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UMYALEZO OVELA KWIOMBUD

Kwinoxheba yam yokuba yiOmbud ndiye ndafumana inkxaso engagungqiyo kwiinkokeli zeYunivesiti le, ngakumbi kwiKhansile endenza kuyo ingxelo ngeOfisi kaSihlalo, oHloniphekeileyo uArchbishop Ndungane ongusihlalo noNksz Debbie Budlender onguSekela-Sihlalo. Kubantu abaninzi (hayi bonke) abaye bakhetha ukusebenzisa iinkonzo zeofisi yeOmbud ndiye ndafumana iingxelo ezincumisayo. Kuluvuyo kum ukuba kulo nyaka, ngovandlakanyo olusesikweni lokuqala lwale ofisi oluthe lwaqhutywa yiKhansile yeYunivesiti ngenjongo yokufumanisa ukuba ngaba le ofisi ilufezekisa ngokupheleleyo na uxanduva lwayo, ndiye ndaba nomfanekiso othe gabalala wefuthe lale ofisi, oweenkalo zempumelelo zayo, owezikhewu noweenkalo zosilelo.

Le yingxelo yam yesine, kuquka nalo msebenzi wovandlakanyo, ndiye ndakhe ndabuya umva ngengqondo ndiqwalaselisisa okuqulathwe ngulo msebenzi, ndicinga ngokwenzeka umhla nezolo kuwo. Kusoloko kundivisa ubumnandi nolonwabo ukwazi ukuba iofisi yam iya kunceda umtyeleli wayo ekubeni afumane impatho efanelekileyo kwakunye nobulungisa apho kufanelekileyo. Ulwaneliseko endilufumana kwinoxheba yam lungalinganiswa nobuntsompothi nobunzima obuhamba nalo. Lo mngeni ungaka ungqamene nokulindelekileyo bokuba iOmbud iya kusoloko ilihlakani eliwahlabayo amadlala, kodwa linayo nempumelelo, lingumququzeleli okhululekileyo kodwa onganeliseki lula, ingummameli onenyameko obamamela ngobungcali abantu bade bakufumanise kukwazeka ukuba bazicingele ngokwabo kwakhona baze basoloko bezifumanela ngokwabo izisombululo zeengxaki zabo. Kambe ke kubalulekile ukuba ikhankanywe into yokuba iOmbud ayinakuze ibe ngumsombululi wazo zonke iingxaki zeyunivesiti. Kwincoko nengcali yezengqondo zeyunivesiti, yaye yasebenzisa umzekelo wemoto xa ichaza inoxheba yam. Yathi andinakuba ngumqhubi okanye injini zeyunivesiti (njengemoto), kodwa

ke ndinokufaniswa neziqhoboshi, kwaye ngokuqinisekileyo ndingafaniswa neoyile negrisi zona zizizithinteli okanye izithibazi zokhuhlwanolunokubanga umonakalo emotweni (kwiyunivesiti okanye kwiinxenye zayo) oyenza ingakwazi ukusebenza.

Ndinethemba ke lokuba le ngxelo ifezekisa iinjongo ezimbini ezizezi: 1. Ukuncedisa onke amalungu eyunivesiti le ekubeni ayiqonde inxaxheba yeOmbud aze akhuthazeke ukuba ayisebenzise inkonzo yayo ngokuzithandela, 2. Ukwenza igalelo ngezindululo apha nangezinye ezininzi ezenziwe ngqo kubasebenzi ngaso sonke esi sithuba senzelwa ingxelo, ekuthathweni kwezigqibo ezinobulali, ekuqondweni nzulu kongqzulwano neengxaki, nenkcubeko kulo lonke uqhagamshelwano apha kumasango eyunivesiti. Ingeniswa ngembekokazi,



Zetu Makamandela-Mguqulwa



Intshayelelo

Ngeenjongo zokwenza lula ukufumaneka kweenkcukacha neyokwenza intshayelelwana yokwazisa ngeOfisi yeOmbud, inxaxheba yayo, ugunyaziso lwayo eyunivesiti nangeenqobo zokusebenza kwayo, noxanduva olunikwe le ofisi, iinqobo zibandakanywe kwisihlomelelo esihamba nale ngxelo. Njengoko kucaciswa kwinkcazo yolu xanduva, kungeniswa ingxelo ebhaliweyo ingeniswa rhoqo ngonyaka ngamnye kwiKhansile ngoSihlalo wayo. Injongo yengxelo le kukwenza ushwankathelo lwezinto ezenziweyo yiofisi yeOmbud nokubhaqa indlela yokuhamba kwezinto nezikhazazo ezitsha. Ezi zinto ke zizo ezithi zivelise izinto ezingahambi kakuhle nezinto ezisilelayo ekufezekiseni oko kulindelwe ngabantu beyunivesiti le nezinokuthi zikhokelele kwisikhazazo okanye ekungafezekiseni koko bekulindelwe ngokufanelekileyo okanye ekubhangiseni intembeko. Ingxelo yenziwa ngendlela eqinisekisa ukuba ubuhlebo buyagcinwa khona ukuze umntu, iyunithi okanye isebe lingaveli.

Kungaba yintswela-imbulelo kum ukuba ndingasilela ekuvakaliseni kwangoku ukuba ubuninzi bempumelelo yeofisi yam ifikelelwe ngenxa yabanye abantu apha ngaphakathi eyunivesiti. Kananjalo, xa ndijonga izinto ezingasebenziyo, ndifumanise izinto ezininzi ezisebenza kakuhle.

Le ngxelo yeyesithuba esisukela kumhla 1 Julayi, 2013 ukuya kutsho kowama-30 Juni, 2014. IKhansile yeYunivesiti yaye yagqiba ekubeni esi ibe sisithuba esenzelwa ingxelo, ukubhaka phambili. Esi sithuba senzelwa le ngxelo ke sibandakanya neenyanga ezine esele zibandakanywayo kwingxelo yam eyandulela le, ingxelo leyo eyayiyeyesithuba esasiqalela kumhla 1 Novemba, 2012 ukuya kutsho kowama-31 Okthobha, 2013. Ulibaziseko lweqela leenyanga ekushicilelweni kwale ngxelo luthetha ukuthi kwiimeko ezininzi iyunivesiti sele iqhube kakuhle kumanyathelo ayo okukhawulelana neenkxalabo ezayezavakaliswa.

Imbali yobuOmbud

Ukusetyenziswa komlamli ongenacala wokusombulula ungquzulwano yinto eyenzeka kuzo zonke iinkcubeko, kwaye yenzeka kumazwekazi ngamazwekazi kwiinkulungwane ngeenkulungwane. Eli gama lithi “Ombudsman” lulwimi lwaseSweden, kwaye lithetha “ummeli”. Alibhekisi kwisini esithile, nangona iiyunivesiti ezininzi (ezifana ne-UCT) zisebenzisa eli gama lithi “ombuds” okanye elithi “ombudsperson” ngenjongo yokwenza lingayamaniseki kwisini esithile. Le ndlela intsha yokusetyenziswa kweli gama yaqala ngo-1809, ukuseka kukarhulumente waseSweden iofisi elolu hlobo. ISweden namanye amazwe aseYurophu ayeqesha igosa eliphazulu noko nelingumntu ohloniphekileyo neliya kukwazi ukufikelela kuwo onke amanqanaba oburhulumente, ukuqalela kwinkulumbuso, kwiintloko zamasebe karhulumente, kuye kutsho kubalawuli abakumanqanaba olawulo asezantsi, nelaliza kukwazi ukuyitsiba imiqathango yeenkqubo zoqhagamshelwano, lisebenzele ukusombulula iingxaki ngokukhawuleza noko lona. Emva koko ke iiofisi zeeOmbuds zaye zasekwa nakwamanye amazwe namazwekazi. IYunivesiti yaseKapa yona yaye yakhetha ukusebenzisa eli gama lithi “Ombud” endaweni yeli lithi “Ombudsman”.

UMbutho weeOmbudsman waMazwe ngaMazwe (International Ombudsman Association)

UMbutho weeOmbudsman waMazwe ngaMazwe (i-IOA) wasekwa ngokusesikweni ngoJulayi 2005 emva kokudityaniswa koMbutho iUniversity and College Ombuds Association (UCOA) kunye neThe Ombudsman Association (TOA). Lo Mbutho uxhasa iiOmbud ezisebenza eziyunivesiti, kumaziko azizigqeba zikarhulumente ezizimeleyo, imibutho engeyoyakwarhulumente, imibutho yoshishino nemibutho engenzi nzuzo kwihlabathi lonke. IOA ingowona mbutho mkhulu wabaqeqeshelwe

ukusebenza njengee Ombud zamaziko ehlabathini, nomele amalungu angaphaya kwama-737, nekukho kuwo ali-145 ahlala ngaphandle kwemida yeMelika. Malunga nesahlulo sesithathu samalungu ewonke ngasebenza kwicandelo lamaziko emfundo ephakamileyo.

HOA izinikezele kucikizeko lomsebenzi weOmbudsman, umsebenzi lowo othe gqolo ukuthambekela ngakwicala lobungcali obuqeqeshelweyo. IOA iye yaqulunqa uMgaqo wokuZiphatha (Code of Ethics), umgaqo lowo ocacisa imiqathango yentsulungeko yasemsebenzini nezimiselo zokwenziwa komsebenzi ezifanayo nafanele kuhamba ngazo amalungu emsebenzini wawo wobuOmbudsman. Kananjalo uye waba negalelo ekukhulisweni kophando uye waba negalelo ekukhulisweni kophando neembalu. Imiqathango yogunyaziso lweOmbud yase-UCT neenqobo zentsulungeko yasemsebenzini ithatyathwe kule.

Ukubaluleka kwemiqathango yogunyaziso¹

Phantsi kogunyaziso loMgaqo weNtsulungeko neMigangatho we-IOA, ngokufutshane ndichazela umtyeleli ngamnye uMgangatho weNkqubo. Kambe ke ndiye ndaqaphela ukuba nangona ndiye ndiithi kwindibano yam yokuqala nomtyeleli ngamnye ndimshwankathelele lo Mgaqo kwakunye nogunyaziso lweOmbud, abanye abantu abakaziqondi okanye ukuba ingakanani na imida yenxaxheba yam. Umzekelo, ndisenokuthi ndimalathise umtyeleli kwindawo eyenye anokuya kufumana uncedo kuyo kwalapha eyunivesiti, kodwa abatyebileli baya kuthi rhoqo ukulindela le ofisi yam ibe yiyo eyenza umsebenzi waloo ofisi ndibathumela kuyo. Zithi ke ezo ofisi zisakusilela ekuthatheni amanyathelo kugxekwe nale yam iofisi. Ngoku ke ndicela abo bantu babandakanyekayo njengenxenye yesisombululo ukuba bandazise

¹ Jonga Amagunya Anikiweyo kwiSihlomelelo A

xa umcimbi uthe wawathathelwa amanyathelo. Ibalulekile ke le ndawo, kuba xa abantu benaso isizathu sokukhalaza, bafuna ukuba ingxaki leyo mayisonjululwe ngokukhawuleza nangempumelelo kangangoko.

Ugunyaziso lwam lulo olunika isikhokelo kwindlela endiphefumlelana ngayo nabatyebileli neyunivesiti. Kwenye imeko emva kokuba ndakhe ndaba nokungenelela noko kwisebe elo, ndaye ndenza ingxelo ngomlomo, ndaqiniseka ukuba ndiwufinyezile umcimbi lowo. Ethubeni kwaye kwaqapheleka ukuba isebe elo lalilindele ukwenzelwa ingxelo ebhaliweyo esesikweni. Ingxelo elolo hlobo ayinakuqulunqwa yiofisi engekho sikweni, ingekho nakwirekhodi. Ngokunjalo, ndathi ndakuva ukuba utyelelo kwiofisi yam luye lwakhanywa kwiifom zakwaHuman Resource (HR) lubonisa amanyathelo okukhawulelana nemeko yomsebenzi “osokolisayo”, ndaye ndacela ukuba mayisuswe le ndawo, njengoko u-HR esesikweni, futhi ekwirekhodi.

Isigama nenkqubo yeenkcukacha

Umtyeleli ngumntu oqhagamshelana neofisi yeOmbud efuna uncedo. Eli gama lithi “umtyeleli” lisenokungabi ligama elichanekileyo, njengoko abanye abantu beqhagamshelana nale ofisi ngomnxeba, nangeimeyili amaxesha ambalwana noko. Bonke abatyebileli elowo uza nombaba okanye nomcimbi awubona umandla. Kukwakho namaxesha apho umtyeleli eza nemiba embangela inkxalabo. Loo miba ke ithathwa njengeyahlukeneyo, aze ke athi akuza nelinye iqela lemiba eyinkxalabo kuye, loo miba iye ithathwe njengeqela lemiba elahlukileyo. Le nto ke ithetha ukuba inani lamanani- nkcukacha anikiweyo lisenokuba ngaphezulu kwenani labatyebileli, njengoko isikhazazo esithile sisenokubandakanya imiba ngemiba, kwaye umtyeleli omnye usenokuthi azisebenzise izihlandlo ngezihlandlo iinkonzo zale ofisi.

Abatyelile baqhagamshelana neofisi yam ngokuzithandela, njengoko kungekho mntu unokunyanzelwa ukuba makaqhagamshelane neOmbud. Kananjalo, njengoko kucaciswa ku-C2 no-3 kuGunyaziso, akukho mntu unokuyalelwa ukuba makaqhagamshelane neOmbud. Kuyadaniisa ke ukusoloko kuvakala ukuba kukho abantu ababatyhafisayo abanye abantu ekubeni batyelele iofisi yam. Kananjalo kuyadaniisa ukuba kubekho abantu abavakalisa udano ngomnye umntu oye wasebenzisa inkonzo yeOmbud xa bathe bakuva mva oko. Le nto iye ikhankanywe kubuninzi beendibano zam zokwenza intetho-nkcazelo, kwaye kuvandlakanyo lwale ofisi i21% yabo bavakalisa izimvo zabo yathi yawuvelisa lo mba.²

Ngelixa ezinye iinkxalabo zisonjululwa kungakhange kwabandakanywa nabanye abantu, kwiimeko ezininzi, ngemvume yomtyeleli, iOmbud isenokuthi iqhagamshelane nabanye abantu kwiinzame zokufumana isisombululo somba lowo. Abo bantu ke nabo baye bafumane impatho efanayo naleyo inikwa umtyeleli watanzi. IOmbud, xa isenza imisebenzi yayo, inoxanduva lokubethelela ubulali neziphumo ezifanelekileyo. Andinalo uxanduva lokuba ndikhusele iyunivesiti okanye loo mntu uthe wagqiba ekubeni afune uncedo. Endaweni yoko iofisi le incedisa ngokucacisa imigaqo-nkqubo neenkondo ezikhoyo, ngokuhlalutya iingxaki eziye zeziswa, inike iingcebiso ngeenkalo ekunokuphonyelwa kuzo ukuya kufikelela kwisisombululo, isebenzise iindlela zosombululo longquzulwano, ize ke apho kuyimfuneko, isebenzise ukuquqa ibuyelela ekuthethaneni necala ngalinye kula angquzulanyo.

Asingabo bonke abantu abanengxaki ethile abathi baye kwiOmbud ukuba ibasombululele yona. Kubalulekile ke ngoko ukuba kuqatshelwe

² Isishwankathelo sovandlakanyo olusandula ukwenziwa siyachaza kwiphapha 2 ukuba "abatyeleli aba-6 [kwabangama-29] bathi ukusa kwabo umba kwiOmbud kwaye kwabaphathela iziphumo ezingezihle noko."

ukuba iinkcukacha ezikule ngxelo zibonakalisa inani labantu abathe bakhetha ukuza kutyelela iOmbud ngelokuza kuthethana nayo ngesisombululo, njengoko abanye abaninzi besebenzisa ezinye izibonelelo zoncedo okanye ezinye iindlela ezikhoyo abanokuzisebenzisa ekukhawulelaneni nengxaki leyo. Abanye abaninzi abakwanale ngxaki inye banokuthi bangazisebenzisi konke iinkonzo zeOmbud. Ndiyathemba ke ukuba abantu baye basebenzise ezinye iinkonzo ezifumanekayo apha eyunivesiti.

Kwimeko apho umba ozisiweyo uyinto engenakwenzeka okanye ongenasihlahla, iOmbud iye imcacisele umtyeleli lowo ukuba isebenza njani, ize ke imcedise ekuwujongeni ngenye indlela umcimbi lowo ngokusebenzisa Ubugcisa kwezongquzulwano. Ixesha nempendulo ziyashiyana ngokomtyeleli ngamnye; ingalithutyana lothethwano olufutshane okanye ibe ngumcimbi onobuntsompothi ofuna ukuba kubekho neentlanganisano nabantu abaninzi abangabanye. Imiba entsonkothileyo iye ithathe ixesha elininzi, njengoko kudla ngokuba kufuneka okanye ukuyilandela.

Kule miba iveliswe kule ngxelo iOmbud ayikhange ivandlakanye ukuba ngaba zeziphi na iindawo ebezibaluleke ngaphezu kwezinye ngeli xesha ebethetha umtyeleli. Nakubeni kwabanye abafundi le nto inokuvakala njengoqhwalalelo, ibindinceda ekubeni ndimamele ndibe nomfanekiso ocacileyo ngeenkalo ezininzi ezahlukeneyo ezifuna uqwalaselo apha eyunivesiti.

Ngamanye amaxesha imibuzo ibiye iphathelile kwimicimbi engaphaya kwemida yomsebenzi wale Ofisi, izinto ezifana nemicimbi nomqeshi nomqeshisi wendawo yokuhlala, umthetho wosapho neminye ke imiba enxulumene nomthetho. Nangona iofisi le inganiki zingcebiso zinxulumene nomthetho, besiye

sithi, xa kukwazeka ukwenza njalo, sibaxelele ngothakazelelo ezinye iindawo abanokuya kulufuna kuzo uncedo apha eyunivesiti.

Ixabiso leOfisi yeOmbud³

Amaziko anayo iofisi yeOmbud akholise ngokubalula ezi ndawo zilandelayo njengezibonakalisa uncedo lwale nkonzo:

- Ibonelela amalungu abasebenzi ngeqonga elikhuselekileyo apho anokuxoxa ngeenkxalabo zawo, aqonde neendlela anokuzithatha engenaloyiko lwempindezelo okanye lokuba angathathelwa amanyathelo asesikweni ngenxa nje yokuzivakalisa iinkxalabo zawo.
- Inceda ngokuthi ibhaqe izimo zolwaphulo-mthetho okanye zentswela-ntsulungeko okanye ezotyeshelo lwemigaqo-nkqubo okanye zobunkokeli obungacikizekanga, izimo ezo ebezifudula zingabonakali okanye kungathethwa ngazo.
- Inceda abasebenzi ngokubenza baxhobiseke bazinikezele kuxanduva lokwenza bhelele iindawo abasebenza kuyo.
- Yenza lula uqhagamshelwano nosombululo lweembambano olukhululekileyo kwiimbophelelo zemigaqo-nkqubo kumacala onke xa kuqwalaselwa izityholo zobandezelo,

³ Esi sicutshulwa siphathelele kwiOfisi egxininisa kwimiba yabasebenzi, nangona le yam iofisi iqwalasela imiba evela kubo bonke abantu base-UCT. Sishicilelwe kwi-IOA (<http://www.ombudassociation.org>)

ezocalu-calulo kunye neminye imiba yasebenzini ebezinokude zinwenwele kwizikhazelo ezisesikweni ezitya ixesha okanye imali eninzi okanye nakumatyala asenkundleni yomthetho.

- Ibonelela ngesakhono sokukhawulelana nemiba enobuethethe nentswela-bulali engade iphumele kwizikhazelo ezisesikweni, kodwa ibe ithe gqolo ngokudala imeko yasebenzini eyethisa uxhobiseko.
- Ibonelela ngenkqubo yokuzibhaqa ngokukhawuleza iimpawu zezenzo zobugwenxa obutsha ezisathukuzayo, inkqubo leyo ethi iwalumkise amaziko ngazo.
- Inceda ekunyuseni ulwaneliseko lwabasebenzi, inkuthazeko yabo nasekubagcineni ngokuthi iziko ilenze libe nomoya wobuntu ngokumisela isibonelelo esibonelela ngamathuba okumanyelwa akhuselekileyo nakhululekileyo.
- Ibonelela ngoqeqesho kwizakhono zosombululo longquzulwano.
- Ibonelela iziphathamanda ngengxelo evela kwabangezantsi malunga neendlela zokuhamba kwezinto kumaziko azo.
- Inceda ekuthinteleni ukuvela kweengxelo ezitshabhisayo kumajelo eendaba ngokuthi ikhawulelane nemiba isathukuza kwasezantsi kangangoko.
- Ibonelela iziko ngelizwi elizimeleyo nelingakhethe cala, nelithi lenze lungagungqi ungqamaniseko lwezinto ezixabisekileyo kwiziko nezenzo zalo.
- Isebenza njengovimba weenkukacha neengcebiso malunga nemigaqo-nkqubo neenkqubo.

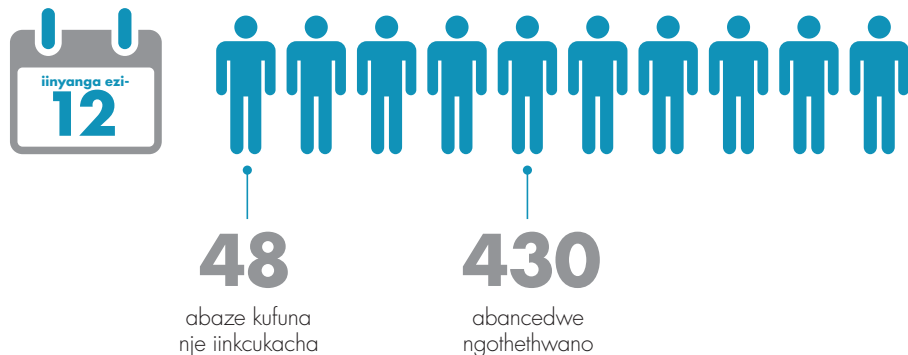
Uhlalelo ngamanani-nkcazo

Nangona kungenakuze kude kulindeleke ukuba lungasombululeka lonke ungquzulwano oluthi lwenzeke kule yunivesiti, kuyakwazeka kona ukuyibhaqa imiba ethi ikhokelele kungquzulwano. Enye yeendlela ethi ikwenze ngayo oku iOfisi yeOmbud kukuphanda iindlela ohamba ngazo umba othile othe weziswa ngabantu. Iinkcukacha ezigcinwe kwiOfisi yeOmbud azizonkcukacha zisesikweni kwaye azifakwa kumarekhodi, kananjalo zigcinwa ngendlela ethi ingamdizi umtyeleli okanye lowo ukhalazelwayo. Futhi ukunikwa kwengxelo ekupheleni konyaka nokukhutshwa kwezindululo ezithe zenzelwa aMacandelo (Faculties) neeNtloko zaMasebe ahlukeneyo, kuxhomekeke ekuqondweni kweengxaki ngokuchanekileyo. Ngenxa yokuba iimfuno ziye zithande ukungquzulana, ukuqokelelwa kweenkcukacha kwiOfisi yeOmbud ngumcimbi oethe-ethe kakhulu. Iofisi le inefom yokuzichaza abathi bayizalise abatyebile ukwenzela ukuba incede ekuqulunqweni kwamanani-nkcazo. Inkqubo yokusetyenziswa kwale ofisi ngokuzithandela yenza ukuba umtyeleli azikhethhele indlela ayizalisa ngayo le fom, kwaye akukho kugweba kwenziwayo; eyona nto ndingakunqweneli nakanye ukuyenza kukuba ndimenzele uxinzelelo umtyeleli ohleli esemngciphekweni kakade.

Ngoobani abatyebile iOmbud?

Bebonke, bangama-478 abantu abathe batyelela iOmbud kwesi sithuba seenyanga ezilishumi elinesibini, kwaye abangama-430 kubo baye bancedwa ngothethwano, ngelixa abatyebile abangama-48 bona babeze kufuna nje iinkcukacha. Kwezi meko zothethwano kwaye kwaqhagamshelwana nabantu abangama-439 ngelokuba baze kuphendula.

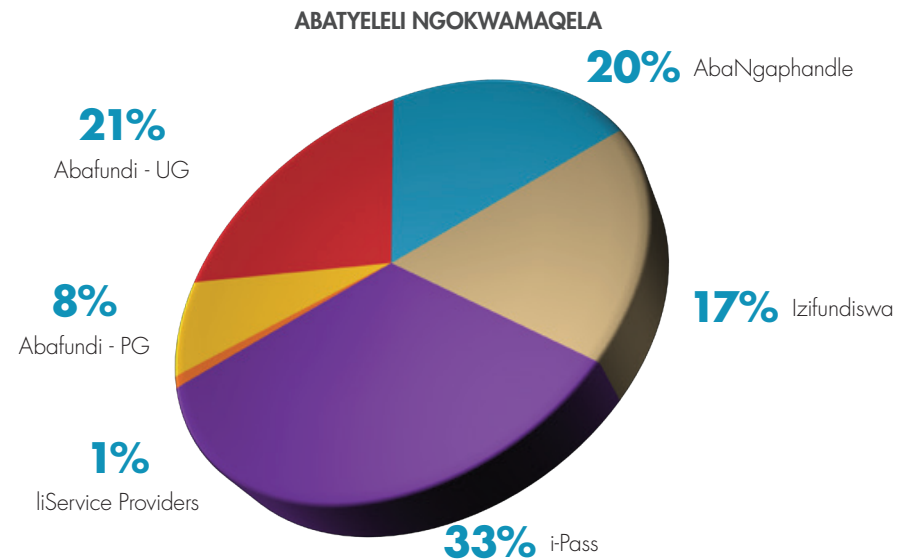
478 ABANTU ABATYELELE IOMBUD KWESI SITHUBA SEENYANGA EZILISHUMI ELINESIBINI



439 ABANTU ABAQHAGAMSHELWEYO



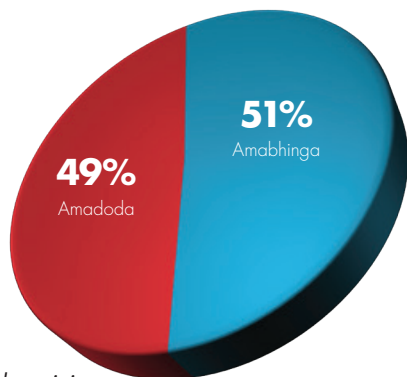
Le grafu ingezantsi apha yahlula aba batyeleli bangama-478 ngokwamanqanaba abo. Ibonisa ukuba elona qela labatyebile likhulu ngabasebenzi be-PASS, kulandele abafundi abasenza izidanga zabo zokuqala nabatyebile abavela ngaphandle.



Isazobe 1: Abatyebile ngokwamaqela

Ngokwezini abatyeleli baye baphantsa ukulingana, i-51% yabo ingamabhinqa.

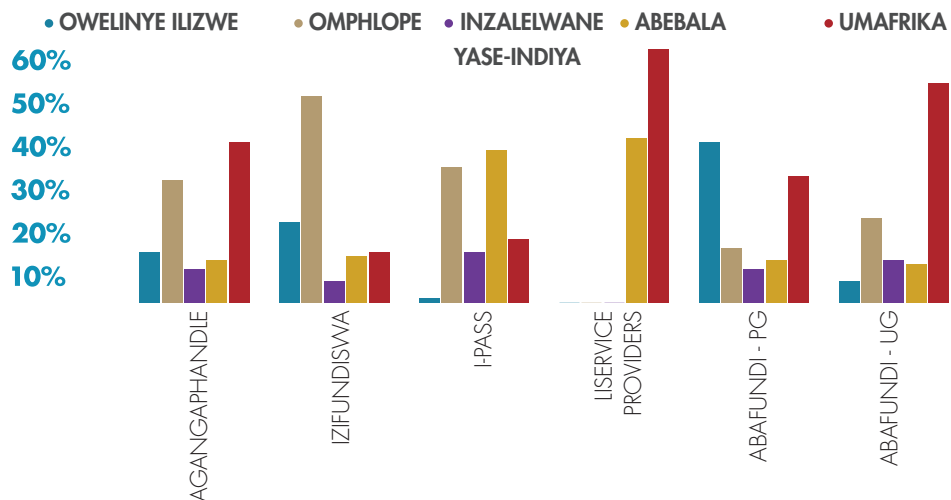
ULWAHLULO NGOKWEZINI



Isazobe 2: Uwahlulo ngokwezini

Esi sazobe singezantsi apha sibonisa ulwahlulwa-hlulo lwabatyeleli ngokobuhlanga ngepesenti, kuwo onke amaqela aphambili. Sibonisa ukuba abatyeleli abantsundu ngabona baninzi kubafundi abasenza izidanga zokuqala, kubasebenzi abavela ngaphandle nakwiqela labangaphandle, ngelixa iqela labebala ilelona lininzi kubasebenzi be-PASS abatyeleleyo, ize ibe lelabamhlophe kubatyeleli abangabahloli abatyeleleyo. Kubafundi abenza izidanga ezilandela ezokuqala, elona qela lininzi ngabafundi abavela kwamanye amazwe. Ezi ndlela zokuhamba kwezinto, ngenye indlela zikwanika nomzobo wobuhlanga kumaqela ahlukeneyo kwiyunivesiti le.

UCHAKO LWEENDIDI ZABATYELELI



Isazobe 3: Uchako lweendidi zabatyeleli

Uwahlulwa-hlulo Lwemiba

Ngama-478 abantu abathe batyelela iOmbud, kwaye abangama-430 kubo baye bancedwa ngothethwano, ngelixa abatyeleli abangama-48 bona babeze kufuna nje iinkcukacha. Kwezi meko zothethwano kwaye kwaqhagamshelwana nabanye abasebenzi base-UCT abangama-439 ngelokuba baze kuphendula. Abatyeleli baye beza nemiba engama-552 iyonke. Uwahlulwa-hlulo lwale miba lungabonwa kule theyibhile ingezantsi apha.

| iNkalo yeMiba yeIOA : | Inaniku-2014 | % | Utshintsho ngo 2014 |
|---|--------------|-----|---------------------|
| Imbuyekezo naMalungelo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga namalungelo neenkqubo zamalungelo | 17 | 3% | - 2% |
| Ubudlelane babanoxulumano: Imibuzo, iinkxalabo, imiba okanye imibuzo evela kwabanoxulumano olubadibanisayo (olufana nolomphathi nomsebenzi, nolomhloli nomfundi) | 81 | 15% | - 3% |
| Unxulumano loontangandini nolwamakholwane: Imibuzo, iinkxalabo, imiba okanye imibuzo ebandakanya oontangandini okanye amakholwane kungekho nxulumano lomphathi nomsebenzi okanye lomfundi nomhloli. | 43 | 8% | 3% |
| Ukuqhuba nophuhliso lwemisebenzi efundelweyo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo zolawulo nezigqibo malunga nokuqala kunye nokuyeka emsebenzini, nokuba ubandakanya ntoni na umsebenzi lowo. | 41 | 8% | - 1% |
| Ezomthetho, Ezemigaqo, Ezemali noThotyelo: Imibuzo, iinkxalabo, imiba okanye imibuzo enokuthi ibeke iziko eli nabantu balo kumngcipheko ngokwasemthethweni ukuba ayithanga yaqwalaselwa, kubandakanya nemiba enxulumene nenkciitho, ubuqhetseba nongcungcuthekiso. | 51 | 9% | 0 |
| Ukhuseleko, Impilo neNdalo Esiqingongileyo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nokhuseleko, impilo nemiba enxulumene nezibonelelo. | 23 | 4% | - 2% |
| Imiba yeeNkonzo/yolawulo: Imibuzo, iinkxalabo, imiba okanye imibuzo malunga neenkqubo okanye iiofisi zolawulo, kubandakanya nevela kwabangaphandle. | 157 | 28% | 0 |
| Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso: Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko lilonke okanye kwinxenye yalo. | 52 | 9% | 5% |

| | | | |
|---|----|-----|----|
| iiNqobo, iNtsulungeko neMigangatho: Malunga nobulali okanye iinqobo zeziko, intsulungeko okanye/kunye nemigangatho yalo, ukusetyenziswa kwemigaqo-nkqubo nemigangatho kunye/okanye neenkqubo ezihamba nayo, okanye nemfuneko yokuba kuqulunqwe okanye kuhlaziywe imigaqo-nkqubo, kunye/okanye nemigangatho. | 87 | 16% | 1% |
|---|----|-----|----|

Iyonke imiba: 552

Uluhlu 1: Inani lemiba ngokweenkalo zokunikwa kwengxelo ezivunyiweyo ze-IOA , 2013/14

uThelekiso lweNkcukacha

Njengoko le ngxelo ingena nakwiinyanga ezine zengxelo edlulileyo (1 Julayi, 2013 ukuya kuma-31 Okthobha, 2013), alukwazeki ukwenzeka uthelekiso olupheleleyo lwezi ngxelo zimbini. Kambe ke, ziyavela ngokubanzi, iindawo ezifanayo nezingumahluko.

Imiba yeenkonzo/yolawulo yeyona nkalo iseyeyona inkulu; isisahlulo sesine, ikota yayo yonke imiba. Inkalo yeenqobo, eyentsulungeko nemigangatho kunye nobudlelane babanonxulumano, zezona nkalo zinkulu zilandelayo.

Njengokuba inkalo yezomthetho, eyemigaqo, eyezemali neyezothotyelo, kwakunye neyeenkonzo/neyolawulo ziye zahlala kwizinga elifanayo, ezi nkalo zilandelayo ziye zabonakalisa ukuhla ngokwepesenti yazo: iMbuyekezo neeNtlawulo; uBudlelane babanoNxulumano; ukuQhuba noPhuliso lweMisebenzi, noKhuseleko, iMpilo neNdalo esiNgqongileyo. Kambe ke imiba ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso iye yanyuka nge-5%, ngelixa ephathelele kuNxulumano looNtandandini nolwaMakholwane iye yanyuka nge-3%.

iiNtlobo zeeNgxaki

Kubalulekile ukuba kuqwalaselwe iintlobo zeengxaki abathe bazizisa abantu kwiOfisi yeOmbud. Ezi ntlobo ke zinceda ekubhaqweni kweendawo ezifuna ukuthathelwa amanyathelo okuzilungisa – maxa wambi ngokungxamisekileyo. Ezinye zeengxaki ezixhaphakileyo zisenokuthi zifane nemiba esele iqwalaselwa yiyunivesiti okanye esele iceba ukuyibeka phambili ngokubaluleka.

uPhuculo lokulandelwa kweenkcukacha

Ngokwahlukileyo kwiingxelo ezidlulileyo, ndiye ndasebenzisa iiNkalo Zokunikwa kweNgxelo Ezivunyiweyo ze-IOA ngokubanzi nangokucikizwiweyo. Ndisebenzisa ezi ndlela isikakhulu, kodwa ke ndiye ndayimamelisa imiba eza nomtyeleli ngamnye, ndaza ke ndayifaka phantsi kweenkalwana ezingaphantsi ezithi zinike iinkcukacha ezithe kratya. Ndiyathemba ukuba olu cazululo luya kuthi luncede ekubhaqweni kwemiba, luyixhobise iyunivesiti kwisakhono sokuhawulelana nayo.

iiNkalo Zokunikwa kweNgxelo Ezivunyiweyo ze-IOA ngeMiba/ ngeNkxalabo

iNkalo neNkalwana (ngokulungiselelwe i-UCT)

1. iMbuyekezo naMalungelo - Imibuzo, iinkxalabo, imiba okanye imibuzo malunga nobulali, ukufaneleka nezinga lembuyekezo yomsebenzi amalungelo akhe nezinye iinkqubo zamalungelo ezikhoyo.

| | |
|--|----|
| a) Imbuyekelo – Ixesha lentlawulo, isixa somvuzo, uhlobo/inqanaba lomvuzo womsebenzi. | 4 |
| b) Imali yemivuzo – Ulawulo lwentlawulo, uqhagamshelwano malunga nentlawulo. | 1 |
| c) Amalungelo – Izigqibo eziphathelele kunyango lwezigulo, lwamazinyo, kubomi, iholide/ ikhefu lokugula/ikhefu lokufunda, ikhefu lokuya kuzihlaziya emva kweminyaka ethile, imfundo, iiyure zomsebenzi, njl njl. | 11 |
| d) Umhlalaphantsi – Ukufaneleka, ukubalwa kwesixa-mali, amalungelo omhlalaphantsi, imiqathango yokuhlalulwa. | 4 |
| e) Amalungelo anxulumene nokwenziwa komsebenzi | 2 |
| f) I-inshorensi – iMpilo, iHOD, nenye nje. | 0 |

2. Ubudlelane babanonxulumano – Imibuzo, iinkxalabo, imiba okanye imibuzo evela kwabanonxulumano olubadibanisayo (olufana nolomphathi nomsebenzi, nolomhlohli nomfundi, nolwekholwane nekhohlwane, nolomfundi nomfundi)

| | |
|---|----|
| a) Okuphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo - njengokona kubaluleke kakhulu - isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje. | 21 |
| b) Imbeko, Impatho – Ukubonakalisa isimo esingafanelekanga, ukungabakhathaleli abantu, ubukrwada, ukunqatshelwa, njl. | 57 |
| c) Intembeko, Intelekelelo – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njl njl. | 62 |
| d) Udumo – Ifuthe elinokubangwa ngamarhe/yintle bendwano malunga nemiba yomsebenzi okanye ephathelele emntwini. | 31 |
| e) Uqhagamshelwano – Umgangatho kunye/okanye nobungakanani boqhagamshelwano. | 80 |
| f) Ukuvuyelela, Ubugwili – Ungcungcuthekiso, izoyikiso, kunye/okanye nonyanzeliso. | 39 |

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|---|----|
| g) Okuphathelele kulwahlukano – lintethwana okanye izimo ekuthathwa ukuba zezokungabacingeli abanye abantu, ezigwenxa okanye zokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahlohli, inqanaba, icandelo kwezemfundo. | 49 |
| h) Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni. | 16 |
| i) Ubudlova obuza emzimbeni – Ukwenzakalisa okanye ukwenzelwa izoyikiso zokwenzakalisa omnye umntu. | 4 |
| j) Imisebenzi, lishedyuli – Ukufaneleka okanye ukuba nobulali kwemisebenzi, umthamo womsebenzi olindelweyo. | 19 |
| k) Ingxelo – Ingxelo okanye ulwamkeleko olubonakaliswayo, okanye iimpindulo ngengxelo enikiweyo. | 13 |
| l) Uthethwano – Izicelo zoncendo ekukhawulelaneni nemiba ephakathi kwabantu ababini okanye nangaphezulu abaphethweyo/abafunisiwayo okanye kwezinye iimeko zabanoxulumano olungaqhelekanga. | 3 |
| m) Uvandlakanyo lokwenziwa komsebenzi/Uhlelo ngenqanaba – Ukwenziwa komsebenzi kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo. | 7 |
| n) Uhlelo ngokwamanqanaba – Ukwenziwa komsebenzi wokuhlohla kuvandlakanyo olusesikweni okanye olungabophelelekanga kwimigaqo-nkqubo. | 17 |
| o) Imeko yesebe – Izimo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo lilixanduva lwabaphathi okanye lwabahlohli. | 26 |
| p) Imfezeko yokuphatha – Ulawulo lwesebe okanye lwegumbi lokufundela, ukusilela ekuqwalaselweni kwemiba. | 23 |
| q) Ukungathobeli – Kwala ukwenza oko kuyalelweyo. | 7 |
| r) Ukuziphatha – Ukufaneleka, ukugcinwa kwexesha, iimfuneko, ezinye iindlela zokuphendula. | 2 |
| s) Ukulingana kwempatho – Ukukhetha, omnye umntu okanye abanye abantu baphathwa kakuhle kunabanye. | 17 |

3. Unxulumano loontangandini nolwamakholwane – Imibuzo, iinkxalabo, imiba okanye imibuzo ebandakanya oontangandini okanye amakholwane kungekho nxulumano lomphathi nomsebenzi okanye lomfundi notitshala, abahlohli-PASS, abahlohli/PASS-abavela ngaphandle, ikholwane nekhholwane, umfundi nomfundi

| | |
|---|----|
| a) Okuphambili ngokubaluleka, iiNqobo, iiNkolelo – Ukungaboni ngaliso linye malunga noko kufanele ukuthathwa njengokubalulekileyo - njengokona kubaluleke kakhulu - isikakhulu kusuka kwiinkolelo ngentsulungeko yasemsebenzini nangokubanzi nje. | 13 |
| b) Imbeko, Impatho – Ukubonakalisa isimo esingafanelekanga, ukungabakhathaleli abantu, ubukrwada, ukungaqhuqheki, njl. | 17 |
| c) Intembeko, Intelekelelo – Ukukrokrela ukuba abanye abanyanisekanga, nokuba umntu unqwenela kangakanani na ukunyaniseka, njl. | 18 |
| d) Udumo – Ifuthe elinokubangwa ngamarhe/yintle bendwano malunga nemiba yomsebenzi okanye ephathelele emntwini. | 10 |
| e) Uqhagamshelwano – Umgangatho kunye/okanye nobungakanani boqhagamshelwano. | 21 |
| f) Ukuvuyelela, Ubugwili – Ungcungcuthekiso, izoyikiso, kunye/okanye nonyanzeliso. | 8 |
| g) Okuphathelele kulwahlukano – lintethwana okanye izimo ekuthathwa ukuba zezokungabacingeli abanye abantu, ezigwenxa okanye zokunganyamezeli ngenxa yolwahlukano ngobubani, ezifana nolwahlukano ngobuhlanga, ngesini, ngobuzwe, ngokwesini esikhethwayo, ngokhubazeko, ngenkolo, PASS vs abahlohli, inqanaba, icandelo kwezemfundo. | 13 |
| h) Impindezelo – Izenzo zempindezelo esuka kwizinto ezidlulileyo ezenziwayo okanye ezathethwayo, ekudizweni. | 9 |
| i) Ubudlova obuza emzimbeni – Ukwenzakalisa okanye ukwenzelwa izoyikiso zokwenzakalisa omnye umntu. | 0 |
| j) Imeko yesebe – Izimo, izithethe okanye iingqondo ezibokaliswayo kwisebe elo lilixanduva lwabaphathi okanye lwabahlohli. | 16 |

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

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| a) linkqubo zezicelo zomsebenzi, ezokukhetha nezokugaya abasebenzi – linkqubo zokugaya nokukhetha abasebenzi, uququzelelo lwezicelo zomsebenzi, iingxelo ngezicelo zomsebenzi, ukuchonga abokubizelwa udliwano-nlebe nemiqathango yokukhetha, ubulali basemsebenzini, izigqibo ezinembambano ezinxulumene nogayo nokukhethwa kwabasebenzi. | 9 |
| b) Uhlelo nenkcazo yemisebenzi – linguqu nokungevani malunga neemfuno zomsebenzi, imisebenzi efanelekileyo. | 6 |
| c) Ukusiwa komnye umsebenzi ungazifunelanga, Ukutshintshwa komsebenzi – Isaziso, ukukhethwa amalungelo/iintlawulo zokususwa okukodwa, ukususwa kumsebenzi wangaphambili, ukutshintshwa kwemisebenzi okungacelwanga. | 5 |
| d) Ukhuseleko lwesikhundla-lwelungelo lokuhlala, Ukungacaci – Ukhuseleko lwesikhundla okanye lwekhontrakthi, ubonelelo ngemiqathango yeekhontrakthi enokhuseleko, ukuqhuba komsebenzi, oko kukuthi, ukunyuselwa, ukuqeshwa kwakhona, okanye ukuhlala. | 2 |
| e) Ukuqhuba komsebenzi – Unyuselo oluceliweyo (ad hominem), ukunyuselwa, ulandelelwano, ukuqeshwa kwakhona, okanye ukuhlala. | 13 |
| f) Ukubolekisana nobungakanani bexesha lomsebenzi – 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. | 3 |
| g) Ukurhoxa – Inkxalabo malunga nokuziyekela neendlela zokuziyekela emsebenzini okanye malunga nokuba isigqibo esinjalo singavakaliswa njani na ngokufanelekileyo. | 6 |
| h) Ukuyekiswa/Ukungaqeshwa kwakhona – Ukuphela kwekhontrakthi, ukungavuselelwa kwekhontrakthi, ukuyekiswa okusisigxina kwiziko okunembambano. | 5 |
| i) Ukuqeshwa kwakhona kwabasebenzi abayekayo okanye kwabathatha umhlalaphantsi – Ukulahlekelwa ngamalungelo anelisayo okuhamba nokuqeshwa kwakhona kwabathatha umhlalaphantsi, ukukhetha iintandane. | 1 |

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|---|---|
| j) Ukutshitshiswa kwesithuba – Ukutshitshiswa kwesithuba somntu othile. | 1 |
| k) Uphuhliso lomsebenzi/Ukuqeqesha/Uthantamiso – Imisebenzi ngemisebenzi yaseklasini, yasemsebenzini njengamathuba oqeqesho nophuhliso. | 8 |
| l) Umsebenzi osecaleni | 1 |
| m) Ukusiwa kwenye indawo/Ukungafuneki | 2 |
| 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 nenkciitho, ubuqhetseba nongcungcuthekiso.

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|---|----|
| a) Izenzo zolwaphulo-mthetho – Izoyikiso okanye izenzo zolwaphulo-mthetho ezicetywayo, eziziqatshelwayo okanye ezihlela abantu, ubuqhetseba, ukunyiba iimbalo zabanye abantu. | 11 |
| b) Izinto zoshishino nezemali ezenzekayo – Izenzo ezingafanelekanga zokusetyenziswa kakubi okanye zokudlakazaliswa kweemali zeziko, izibonelelo, izinto zokusebenza nezilungiselelo zalo. | 2 |
| c) Ubandezelo – Ukuziphatha okungamkelekanga ngezenzo, ngokuthetha, ngokubhala, ngeimeyili, ngezinto ezikwizishicileli-mazwi, ngeevidiyo, ngokwasemoyeni okanye ngokwesini, okunokuthi kudale imeko yokujongana ngezikhondo zamehlo nebanga uloyiko. | 12 |
| d) Ucalu-calulo – Ukuphathwa ngendlela engafaniyo neyokuphathwa kwabanye okanye ukuchwethelwa bucala kwamanye amalungelo, umzekelo, isini, ubuhlanga, ubudala, ilizwe ovela kulo, inkolo, inqanaba, njl njl. (ukuba yinxenye yoMthetho oyiEmployment Equity Act – EEA – kuyasebenza eMzantsi Afrika). | 31 |
| e) Ukhubazeko, olwexeshana nolusisigxina, indawo yokuhlala efanelekileyo – Ukongezelwa ixesha ezimviweni, ukubonelelwa ngetheknoloji encedisayo, iitoliki, okanye izincedisizwe zeBraille ezibandakanya nemibuzo ngemigaqo-nkqubo, njl. Kubantu abakhubazekileyo. | 3 |

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|---|---|
| f) Ufikelelo – Ukususwa kwezithinteli, amathambekana aziindledlana ezithatha indawo yezitephu, izinyusi, njl. | 0 |
| g) Amalungelo oyilo – Umzkl. Ilungelo lembalo nelungelo lento eyaqalwa ngothile ukwenziwa. | 1 |
| h) Ukungadizwa nokukhuselwa kweenkcukacha – Ukukhupha okanye ukufikelela kwiinkcukacha zomntu okanye zeziko ezilihlebo nezingafanelanga kufikelelwa nguwonke-wonke. | 4 |
| i) Ukonakaliswa kweempahla – Ukonakaliswa kwezinto zomntu, amatyala. | 1 |

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

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|--|---|
| a) Ukhuseleko – Ukhuseleko ngokwasemzimbeni, ingozi, ubalekiso kwiimeko zengulo, ukufezekiswa kweemfuno zephondo nezesizwe ngokuphathelele kuqeqesho ngokhuseleko nezixhobo zokhuseleko. | 6 |
| b) Limeko kwiindawo zomsebenzi/zokuhlala – Amaqondo obushushu, amavumba, ingxolo, indawo ekhoyo, izibane, njl. | 1 |
| c) Ufaneleko lweendawo zokusebenzela – Ukumiseka kakuhle nangokufanelekileyo kweendawo ekusetyenzelwa kuzo. | 2 |
| d) Ucoceko – limeko nezibonelelo zokuzithuma ezijoliswe kuthintelo lwezifo. | 0 |
| e) Ukhuseleko – Izibane ezifanelekileyo kwiindawo zokumisa izithuthi, izixhobo zokubhaqa izinto zentsimbi/zenkcnkce, amadindala okhuseleko, ukungafikeleleki lula kwezakhiwo kwabangaphandle, amanyathelo othintelo lwabagrogri (angengawokubandakanywa phantsi kwesihlokwana esithi “ukubekwa emngciphekweni wokudizeka kweenkcukacha ezingezozikawonke-wonke okanye ezilihlebo”) | 1 |
| 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. | 0 |

| | |
|--|----|
| g) Izixhobo zokhuseleko – Ukufikelela kwizixhobo zokhuseleko okanye ukuzisebenzisa, umzkl. Isixhobo sokucima umlilo. | 0 |
| h) Imigaqo-nkqubo yokusingqongileyo – Ukungalandelwa kwemigaqo-nkqubo, ukungabi nabulali bayo, ukungasebenzi kakuhle, ukuxaka kwayo. | 2 |
| i) Indubeko ehamba nomsebenzi nongqamaniseko lomsebenzi nobomi – Indubeko yasemva kwengozi, ukhawulelwano nezehlo ezingxamisekileyo, indubeko yangaphakathi/yangaphandle, umzkl uqhawulo-mtshato, ukudubula, ukonga ogulayo, umenzakalo. | 11 |
| j) Ukumisa izithuthi | 3 |

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 njl. | 52 |
| b) Ukuphendula, Ukubanjwa kwexesha – Ixesha elithathwayo phambi kokuphendulwa komnxeba okanye phambi kokubuyela kobefowunile okanye ixesha elithathwayo phambi kokunikwa kwempendulo epheleleyo. | 17 |
| 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 njl. | 79 |
| d) Iintlawulo nonkxaso-mali - Ulawulo lweentlawulo zokufunda, abatyelayo, inkqubo yenkxaso-mali nokufaneleka ekuyinikweni. | 30 |
| 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. | 13 |
| f) Ubukho bezifundo, Ukugqiba isidanga ngexesha laso | 6 |

| | |
|---|----|
| g) Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso – abenza izidanga zokuqala | 23 |
| h) Ukwamkelwa, Ukwamkelwa kwakhona noBhaliso – abenza izidanga ezilandela ezokuqala | 20 |
| i) Ubonelelo lwabafundi nabasebenzi ngeendawo zokuhlala | 15 |

8. Ephathelele kwiZiko, kwiZicwangciso Eziliqili nakuMnqophiso: Imibuzo, iinkxalabo, imiba okanye imibuzo ephathelele kwiziko lilonke okanye kwinxenyalo.

| | |
|--|----|
| a) Ephathelele kwizicwangciso eziliqili nakumnqophiso, ulawulo olucikizekileyo – linqobo, izigqibo nezinto ezenziwayo ezinxulumene nokuba iziko liya ngaphi na, lisiya njani na. | 16 |
| b) Ubunkokeli nolawulo – Umgangatho/izakhono zabalawuli kunye/okanye nezigqibo zabalawuli/zeenkokeli, uqeqesho oluphakanyiswayo, unikezelo lwemisebenzi ngokutsha nohlengahlengiso locwangciso. | 31 |
| c) Ukusetyenziswa kwamagunya ezikhundla, iGunya – Ukungabikho kwegunya kwisikhundla okanye ukusetyenziswa kakubi kwalo ngulowo ukuso. | 15 |
| d) Uqhagamshelwano – Isiqulatho soqhagamshelwano lweziko nolweenkokeli, indlela olwenziwa ngayo, ixesha lokwenziwa kwalo, ifuthe lalo nobungakanani balo, umgangatho woqhagamshelwano malunga nemiba ebalulekileyo. | 13 |
| e) Ukucwangcisa ngokutsha nokufuduswa – Imiba ephathelele kwimihlaba yocwangciso olucetywayo okanye olwenziweyo kunye/okanye nofuduso oluchaphazela onke amacandelo okanye loo macandelo aphambili kwiziko, umzkl.ukuncitshiswa, ukusiwa kwelinye ilizwe, ukunikezelwa kwemisebenzi kwabangaphandle. | 0 |
| f) Umoya weziko– Imiba ephathelele kwintsulungeko yendlela elisebenza ngayo iziko kunye/okanye nocikizeko lwayo. | 4 |
| g) Ulawulo lwenguqu – Ukwenziwa kweenguqu kwiziko, indlela ezithathwa ngayo nokuziqhelanisa nazo, umgangatho wobunkokeli ekuququzeleleni iinguqu kwiziko. | 14 |
| h) Ucwangciso lwezinto eziphambili ngokubaluleka kunye/okanye neNkxaso-mali - limbambano malunga nocwangciso lweendawo eziphambili ngokubaluleka kwiziko/ kwisebe kunye/okanye nobonelelo lwemisebenzi ngenkxaso-mali.. | 4 |
| i) Iinkcukacha, iNdllela Yokusebenza, uToliko lweziphumo – limbambano zeenzululwazi malunga nokuqhutywa kophando, ngeziphumo zalo notoliko lwazo nangeenkukacha ezithi zivele ngokuchaphazela imigaqo-nkqubo. | 1 |

| | |
|--|---|
| j) Imida yemisebenzi yamasebe yeziko, umhlaba – limbambano ezimalunga nokuba ngaba leliphhi na isebe/iziko elifanele ukwenza okanye ukukhokela ukwenziwa kowuphi na umsebenzi. | 2 |
|--|---|

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 kuhlaziyiwe 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, abatyalayo, njl njl. | 40 |
| b) Iinqobo neNkcubeko – Imibuzo, iinkxalabo malunga neenqobo ezixabisekileyo okanye inkcubeko/indlela yokusebenza yeziko. | 24 |
| c) Ukuziphatha kwezenzululwazi, Intelokelelo – Ukungaziphathi kakuhle kwezenzululwazi okanye kwezophando okanye izenzo ezigwenxa, umzkl. ububhali, ukunikwa kweziphumo ezigwenxa. | 1 |
| 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. | 43 |

Uluhlu 2: IiNkalo Zokwenziwa kweNgxelo Ezivunyiweyo ze-IOA , malunga nemiba/ neenkxalabo

Inkwalitha nganye kwezi zilandelayo, kwesi sithuba seenyanga ezilishumi elinesibini sidlulileyo, yaqulatha imiba engama-40 okanye nangaphezulu:

- 2.e. Uqhagamshelwano (80) Nakubeni oku kubhekisele nje kuqhagamshelwano phakathi kwabanobudlelane bonxulumano, uqhagamshelwano kubudlelane boontangandini nobamakholwane (3.e.) nabo bube namanqaku aphezulu (21)
- 7.c. Izigqibo zolawulo notoliko, Ukusetyenziswa kwemithetho (79)
- 2.c. Intembeko, Intelekelelo (62) phakathi kwabanobudlelane bonxulumano, kambe ke intembeko nentelekelelo nazo zifanele ukuqatshelwa nakubudlelane boontangandini nobamakholwane (3.c. Izihlandlo ezili-18)
- 2.b. Imbeko, Impatho (57) phakathi kwabanobudlelane bonxulumano, nakubeni imbeko nempatho zikhangeleke zingeyomiba iitheni noko kubudlelane boontangandini nobamakholwane (3.b. Izihlandlo ezili-17)
- 7.a. Umgangatho wenkonzo (52)
- 2.g. Emalunga nolwahlukano (49) kwabanobudlelane bonxulumano, kanti ke imiba emalunga nolwahlukano yaye yaqatshelwa izihlandlo ezili-13 kubudlelane boontangandini nobamakholwane (3.g.)
- 9.d. Imigaqo-nkqubo neeNkqubo ezingabandakanyanga kwiinkalo ngokubanzi ku-1 ukuya ku-8 (43)
- 9.a. iMigangatho yokuZiphatha (40)

Njengakwiminyaka edlulileyo, eyona nkxalabo inkulu yeyobungakanani nomgangatho woqhagamshelwano. Le nto ke idla ngokuzibonakalisa ngolibaziseko lwengxelo, ekungacacini koqhagamshelwano lweyunivesiti olusesikweni, kwiimpindulo ezingancediyo nezinobuceducedu obuninzi nokungabikho kwengcaciso novakalelwano. Zisenokubakhona izizathu zokuba ezinye iimpindulo zingabi nguwo umzekelo, futhi ngokuqinisekileyo kwezinye iimeko umntu obuzayo ube negalelo kubunjani bempindulo. Kambe ke, iyunivesiti ifanele ukuba inike inkonzo ecikizekileyo ngalo

lonke ixesha. Loo nto ke ingathi ifune uqwalaselo oluthe kratya lwabo bonke abantu bale yunivesiti lweenqobo nemingatho eculathwe kwiNgcaciso yeeNqobo yeyunivesiti le.

Okunye Okwenziwa yile Ofisi

Eyokuya ebantwini

- IOmbud iye yaqhuba ngokuba nenxaxheba yobunkokeli kulo msebenzi weeOmbud zamaziko, apha kwilizwekazi leAfrika nakwinkalo yeMfundo ePhakamileyo yaseMzantsi Afrika. IOmbud yaye yaphumelela iiMviwo ze-IOA zokuba yiOmbud eQinisekisiweyo (Certified Ombud).
- IOmbud yaye yaba nodliwano-ndlebe nephephandaba iVarsity, into leyo esenokuthi kanti yawanyusa amanani abatyeleli abangabafundi.
- IOmbud yaye yamenywa nguMkhuseli woLuntu ukuba iye kwiNgqungquthela yoMbutho oyiAfrican Ombuds and Mediators Association (AOMA) eyayinomxholo othi, "UQiniso lolawulo oluChikekileyo eAfrika ngeNxaxheba yeOmbud (Strengthening Good Governance in Africa through the Role of the Ombudsman)".
- IOmbud isungula utyelelo kwiiDini, kuBaphathi abalawulayo (Executive Directors) nakwiZiphathamandla ngenjongo yokuthethana ngeengxaki ezichaphazela iinkalo zabo.
- Sikhona isicwangciso sokudibana nabasebenzi abasandula ukuqeshwa ngexesha loqhelaniso lwabo.
- Kananjalo iOmbud iye idibane nemibutho yabasebenzi, neeyunivoyoni, neKhansile yaBameli baBafundi, imibutho leyo eyibona iyeyamaqela achaphazelekayo aphambili, namanye ke amaqela apha eyunivesiti.
- linkcukacha ezimalunga nomsebenzi wale ofisi zihanjiswa kuzo zonke izakhiwo ezihlala abafundi neekhampasi, kwaye ziyafumaneka nakwiwebhusayithi.
- Ayaqhuba amalinge okukhangelela iOmbud iiofisi ezifanelekileyo nakwezinye iikhampasi.

Impumelelo

Umbuzo odla ngokubuzwa kukuba ngaba iOfisi yeOmbud inayo na impumelelo ekufezekiseni umnqophiso wayo apha eyunivesiti. Amanani-ncukacha onyaka akanakho ukuba athi ewodwa nje ayinike impendulo yalo mbuzo, nangona elilinge lokubonakalisa ufezekiso loxanduva lokuphendula kubantu ebakhonzayo le ofisi. Umlinganiselo welona galelo likhulu lale ofisi kunzima ukuwubeka. Imibuzo buciko esisoloko sibuzana yona njengeeOmbud xa sithetha ngexabiso, ibandakanya othi "Kunceda ntoni ukuba kubekho indawo apho umsebenzi okanye umfundi osekudandathakeni anokufumana khona umntu ozimiseleyo ukummamela engakhethi cala?" Lusakuba lusonjululwe ungquzulwano, yintoni ixabiso lexesha elisemva koko elithe lasetyenziswa kumsebenzi othe kratya ngeziphumo ezihle okanye ezifundweni? Ukuba kuthe kwagcinwa umfundi omnye, lifezekile iphupha. Ukuba lithintelwe ityala lasenkundleni yamatyala, ingakanani inzuzo? Ukuba ngaba zinikiwe iinkcukacha okanye abasebenzi okanye abafundi baye badluliselwa kubantu nakwiiofisi ezinokubanceda ekusombululeni ingxaki ngokufezekileyo, oko kuthetha ukuba izinto zeyunivesiti ezizinqobo ezixabisekileyo zifezekisiwe.

Phakathi ku-2014, iKhansile yeYunivesiti yaye yasungula iphulo loVandlakanyo lweOfisi ngenjongo yokufumanisa impumelelo yeOfisi yeOmbud. Le ngxelo ngeOfisi yeOmbud iyafumaneka kule webhusayithi: www.ombud.uct.ac.za

Okuqwalaselweyo neZindululo

Xa ndimamele izinto ezikhathaza abanye babatyeleli bam, ndiphawule izinto ezimbini: ukoyika impindezelo, kunye nobuqatha bempatho. Le nto ke igxininisisa ukubaluleka komba woqhagamshelwano phakathi kwabanobudlelane bonxulumano.

Ubunkokeli noLawulo

Isikakhulu, ungquzulwano phakathi kwabantu lusathe gqolo ukuba yeyona nkxalabo iphambili kuninzi lwabatyeleli bam. Uninzi lwale nkxalabo lusukela kuqhawalelo loqhagamshelwano. Lubaluleke kakhulu uqhagamshelwano olunemfezeko ekusonjululweni kongquzulwano. Ezi zindululo zingezantsi apha, zaleka phezu kwezindululo ezithe zenzelwa abantu ngabantu bale yunivesiti apha ekuhambeni konyaka.

Inkqubo yolawulo lwaseyunivesiti ihamba ngohlobo lokuba ethubeni abantu abaninzi baye bangene kwizikhundla zolawulo, apho kufuneka ukuba basebenzise izakhono zobunkokeli. Ubuninzi bezi manejala zinolwazi olunganabanga ngakwicala lolawulo lwabantu okanye lobunkokeli, into ke leyo eye yenze ukuba zisebenze ngendlela elufunayo noko uphuculo.

Abo balawula abanye kufuneka bavandlakanywe kule nkalo ukuze baluphucule ucikizeko lomsebenzi wabo. Ndinethemba lokuba esi sixhobo seCandelo lezaBasebenzi (Human Resources) sitsha sovandlakanyo sokwenziwa komsebenzi siya kuthi sibe negalelo kufezekiso lwale njongo.

Uvandlakanyo Lokwenziwa koMsebenzi noNyuselo

Abanye babatyeleli baye bakhazazela uvandlakanyo lokwenziwa komsebenzi olwaye lwenzelwa nje ukufezekisa iimfuno zakwa-HR, besithi ayikho enye ingxelo abayifumanayo ngaphandle kwale isekelwe kuvandlakanyo, into ke leyo eyenza ukuba abe mancane amathuba abo okuba bayiphucule indlela abasebenza ngayo. Kwiingxelo ezidlulileyo ndiye ndayivelisa into yokuba ukunganikwa kweengxelo ngexesha kuseyeyona ngxaki yabasebenzi ithe gqolo. Xa kungekho vandlakanyo lusoloko lusenziwa, nayiphi na ingxelo engancumisiyo isenokuthathwa njengento engummangaliso ongamkelekanga. Kubantu abaninzi abenza uvandlakanyo into yakanye enokubaphathela

ukungonwabi, into ethanda ukwenzeka kukuba bathathe ixesha elide kakhulu phambi kokuba balwenze, baze bathi xa belwenza baluleqe ngomzuzu wokugqibela. Inkqubo yolawulo lokwenziwa komsebenzi esetyenziswayo kubasebenzi abaxhasayo kungoku nje isoloko ibonwa njengejonga icala elinye neyenziswa ekhusini; abanye abatyelile bathi akucaci nokuba yintoni na le ivandlakanywayo, kwaye iindibano zovandlakanyo zinde futhi ziyoyikisa. Into yokuba kubekho omnye umntu wesithathu xa kusenziwa uvandlakanyo iye yakhankanywa njengento engabonisi mbeko neyenzela abo bavandlakanywayo uxinzelelo kwimeko echukumisa kakhulu ngokwasemoyeni.

Ukungakwazi kwabasebenzi ukwamkela iingxelo yaye yaveliswa njengento engumqobo kuthethwano oluphangaleleyo. Ndixelelwe ukuba kwa-HR baza kusungula isixhobo sovandlakanyo esitsha, ngethemba lokuba sokwamkeleka kumntu wonke apha eyunivesiti. Ndiyathemba ukuba le ndlela intsha iya kwenza ukuba kubekho inkqubo yolawulo lokwenziwa komsebenzi enobulali neyamkelekileyo kubasebenzi abaxhasayo (PASS).

Kubahlolhi inkqubo yonyuselo oluceliweyo (ad hominem) iye yakhankanywa njengengazithatheli ingqalelo iinkalo zomsebenzi ezininzi okanye zegalelo kumasebe ezingaphathelelanga kukwenziwa kophando, koko ziphathelele ekufundiseni. Ukugxininisa okudlulileyo kwixabiso lokwenziwa kophando ngaphezu kwelokufundisa kwaye kwavakaliswa njengento ebangela inkxalabo.

Ingxelo ngezicelo zomsebenzi

Nakubeni iqondakala yona into yokuba kwa-HR bafumana amakhulu-khulu ezicelo zomsebenzi kwisibhengezo somsebenzi esinye nje, kuyafuneka ukuba mayibonwe njengento ebalulekileyo into yokuba kufunyanwe indlela yokuqhagamshelana nabafaki-zicelo bonke, ngeendlela zokuphendula abantu abaninzi, xa kukho imfuneko yoko. Akwanelanga

ukuthatha nje ukuba xa abafaki-zicelo bengafumananga mpendulo eyunivesiti emva kwesithuba esithile baya kuqonda ukuba izicelo zabo azihambanga kakuhle. Iyunivesiti kufuneka ibanike imbeko yabo abafaki-zicelo njengabantu abathe babonakalisa umdla ekubeni babe yinxenye yeli ziko. Nangona sekuyinto ethande ukuqhela ukwenzeka, akuyonto intle ukungabahoyi abafaki-zicelo abangaphumelelanga, kungabikho noqhagamshelwano nabo xa bathe babuza ngokuqhubeka kwizicelo zabo.

Ulibaziseko ekulandelweni kweziphakamiso zeOmbud

Ulibaziseko olungafanelekanga ekusebenziseni isisombululo abavumelene ngaso iOmbud nabo bachaphazelekayo luye lubadube ngakumbi abatyelile bam. Ezinye zezi zisombululo, xa zithe zalityaziswa, zisenokukhokelela kwezinye iziphumo ebezingacetywanga nezingenabulali. Kolwam uluvo ixesha losombululo olukhawulezisiweyo ngakwicala leyunivesiti luyalwandisa ulwamkeleko lweziko okanye lwesebe, kwaye luliphathele nezincomo.

Inguqu, Ubulali noLwahlukano

Kwisicwangciso esiliqili sayo, iyunivesiti ithetha oku kulandelayo malunga nobandakanyeko:

“Abafundi, abasebenzi abamnyama namabhinqa amaninzi bayifumanisa imeko yase-UCT iyecalulayo, nengayivumeliyo inguqu, kwaye baziva ngathi baziindwendwe kwiklabhu yamadoda amhlophe. Ukunganeliseki kuyavela naphakathi kwabahlolhi nabasebenzi be-PASS. Siya kuthi ukuze sikwazi ukubagcina abasebenzi bethu, siseke imeko yolonwabo, nebutho labantu abahluka-hlukeneyo ekufuneka sibe nabo ukuze sibe yiyunivesiti eqaqambe ngenene, sibe siye saphumelela ekudaleni imeko ekhuthazayo neyakhayo kumntu wonke...”
UCT Strategic Plan 2010-2014

Zixhaphakile iintethwano zokunganeliseki ngakwicala loqhagamshelwano, kwelentlonipho neleengxaki ezisukela kulwahluka-hlukano. Iyunivesiti le iyayigxininisa imfuneko yokuhloniphana. Nangona oku kunokukhangeleka kuyinto efuna nje ingqondo yemveli, kuba ke intlonipho ayicaciswa ngokwenkcazo ye-UCT nangokohlobo lwendlela esebenza ngayo, wonke umntu uyazibonela ukuba makayitolike njani na ukuba iyintoni na kanye, ingubani ofanele kuyinikwa, futhi kuba kutheni.

Ulingano lwezomsebenzi (Employment Equity) buluxanduva lweeyunithi ezingavandlakanywa ngayo ngokwenkalo yokwenziwa komsebenzi. Njengoko kuye kwatshiwo kwiingxelo ezidlulileyo, lincinane igalelo elinokuthi lifikelelwe ngokusebenzisa aBameli bolingano lwezomsebenzi (Employment Equity Representatives) kukho amalungu ekomiti asenokuba ngentla kwabo ngamanqanaba kwaye eneembono ezahlkileyo kwezoMmeli we-EE. Nakubeni ingumbono wexesha eliphambili phaya ukuba bandiswe ubulali nakumanqanaba aphezulu abahlolhi, iyunivesiti kufuneka igxininise kumanyathelo abonakalayo okutsala nokugcina abasebenzi abamnyama, ngakumbi amabhinqa. Lo ke ngumba osemilonyeni kakhulu kungoku nje, onotho lweentetho nolwamanqaku akumajelo eendaba. Nakubeni iyunivesiti sele inyathele umhlaba obanzi kakhulu kwicala lenguqu, ndiye ndazifumana izikhhalazo ezivela kubasebenzi abantsundu, ngakumbi abangabahlolhi, malunga nendlela abaphathwa ngayo ngamakhohlwane abo.

Ndizivile iinkxalabo malunga nomgaqo-nkqubo we-UCT omtsha wokwamkelwa kwabafundi ezivela apha ngaphakathi nezivela ngaphandle. Abantu bakhangeleka bengazithembi iinjongo zeyunivesiti, ngakumbi ukusetyenziswa kwalo mgaqo-nkqubo elulawulweni, xa sele usebenza.

Iinkxalabo zabafundi

Inani labatyelile beofisi yeOmbud abenza izidanga ezilandela ezokuqala lihle ngomfundi omnye (lisuke kuma-38 laya kuma-37), ngelixa lona inani labatyelile abenza izidanga zokuqala liye lanyuka ukusuka kuma-85 laya kwi-100 labafundi. Iinkxalabo ezivakaliswe ngabafundi abakwizidanga ezilandela ezokuqala isikakhulu, beziphathelele kumgangatho wendlela abacetyiswa ngayo, kwimigaqo-nkqubo elawula ubudlelane phakathi kwala macala mabini, neendlela anokukhetha kuzo la macala xa egqiba ekubeni abuphelise obu budlelane, xa bungade buphucuke. Kukho umsantsa omkhulu phakathi kwabasebenzi nabafundi babo ngakwicala lamanqanaba amagunya abanawo. Xa kukho ubundyengendyenge kumakhonkco oqhagamshelwano, oyena unokulahlekelwa kakhulu ngumfundi, nonokude aziyeke ezo zifundo, njengoko amakhohlwane omhlohli aye abe mathidala ukuthatha umfundi osokolayo, okanye atyekele ngakwicala lokuxhasa lowo ebengumcebisi, njengekhohlwane labo.

4 Olu thelekiso aluchanekanga ncam ngenxa yezi nyanga zine sele zikhankanyiwe zisuka kwingxelo yangaphambili.

Le meko ke iye ibutshintshe ubudlelane buyeke ukuba bobabantu abadityaniswe ngumsebenzi, bube bobabantu nje abangenanto ibadibanisayo. Kwizikalazo eziye zeziswa kwiofisi yam ndiye ndaqaphela ukuba akukho zikhokelo zifanayo okanye mgaqo-nkqubo ulawula izigqitho ezinokuthi zikhokelele ekubeni umfundi athatyelwe kwisidanga esingezantsi okanye ayekiswe nokuyekiswa. UXwebhu loQondwano (Memorandum of Understanding (MoU)) phakathi komfundi nomcebisi aluzilungiseleli ezi meko zinokuvela. Izinto ezifana nendleko nexesha zithe zachithelwa kwizifundo ezo sezifanele ukuthathwa njengezingenakuphinda zibuyiselwe, into ke leyo eyenza kufuneka ukuba kusungulwe imigaqo-nkqubo enobulali neselubala yokulawulwa kocebiso lwabafundi.

Kubatyelile abenza izidanga zokuqala ubuninzi beyona miba iphambili ibiyephathelile kulwamkelo nakulwamkelo kwakhona, nasekuhlaleni okanye ekubuyeleni kwiihostele ezithile, nakwiintlawulo nakwinkxaso-mali⁵. Iqela laba batyelile bebefana ngeemeko zabo zokungahoywa okanye zokuchwethelwa bucala ngabalawuli beyunivesiti.

Ukuvuyelela nobukrwada

Njengoko kungekho mgaqo wokuziphatha ujlise kwiimeko zolwanyeliso emsebenzini, liya lisanda inani labatyelile abakhalazela iimeko zokuvuyelelwa. Nokuba le nto

⁵ Uluhlu lwemiba olupheleleyo lunikwe phaya kwetheyibhile ebonisa i-IOA Uniform Reporting Categories for Issues/Concerns in Table 2.

ingabonwa njengobukrwada okanye njengovuyelelo, oko kuxhomekeka kwindlela etolikwa ngayo, kodwa ke iphetha inesiphumo esikukungena kwabasebenzi ezindlekweni zokukhawulelana nempilo yabo nakwezinye iilahleko. Okuqinisekileyo kona kukuba ezi meko aziveli nje kumakholwane anenkohlakalo; gumba onobuzaza obungaphaya koko. Nakubeni iyinto exhaphake kakhulu kubasebenzi, abanye abafundi baye bayizisa le ngxaki kule ofisi. Ulwahlula-hlulo olunatyisiweyo lungathi luzivelise kakuhle iintlobo ngeentlobo zeengxaki ezinxulumene nezimo, njengoko zisiziswa ngabatyelile.

Umqokumbelo

Ndinombulelo kubo bonke abantu abathe bayixhasa iOfisi yeOmbud ngesi sithuba senzelwa le ngxelo. Le ofisi ixhomekeke kukuzinikela komntu wonke ekuqinisekiseni ukuba bonke abantu bale yunivesiti baphatheka ngobulali. Ndisoloko ndikuva kuliwonga elikhulu kum ukuncedisa kula malinge. Okokugqibela nokungekho mva ngokubaluleka kambe, ndibamba ngazibini kuNjing. Mary Rowe, umthantamisi wam noligqalakazi leOmbud e-MIT eliza kuthatha umhlalaphantsi ngoSeptemba 2014 emva kweminyaka engama-41 eyiOmbud. Nangamso Mary, ngezinto ezininzi endizaziyo ngoku ondifundise zona.

ISIHLOMELELO A

Amagunya Anikiweyo

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; abatyelile 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 yabatyelile, esiququzelela usombululo olunobulali kwiinkxalabo neengxaki ezithe zaveliswa nguye nawuphi na umntu walapha eyunivesiti.

2. Iinjongo neMida yeeNkonzo

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

IOfisi yeOmbud ijolisa ekuboneleleni ngemeko apho kungakhethwa cala, engayidiziyo imicimbi ezisiweyo, nezimeleyo, apho kunokuthi kuziswe khona izikalazo, 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 yeyunivesiti neenkqubo zayo, ibazise nangezinye iiofisi abanokuya kuzo, ibancedise abatyelile 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 nomthunzi wokuziswa kwenguqu apha eyunivesiti.

IOfisi yeOmbud ilelinye kumalinge angalandelwa ukuncedisa kusombululo lweengxaki apha eYunivesiti kodwa ayenzi ukuba amanye amilinge asesikweni angathathelwa ngqalelo. 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 nakuhlalo-mali ingxelo iyenza kwiNqununu yeYunivesiti. Ekufezekiseni imisebenzi yayo iOfisi yeOmbud iya kuba nohlalo-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 nkukacha zinafuthe lini na ibe ke seyivakalisa neziphakamisozayo ngazo.

4. IMigangatho neNtsulungeko aseMsebenzini

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, uMgaqo neeNdlela 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 zifumaneka xa umntu ethe wazicela. IOmbud iya kuthi iyibhengeze indlela ehamba ngayo inkonzo yayo engadiziyo, ezimeleyo nengakhethi cala ngokusebenzisa izinto zobhengezo, iwebhusayithi neembalo ezixhonywe ezindongeni, ize kanaanjalo inike umtyeleli ngamnye ikopi yeMigangatho.

A. Ukuzimela

Ukuzimela kuyimfuneko ekusebenzeni ngempumelelo kweOfisi yeOmbud. IOfisi yeOmbud iya kukhululeka, kwaye iya kubonwa njengekhululekileyo kungenelelo oluphazamisayo ekwenzeni kwayo imisebenzi yayo. Oku kuzimela kufezekiswa kakhulu ngendlela emiswe ngayo inkqubo yokwenziwa kwengxelo, ngokungabi nacala, nangokwamkelwa liziko nangokuhlonitshwa kwengxaxheba 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 unyanyiso 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 ungqzulwano, imbambano okanye umba, koko iya kuthi iOfisi yeOmbud iyiqwalasele imicimbi neenkxalabo zabo bonke abo bachaphazelekayo ngomoya wokungakhethi cala ngenjongo yokuququzelela uqhagamshelwano neyokunceda loo maqela ekubeni afikelele kwizivumelwano ezanelisa macala nezininobulali 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 iya 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 nkukacha. Izicelo zeOmbud zokufikelela kwiinkcukacha kufuneka ziqwalaselwe ngokukhawuleza kangangoko ngamasebe eyunivesiti.

3. Ukurhoxiswa kwenzaxheba 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. Uphfumlelwano nabatyeleli

IOfisi yeOmbud inegunya lokuphufumlelana 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 obuphathelile kuwo nawuphi na umcimbi othathelwe amanyathelo omthetho okanye nayiphi na inkqubo esesikweni, okanye kwimeko apho kuvela ungqzulwano 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 iinkukacha eziphathelele kumcimbi othile kufuneka zigcinwe ngokhuseleko kwindawo enokhuseleko, zize ke zitshatyalaliswe usakuba usongiwe umcimbi lowo. I Ombud isenokuthi izigcine iinkukacha zamanani-nkukacha ezingelohlebo ezinokuthi ziyincede ekwenzeni ingxelo ngendlela yokuhamba kwezinto nasekunikeni indlela.

5. Ubuthetheleli neeNgxaki zaseMoyeni

IOfisi yeOmbud ayisayi kuba ngumthetheleli walo naluphi 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 lokkwenza utshintsho lwemigaqo-nkqubo okanye lwemithetho.

7. Ungqzulwano lweeNjongo

I Ombud iya kucezela ukubandakanyeka kwimeko apho kukho ungqzulwano lweenjongo. Ungqzulwano 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 yongqzulwano lweenjongo, olukhoyo okanye olucingelwayo, iOmbud kufuneka ithathe onke amanyathelo ayimfuneko okuludiza okanye okulucezela.

C. Ukuziphindezela kwiOmbud okanye kuBasebenzisi beeNkonzo

1. Onke amalungu amaqela anikwa inkonzo yiOfisi yeOmbud aya kuba nelungelo lokuba eze kuthethana neOfisi yeOmbud engenalayiko lwempindezelo.
2. IOfisi yeOmbud kufuneka ikhuselwe kwimpindezelo (efana nokuvalwa kweOfisi okanye ukukhutshwa kweOmbud, okanye ukucuthwa kohlalo-mali 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