkhulu umbuliso
XXX*

- ▶ Ndiye ndatyelela ilinge le-UCT eliyi-UCT South African Tuberculosis Vaccine Initiative SATVI (eVostile) ngeliya kwazisa ngenxaxheba yam kwiyunivesiti le ngokubanzi.
- ▶ Ndiye ndamenywa ngaMacandelo Ezifundo ahlukeneyo ase-UCT naziyunithi ngelokuba ndiye kwandlala ingxelo yam ka-2017 nezindululo endaziphakamisayo kuyo.
- ▶ Ndiye ndacelwa ngamaqela amaninzi ezigqeba zeyunivesiti le ngelokuba ndiye kuwancedisa ekuvuleni indlela kwiincoko zocweyo zawo. Kambe ke ngenxa yeengxaki zale ofisi, andikhangela ndikwazi ukusoloko ndizamkela ezi zicelo.
- ▶ Phezu koku kungentla apha, ndiye ndangenisa ingxelo yonyaka kwiKhansile ye-UCT, ndaphendula nemibuzo yayo.

Okuqwalaselweyo nezindululo

IOmbud, njengesikhongozelo seenkcukacha zokubetha komxhelo weziko eli, ikwisikhundla esimfano iyodwa yokuba izobe umfanekiso wobunjani bobomi ngalo naliphi na ixesha. Luxanduva lwam ukuba ndilumkise iyunivesiti ngoko kufuna ukulungiswa, ukubekwa iliso nokunikwa ingqwalasela. Ndiyafuna nokuyivelisa indawo yokuba umsebenzi wam usekeleke kumngqophiso weYunivesiti yaseKapha neenqobo zayo kwakunye nakwimigangatho yokwenziwa komsebenzi nomgaqo wentsulungeko woMbutso weeOmbud Zamazwe ngamazwe (IOA). Akukho mntu unokuthi, ngonyaniseko, asebenze njengeombud nakuliphi na icandelo, engakhange abe uzinikezele kumngqophiso neenqobo eziphambili zobuombudi. Ziba sisikhokelo esizijonga ngaso nesizihlalutya ngazo, ndawo nye nemigaqo-nkqubo, nezikhokelo zokwenziwa kwezinto, nazo izezisekelwe kwimithetho yelizwe.

Phambi kokuba ndingene kwimiba yenkqubo eyeminye nangelokuthintela ukuphinda into enye, ndinqwenela ukwenza izicelo ezibini:

1. Esokuba iKhansile neZiphathamandla zibe nesigqibo ngendlela esebenzisekayo yokuvandlakanya umhlaba ohanjiweyo kuqwalaselo lweziko eli kwakunye nezibonelelo eziye zajoliswa kwiinkxalabo eziveliswe yingxelo yeOmbud ngaphaya kwempendulo yeZiphathamandla. Ukuza kuthi ga ngoku, iyunivesiti iphendule ngokucacisa okukhoyo nokukokunye okusafuna ukwenziwa. Ikhonco lonxibelelaniso elisanqongopheleyo kukulandelwa kwezo zinto ithi iza kuzenza iyunivesiti.

2. Kananjalo ndicela ukuba izindululo zika-2018 zifundwe kunye nezo zango-2016 nezango-2017. Ubuninzi bezi zokugqibela zisahleli ziziinkxalabo zeOmbud nakwesi isithuba senzela le ngxelo. Ngoko ezi zindululo noko kuqwalaselweyo kungezantsil apha ndiza kuthi “zizongezelelo”.

Ukucacisa nje okubangela ukuba ndithethe ngolu hlobo, ngo-2017 ndenza esi sindululo silandelayo:

“Amanani-nkcukacha akule ngxelo abonakalisa ukuba amazinga enkathalelo nenkxaso kumasango eyunivesiti (ngakumbi kuqhagamshelwano lwabanobudlelane bonxulumano nobolawulo) ayakufuna noko ukuphuculwa. Ndiqaphele ukuba ubundlongondlongo bukhulisa ukufihlwa. Into ethethwayo ngabantu, nendlela abathetha ngayo, yiyo enokuvuselela iimeko zempilo zangaphambili, into ke leyo esenokungacaci kwangelo xesha, njengoko ingulo ngengqondo ithanda ukungabonakali. Ubulali luxanduva lomntu wonke. Kananjalo, amaxesha amaninzi uqhagamshelwano lweyunivesiti nabafundi abakhoyo nabasezayo kwakunye nabasebenzi lungaphuculwa noko ngokuthi lwenziwe ngolwazelelelo. Ndiphakamisa ukuba amagama asetyenziswa kuzo zonke iimbalelwano akhe avandlakanywe, nokuba abasebenzi mabakhuthazwe ukuba babe nentelekelelo nolwazelelelo kuqhagamshelwano lwabo, nokuba umxholo lowo uyancumisa na okanye uyahlungisa na.

linkxalabo ezizizongezelelo apha ku-2018 zezi zilandelayo:

1. Kwesi sithuba ndiye ndaziselwa izikhalazo ngabantu bangaphandle, bekhalezela ukungabikho bokucingelwa ngabalawuli ekuqwalaseleni izinto ababuza ngazo. Umzekelo, bathi umsebenzi wase-UCT uyakwazi ukuba athi:

“Ungakhaleli mna. Owam umsebenzi kukuba ndikuxelele ukuba ithini na imeko; ingxaki yakho mus’ ukuyenza eyam”.

Le nto iyangquzulana nawo nawuphi na umgangatho wokunikwa kwabantu inkonzo, futhi ihamba nxamnye neenqobo zeyunivesiti ezithetha ngembeko, inzondelelo nobulali. Kolu thethwano umntu wase-UCT umele iyunivesiti, into leyo ekufaneleke ukuba isoloko ithathwa njengoxanduva olukhulu olufanele ukuthwalwa ngokungqamaniseke nomnqophiso neenqobo. Ngelixa abantu abaninzi besenza okufanelekileyo, bade benze nangaphezu kwemisebenzi abayimiselayo, iintetho ezifana nale nezinye ezilandelayo ziyawutshabhisa umsebenzi omhle wabanye abantu, futhi aziyontswelankathalo nje, koko ziyibeka emngciphekweni iyunivesiti.

Unjingalwazi uxelela umzali ukuba angayithumeli intombi yakhe ize kwenza izifundo zesidanga esilandela esokuqala e-UCT, njengoko intombi le ingenakukwazi ukumelana nemigangatho yase-UCT ngenxa yokuba phezulu kwayo.

Amakholwane ase-UCT ayaluthandabuza ulwazi nezakhono zekholwane elagqiba imfundo yalo kwelinye iziko lemfundo, eme ngelokuba makwenziwe uvandlakanyo lokufaneleka kwalo nesakhono salo ekwenzeni umsebenzi, nakubeni sele lizigqibe ngempumelelo izifundo, futhi liqeshwe ngokulandelwa kwendlela ezamkelekileyo zase-UCT zokugaywa kwabasebenzi.

2. Kwesi sithuba senzelwa le ngxelo ziliqela iindwendwe zam eziye zakhalezela uvuyelelo nezimo ezinoburhabaxa, ngakumbi kwiimeko zobudlelane babashiyanayo ngamanqanaba abakuwo. Phantsi kokuzibeka emngciphekweni wokuhlala kumaqonkqubo wovuyelelo ongekaqunjelwa, ndiqaphela ukuba, into yokungabikho kwawo nokungabikho kwenguqu kwizimo, inkolelo exhaphakileyo yeyokuba abantu abakwizikhundla eziphezulu bavumelekile ukuba bangabaphathi ngembeko abanye, futhi kungabikho manyathelo bawathathelwayo. Into ekufuneka iqatshelwe kukuba uvuyelelo lungavela nakweliphi na icala apha kwiyunivesiti, nakweliphi na inqanaba, futhi luchaphazele nawuphi na umntu okhoyo kuyo.

Lo ungezantsi apha ngumzekelo obonakalisa izinto ezinokuthi zibaqweqwedisele enzulwini yomngcipheko abantu, njengoko indubeko ikholisa ukwayamaniseka kuvuyelelo, nanjengoko kucaca kwingxelo ka-2017.

"Dear Nkskz Zetu Makamandela-Mguqulwa

Ndibhala le imeyili ngenjongo yokukubulela ngokuthi ube lilitha elithe lakhanyisa kubumnyama endandikubo ngexesha endandigutyungelwe ngalo yimingeni emsebenzini wam phakathi kuka-2017 no-2018, xa ndandisebenza e-UCT. Ndifuna ukuba wazi ukuba mkhulu umahluko owenzileyo kwindlela endimelana ngayo nemingeni neemeko zongqzulwano kubomi bam bomhla nezolo.

Ilishwa lokusweleka kukaNjing. Bongani Mayosi landenza ukuba ndizikise nzulu ukucinga, ndaqonda ukuba kunokuba kwakusele kusecicini ukuba ndeyele kumwonyo wendubeko ngenxa yeemeko ezimanyumnyezi endandibekwe phantsi kwazo. Ndinenkolelo yokuba, ukuba ndandingathanga ndiphefumlelane nawe ngemiba endandijongene nayo, ngendisanyumpantyumpeka kuyo nanamhlanje oku, kungekho mnyinyiva naluxolo kum."

UNamie noNamie¹ baluchaza ngolu hlobo lulandelayo uvuyelelo, "Uvuyelelo emsebenzini luyaphindaphindwa, luyimpatho eyonakalisa impilo yomsebenzi omnye okanye abangaphezulu ethi izibonakalise ngeentetho ezingcikovayo; ukuziphatha okanye izimo zentsongelo, zoloyikiso okanye ezitshabhisa isidima; imbuqe ethintela ukwenziwa komsebenzi; okanye edibanisa zontathu ezi zinto".

Uvuyelelo oluthe lwaziswa kum lwenzeka ekhusini, ezintlanganisweni, okanye naphambi kwamakholwane. Maxa wambi luba kukuthetha, ngamanye lungabi kokuthetha. Iimpawu zabavuyeleli ezaziwayo kukuthanda ukulawula, lulunya, ukuba ngoonkomiyahlaba, intswelamonde, ukungazithembi, ubugcwabevu, ukuba nephuku, ukhuphiswano, ukusoloko begxeka, ukutshabhisa isidima, ukubeka ibala, intswelambeko, kwaye bakholisa ngokutyumba umntu abe mnye ngexesha, baze ke badlulele komnye.

Iimbalo zisixelela ukuba uvuyelelo lusenokumtshabalalisa lowo utyunjiweyo, lukhokelele nasekonakaleni kakhulu kwempilo (indubeko, ukuvela kwesigulo esinyangeka nzima okanye esinganyangekiyo, ukwetha kokuzithemba, udakumbo).

1 Namie, G. & Namie, R. (2009) *The Bully at Work: What You Can Do to Stop the Hurt and Reclaim Your Dignity on the Job*. Naperville, IL: Sourcebooks.

3. Izikhalazo zokungalandelwa kweenkqubo zokuqeshwa kwabasebenzi ziye zangeniswa, futhi zibandakanya:

- ▶ Usilelo kulawulo nakukhokelo lwenkqubo yekomiti yokuqesha.
- ▶ Ngubani ofumana uqhagamshelwano ngexelo, elufumana nini.
- ▶ Ukungafani kweenkqubo zokuqesha kwezinye iiyunithi, umzekelo, ukwenza umsebenzi we-HR apha ngaphakathi ongengowe-HR engeyoyalapha eyunivesiti.
- ▶ Ukungalandelwa kwenkqubo yokugaywa kwabasebenzi xa kuqeshwa abasele belapha ngaphakathi, ngakumbi xa kuqwalaselwa abafaki-zicelo abaye abaphumelela kwizicelo zabo.

Kuye kwabakho neengxelo zokungaxoli xa umntu ethe waqeshwa kwisikhundla esimenza abe ngaphezulu kunabo ebesebenza nabo bengoontangandini bakhe. Oku kungaxoli kuye kwenziwe mandundu ukuba nabanye aba bebezifakile izicelo zomsebenzi lowo, baye benoluvo lokuba lowo mntu uqeshiweyo ebengakufanelanga ukuqeshwa. Iiyunithi ezikule meko zifanele ukuba zifumane inkxaso kwa-HR, kuncediswe aba bangaqeshwanga ukuba bayamkele imeko le, futhi nalowo uthe waqeshwa omelele ngokwaneleyo ukuze akwazi ukuwenza umsebenzi wakhe.

4. Inkqubo yeyunivesiti ngakwicala lokwamkelwa kwamava angaphambili (Recognition of Prior Learning (RPL)) ayicacisekanga kakuhle, into ke leyo eyenza kube nzima ukuyiqonda nokuyisebenzisa ngokuchanekileyo.

Elokuqukumbela

IOfisi yeOmbud ixhomekeke ekuzinikezeleni komntu wonke ekwenzeni i-UCT iziko lemfundo ephakamileyo elinobulali. Ndinombulelo kubo bonke abantu bale yunivesiti abaye beza eofisini yam neenkxalabo zabo, futhi ndiyababulela nabo bantu ndiye ndaqhagamshelana nabo ngelokuba baze kuba “ngabaphenduli”, kwakunye nabo bathe bancedisa ngobunzulu bengqiqo yabo ekufezekisweni kweziphumo ezinobulali. Andidinwa kukuvakalisa umbulelo wam kuNksz Birgit Taylor ngenkxaso yakhe nangokuba nguyena mamkeli wokuqala zidibana naye iindwendwe zam kule ofisi. Ndisayifumana isisiqhamo esinobuncwane inxaxheba yam apha. Kuliwonga kum ukuba ndikhonze abantu bakwiYunivesiti yaseKapa kwesi sikhundla.



iSihlomelelo A

Juni 13, 2018

Zetu Makamandela-Mguqulwa
University of Cape Town
Ombuds Office, Old Staff Cottage, Lovers'Walk, Lower Campus
Cape Town, 7701
South Africa

Zetu Makamandela-Mguqulwa Obekekileyo:

Egameni loMbutho weeOmbud Zamazwe-ngamazwe (International Ombudsman Association – IOA), sinqwenela ukuthi ENKOSI KUWE ngegalelo lakho njengevolontiya le-IOA! Kulithamsanqa kakhulu kuthi ukuba nebutho lamavolontiya aqaqambe kangaka ngokunikezela ngexesha lawo nangobungcali bawo ekuncediseni kukhuliso lwalo msebenzi wethu. Sibamba ngazo zozibini ngenene ngegalelo lakho kule/kwezi komiti zilandelayo nakwi-IOA ngokubanzi:

International Outreach

Siyabazi ubukhulu bomthwalo obekwa emagxeni akho yimisebenzi esoloko ikufuna, kodwa ukwazile ukunikezela ngexesha lakho nangobungcali bakho ngenjongo yokufezekisa impumelelo ye-IOA.

Siswele imilomo eliwaka ebiya kusenxa sikwazi ukudomboza kuwe ngomsebenzi owenzayo okubaluleka kungaka! Kambe ke, mawanele kuwe lo mbulelo usuka emazantsi eentliziyo zethu.

Camagu!

Stephanie Luckam

uSihlalo weKomiti eNxibelelanisa yaMavolontiya

Marcia Martinez-Helfman

uMongameli we-IOA ku-2019 e-IOA

iSihlomelelo B

IOFISI YEOMBUD

YEYUNIVESITI YASEKAPA

UGUNYAZISO

1. Intshayelelo noXanduva

IOfisi yeOmbud yeYunivesiti yaseKapa yaye yasekwa ngo-2011 ngenjongo yokubonakalisa ukuzinikela kwayo ekuphathweni kwabo bonke abantu beyunivesiti le ngobulungisa, ngobulali nangokulinganayo.

Uxanduva lwayo kukubonelela bonke abantu beyunivesiti le (bonke abasebenzi; abafundi abasekhoyo nabo sebemkayo; abatyaleli beyunivesiti nabaneekhontrakthi nayo) ngenkonzo yosombulo lweembambano ngendlela ekhululekileyo nje, engabophelelekanga kwimiqathango yemithetho ewisiweyo okanye kwimigaqo-nkqubo emiselweyo, inkonzo leyo esekelwe phezu kweenqobo zobulali. IOfisi yeOmbud ingaphandle kwizigqeba zeyunivesiti zemfundo nolawulo. Isisigqeba esingenacala, esizimeleyo, esisebenza ngokukhululekileyo nje nesingayidiziyo imicimbi yabatyaleli, esiququzelela usombululo olunobulali kwiinkxalabo neengxaki ezithe zaveliswa nguye nawuphi na umntu walapha eyunivesiti.

2. IiNjongo neMida yeeNkonzo

Eyona nxaxheba iphambili yale Ofisi kukuba ifumaneka njengesigqeba esingenacala sokuvandlakanya zonke izigqibo nezinto ezenziweyo phakathi kwemida yamagunya eyunivesiti le.

IOmbud ijolisa ekuboneleleni ngemeko apho kungakhethwa cala, engayidiziyo imicimbi ezisiweyo, nezimeleyo, apho kunokuthi kuziswe khona izikhalazo, iinkxalabo ngezinto ekuthiwa zenziwe okanye azenziwa kunye nazo naziphi na iingxaki abathe badibana nazo abantu beyunivesiti le.

IOfisi yeOmbud yenza imisebenzi ngemisebenzi eyahlukeneyo. Le misebenzi ke ibandakanya ukumamela abantu nokubabonelela ngendawo ekhuselekileyo abanokuya kuphalaza kuyo iingxaki zabo ngokukhululekileyo, ibancede ekucaciseni iinkxalabo abanazo ibacebise nangeendlela abanokukhetha kuzo ekukhawulelaneni nezo nkxalabo, ibacacisele nemigaqo-nkqubo zeyunivesiti neenkqubo zayo, ibazise nangezinye iiofisi abanokuya

kuzo, ibancedise abatyeleli nasekufundeni iindlela zokuzinceda, iqwalasele imiba ngokuthi iqokelele iinkcukacha igaye nezimvo zabanye abantu isebenzise nothethwano namacala lawo anembambano. Kananjalo, iOfisi yeOmbud ikwasebenza njengovimba wokudimbaza iinkcukacha ibonelele iyunivesiti le nangobungcali bokusombulula iimbambano. Ikwanguye nomthundezi wokuziswa kwenguqu apha eyunivesiti.

IOfisi yeOmbud incedisa nakwimisebenzi yophando neyezibheni esesikweni eqhubekayo apha eYunivesiti kungoku nje, nangona ingayithatheli kuyo le misebenzi. Ukusetyenziswa kwale ofisi kungokuzithandela. Ofisi yeOmbud inika ingxelo ngeendlela zokuhamba kwezinto ngokubanzi nje, ize ke yenze nezindululo malunga nokutshintshwa kweenkqubo xa kukho imfuneko yoko ngaphandle kokudiza iinkcukacha ezingafanelanga kudizwa.

3. Ukwenziwa kweNgxelo

IOmbud yenza ingxelo kwiKhansile yeYunivesiti ngosihlalo weKhansile. Ingxelo ebhaliweyo ingeniswa qho ngonyaka kwiKhansile ngoSihlalo ngaloo mhla kuthe kwavunyelwana ngawo yiKhansile. IOfisi yeOmbud isebenza ngokuzimeleyo ngokuphathelele kuqwalaselo lomcimbi nakulawulo lwemiba, kodwa ke ngokuphathelele kwinkalo yolawulo nakuhlahlo-mali ingxelo iyenza kwiNqununu yeYunivesiti. Ekufezekiseni imisebenzi yayo iOfisi yeOmbud iya kuba nohlahlo-mali elwabelweyo, indawo yokusebenzela eyaneleyo nekusebenzekayo kuyo kwakunye nezilungiselelo ezikwaneleyo ukuba ikwazi ukukhawulelana neemfuno zayo zokusebenza isebenzele uphuhliso lobungcali. IOmbud iya kuthi gqolo ukunika iNqununu yeYunivesiti namanye amalungu eqela leenkokeli ingxelo, ngelixa ibulondolozayo ubuhlebo, ngeenjongo zokuwazisa ngeentlobo zemiba nangeendlela zokuhamba kwezinto, ezithi zifikelele ezindlebeni zeOmbud, ze ke icacise nokuba ezo nkcukacha zinafuthe lini na ibe ke seiyakalisa neziphakamiso zayo ngazo.

4. IMigangatho neNtsulungeko yaseMsebenzini

IOfisi yeOmbud iya kuthi inamathele kwiMigaqo yeNtsulungeko yaseMsebenzini neMigangatho yokuSebenza (Code of Ethics and Standards of Practice) yoMbutho oyiInternational Ombudsman Association (IOA). Lo migaqo ubeka ukuba iOmbud iya kusebenza ngokungaxhomekekanga kwiziko layo, ayisayi kuyidiza imiba kwaye ayisayi kukhetha cala, futhi nemihlaba yayo yokusebenza kweenkonzo zayo iya kuyigcina kwimeko yokukhululeka okungalawulwa yimigaqo-nkqubo esesikweni ekusonjululweni kweembambano. IMigangatho, uMigaqo neNdlela zokuSebenza eziCikizekileyo ze-IOA ziyabubeka ubuncinane bemigangatho, kwaye iOfisi yeOmbud iya kuthi ngalo lonke ixesha isoloko izamela ukuba isebenze “ngezona ndlela zokusebenza zicikizekileyo” nokuziqwalasela ngenzondelelo iimfuno zabo bonke abachaphazelekayo. IOmbud iya kuthi imisele iinkqubo ezingajika-jikiyo iinkqubo ezo eziya kuthi zifumaneke xa umntu ethe wazicela. IOmbud iya kuthi iyibhengeze indlela ehamba ngayo inkonzo yayo engadiziyo, ezimeleyo nengakhethi cala ngokusebenzisa izinto zobhengezo, iwebhusayithi nemibhalo exhonywe emadongeni, ize kananjalo inike umtyeleli ngamnye ikopi yeMigangatho.

A. Ukuzimela

Ukuzimela kuyimfuneko ekusebenzeni ngempumelelo kweOfisi yeOmbud. IOfisi yeOmbud iya kukhululeka, kwaye iya kubonwa njengekhululekileyo kungelelelo oluphazamisayo ekwenzeni kwayo imisebenzi yayo. Oku kuzimela kufezekiswa kakhulu ngendlela emiswe ngayo inkqubo yokwenziwa kwengxelo, ngokungabi nacala, nangokwamkelwa liziko nangokuhlontitshwa kwenxaxheba yayo ezimeleyo. Ngenjongo yokuqinisekisa ukuqwalaselwa kwezinto ngobunjalo bazo, iOfisi yeOmbud iya kusebenza ngokungaxhomekekanga kwiziphathamandla zolawulo. Oku ke kubandakanya nokungadizwa kweenkcukacha zemiba eye yaxoxwa kwiOfisi yeOmbud naye nabani kwiziko eli, kubandakanya nalowo mntu yenziwa kuye ingxelo yiOfisi yeOmbud.

B. Ubuhlebo

IOfisi yeOmbud iba noqhagamshelwano nabo bafuna uncedo olungazi kudizwa, kwaye ke ithatha onke amanyathelo enokuwathatha okugcina obu buhlebo. IOmbud ayibadizi, kwaye akufuneki nokuba icelwe ukuba idize amagama abo bantu bathe baqhagamshelana nayo. Uqhagamshelwano phakathi kweOmbud nabanye (uqhagamshelwano olo oluthe lwenzeka ngexesha isenza umsebenzi wesi sikhundla) luthathwa ngokuba ngumba ongafanelanga kudizwa. Ngumba ofanele ukuba phakathi kweOmbud neOfisi yakhe, ingenguye nawuphi na omnye ochaphazelekayo kuwo. Abanye abantu abakwazi ukuba bangakhe benze unyenyiso kulo mmiselo. Apho kunokwenziwa uphambuko kule mbophelelo yobuhlebo kukwimeko apho iOmbud ibona ukuba kungabakho umngcipheko wengozi kubomi bomntu. IOmbud ayinakho ukuba ingacelwa ukuba inike ubungqina kwisigqeba esichophela amatyala seYunivesiti kuwo nawuphi na umba ethe yaba nolwazi ngawo ngenxa yomsebenzi wayo. IYunivesiti iya kuzamela ukuba iyikhusele iOmbud ekubeni ikhutshelwe isamani yokunika ubungqina ngabanye abantu, apha ngaphakathi naphaya ngaphandle kweyunivesiti.

C. Ukungakhethi cala

IOfisi yeOmbud ayisayi kuthatha cala kulo naluphi na ungquzulwano, imbambano okanye umba, koko iya kuthi iOfisi yeOmbud iyiqwalasele imicimbi neenxalabo zabo bonke abo bachaphazelekayo ngomoya wokungakhethi cala ngenjongo yokuququzelela uqhagamshelwano neyokunceda loo maqela ekubeni afikelele kwizivumelwano ezelisa macala nezinobulali nolingano nezihambelanayo nemigaqo-nkqubo yeYunivesiti.

D. Ukungabopheleleki kwimigaqo-nkqubo

IOmbud isebenza ngokungabophelelekanga kwimigaqo-nkqubo nemithetho neenkqubo ezimiselweyo nangendlela engafakwayo kumarekhodi, kwaye iya kuba sisisele ekuxhanyulwa kuso iinkonzo zosombululo lweembambano olungabophelelekanga kwimigaqo-nkqubo, kwimithetho nakwiinkqubo ezimiselweyo. IOfisi yeOmbud ayisayi kuphanda, ayisayi kulamla, ayisayi kugweba, okanye ayisayi kuthi, ngayo nayiphi na indlela, ithathe inxaxheba kuyo nayiphi na inkqubo esesikweni okanye inyathelo elithathwayo apha ngaphakathi okanye phaya ngaphandle. Nanini apho kunokwenzeka iOfisi yeOmbud ya kuthi izamele ukufumana indlela yokusombulula ingxaki phaya kwelona nqanaba lisezantsi apha kwiziko eli. IOfisi yeOmbud ayiyigcineli amarekhodi imicimbi ethe yayiqwalasela iYunivesiti le. Ukusetyenziswa kweOfisi yeOmbud kuya kusoloko kungokuzithandela, kungesosinyanzelo kuyo nayiphi na imbambano okanye umgaqo-nkqubo weYunivesiti le.

5. IMihlaba engangeniyo kuyo, iGunya noNyino lweOfisi yeOmbud

A. Igunya leOfisi yeOmbud

1. Ukuqalisa uPhando Olungenabuceducedu baMigaqo

IOmbud iya kuba negunya lokwenza uphando ngendlela ekhululekileyo kubuceducedu bemigaqo nemithetho ngawo nawuphi na umba ochaphazela abantu beYunivesiti le. Ngoko ke iOmbud isenokuthi isungule uphando olungabophelelekanga kubuceducedu bemigaqo-nkqubo ngayo nayiphi na imiba eziswa kuyo.

2. Ufikeleleko lweenkcukacha

IOmbud isenokuthi icele ukuba ikwazi ukufikelela kwiinkcukacha ezichaphazela iinkxalabo zabatyeleli ezikwiifayili nakwiiofisi zeYunivesiti, kwaye iya kubuthathela ingqalelo ubuhlebo bezo nkcukacha. Izicelo zeOmbud zokufikelela kwiinkcukacha kufuneka ziqwalaselwe ngokukhawuleza kangangoko ngamasebe eyunivesiti.

3. Ukurhoxiswa kwenxaxheba kwimicimbi

IOfisi yeOmbud isenokuthi yale ukwenza uphando ngawo nawuphi na umba okanye isenokuthi irhoxe kumba othile xa iOmbud inenkolo yokuba ayifanelekanga ukuba ithathe inxaxheba kuwo, ngaso nasiphi na isizathu.

4. Uphefumlelwano nabatyeleli

IOfisi yeOmbud inegunya lokuphefumlelana nomtyeleli malunga neendlela anokukhetha kuzo, ezibandakanya nazo zombini iinkqubo: engenabuceducedu bamigaqo-nkqubo naleyo ihamba ngokusesikweni lemithetho nemigaqo-nkqubo. Kambe ke, iOfisi yeOmbud ayisayi kuba nalo igunya elipheleleyo lokuwisa isigwebo okanye lokunyanzelisa okanye lokutshintsha umgaqo-nkqubo, umthetho okanye inkqubo.

5. Ufikelelo kwiiNgcali zoMthetho

IOfisi yeOmbud isenokuthi ngamanye amaxesha ifune ingcebiso yomthetho okanye yobunye ubungcali, khona ukuze ikwazi ukuyifezekisa imisebenzi yayo. IOfisi yeOmbud isenokuthi inikwe ingcebiso yomthetho yegqwetha elizimeleyo nelingadibananga neYunivesiti le xa ithe yayicela, iimpepha, okanye ubungqina obuphathelele kuwo nawuphi na umcimbi othathelwe amanyathelo omthetho okanye nayiphi na inkqubo esesikweni, okanye kwimeko apho kuvela ungquzulwano lweenjongo phakathi kweOfisi yeOmbud neziphathamandla zeYunivesiti.

B. Unyino kuMagunya eOfisi yeOmbud

1. Ukufumana iSaziso seYunivesiti

Uqhagamshelwano neOfisi yeOmbud alusayi kuba sisaziso esiya kwiYunivesiti. IOfisi yeOmbud iyayibhengeza into yokuba ayinayo inxaxheba yokwamkela izaziso zeYunivesiti. Ukuba umntu osebenzisa iOfisi yeOmbud ufuna ukunika iYunivesiti isaziso malunga nemeko ethile, okanye uneenkukacha anqwenela ukuba zinikwe iYunivesiti, iOmbud iya kuthi imenzele ingcaciso loo mntu, khona ukuze ke loo mntu akwenze oko ngokwakhe. Kwiimeko ezinqabe kakhulu iOfisi yeOmbud, kunokwenzeka ukuba inyanzeleke ukuba iyazise iYunivesiti. Oku ke kuya kwenzeka kuphela xa ngaba ayikho enye indlela efanelekileyo ekunokwenziwa ngayo.

2. Izivumelwano neMibutho yaBasebenzi (Collective Bargaining Agreements)

IOfisi yeOmbud ayisayi kuqwalasela nayiphi na imicimbi esukela kwisivumelwano nemibutho yabasebenzi ("CBA"), ngaphandle kokuba oko kuyavunyelwa linqaku elikhoyo elibhaliweyo kwi-CBA leyo. Le nto ke ithetha ukuthi, nakubeni iOfisi yeOmbud inokuwanika inkonzo amalungu ombutho wabasebenzi, ezo nkonzo azinakho ukuba zingabandakanya nemiba esele inyathelwe kwi-CBA. IOfisi yeOmbud ingasebenza namalungu ombutho wabasebenzi malunga nayo yonke eminye imiba engabandakanywanga kwiikhontrakthi, imiba efana noqhagamshelwano nabanye abasebenzi.

3. Inkqubo Ezisesikweni noPhando

IOfisi yeOmbud ayinakuqhuba nalo naluphi na uphando olusesikweni. Abasebenzi beOfisi yeOmbud abasayi kuthatha nxaxheba kwiinkqubo zoqwalaselo lweembambano okanye kwizikhalazo okanye amatyala eziigqeba ngaphandle egameni leOfisi yeOmbud okanye leYunivesiti. IOfisi yeOmbud ibonelela ngenye indlela yosombululo lweembambano.

4. Ukugcinwa kwaMarekhodi

IOfisi yeOmbud ayigcini marekhodi. Amanqakwana aye abhalwa ngethuba bekuqwalaselwa umcimbi, ukuba akhona, aye atshatyalaliswe ngamaxesha athile emva kokuba usongiwe umcimbi lowo. Zonke izinto eziqulathe iinkcukacha eziphathelele kumcimbi othile kufuneka zigcinwe ngokhuseleko kwindawo enokhuseleko, zize ke zitshatyalaliswe usakuba usongiwe umcimbi lowo. IOmbud isenokuthi izigcine iinkcukacha zamanani-ncukacha ezingelohlebo ezinokuthi ziyincede ekwenzeni ingxelo ngendlela yokuhamba kwezinto nasekunikeni indlela.

5. Ubuthetheleli neeNgxaki zaseMoyeni

IOfisi yeOmbud ayisayi kuba ngumthetheleli walo naliphi na icala kwimbambano, futhi ayisayi kumela iziphathamandla okanye abatyeleli beofisi yayo. Kananjalo iOfisi yeOmbud ayiboneleli ngoncedo lwezomthetho okanye lweengxaki zasemoyeni.

6. Izigwebo zeMicimbi (Adjudication of Issues)

IOfisi yeOmbud ayisayi kuba nelungelo lokuba ngumgwebi okanye lokunyanzelisa ngeendlela zokulungisa, lokunyanzelisa imigaqo-nkqubo okanye lokwenza utshintsho lwemigaqo-nkqubo okanye lwemithetho.

7. Ungquzulwano lweeNjongo

IOmbud iya kukuvezela ukubandakanyeka kwimeko apho kukho ungquzulwano lweenjongo. Ungquzulwano lweenjongo luye lwenzeke xa uchaphazeleko, olukhoyo okanye olucingelwayo, lweOmbud lungenanto yakwenza nomsebenzi wayo, lunokuba ngaphezulu okanye lunokukhuphisana nokuzinikezela kwayo ekungakhethini cala okanye nemeko yokuzimela kweOmbud. Kwimeko yongquzulwano lweenjongo, olukhoyo okanye olucingelwayo, iOmbud kufuneka ithathe onke amanyathelo ayimfuneko okuludiza okanye okuluvezela.

C . Ukuziphindezela kwiOmbud okanye kuBasebenzisi beeNkonzo

1. Onke amalungu amaqela anikwa inkonzo yiOfisi yeOmbud aya kuba nelungelo lokuba eze kuthethana neOfisi yeOmbud engenaloyiko lwempindezelo.
2. IOfisi yeOmbud kufuneka ikhuselwe kwimpindezelo (efana nokuvalwa kweOfisi okanye ukukhutshwa kweOmbud, okanye ukucuthwa kohlalomalali lweOmbud okanye kwezinye izilungiselelo) nguye nawuphi na umntu ekunokuthi kanti kukhalazwa ngaye okanye kwenziwa uphando ngaye.



Iimbalo Ezisetyenzisiweyo

1. IOA Standards of Practice
2. IOA Code of Ethics
3. IOA Best Practices: A Supplement to IOA's Standards of Practice

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