



COLLEGE SERVICE CHARTER

Academic division service charter

	Activity / service offered	Service delivery standards	Responsible officer
1.	Calendar for admission	Available by August every year	Registrar Admissions
2.	Acknowledgement of applications for admission	Acknowledgement of applications within a period of 7 days	Registrar Admissions
3.	Processing of applications for admission	Process within 4 weeks of receipt of applications	Registrar Admissions
4.	Dispatch of admission letters	Dispatch letters within one week of completion of admission process.	Registrar Admissions
5.	Registration and orientation of new students	Process to be accompanied with relevant documentation	Registrar Admissions
6.	Time of registration	Within a maximum of 3 weeks from the opening date of the trimester / semester	Registrar Admissions
7.	Student Identification Cards	To be issued within 5 days from the beginning of the academic year / semester / trimester.	Registrar Admissions
8.	Transfers, deferments and resumptions of study programmes	Decision to be communicated to applicants within 3 weeks from the time of receipt of applications.	Deputy Principal, AA
9.	Student nominal roll	To be signed within 4 weeks after registration time	Registrar Admissions
10.	Credit transfer	To be completed within 3 weeks from the date of receipt of application	Deputy Principal, AA
11.	Almanac and prospectus	To be available by beginning of new academic year	Deputy Principal, AA
12.	Newsletter and College magazine	To be published periodically, preferably monthly for newsletters.	Assistant Registrar
13.	Teaching timetable	To be available two weeks prior to beginning of each semester / trimester	Registrar
14.	Examination timetable	To be available two weeks before beginning of examinations	Registrar
15.	Examination / CAT cards	To be issued 1 week before start of CATS / examinations	Registrar

16.	Marking of examinations papers	To be completed within 2 weeks after end of examinations	HODs
17.	Processing of examination results	To be completed within 7 days after end of marking	Deputy Principal, AA
18.	Release of examination results	Released within 5 days upon approval of results by Senate	Deputy Principal, AA
19.	Responding to examination related issues	Respond within 3 days upon request	HOD
20.	Issuance of examination result slips	To be done within 5 days upon approval of results by Senate	Deputy Principal, AA
21.	Issuance of academic transcripts and certificates	Timely issuance of transcripts and certificated without errors within 5 days upon request	Deputy Principal, AA
22.	Identification and certification of graduating students	To be done 10 weeks prior to the day of graduation	Deputy Principal, AA
23.	Advertisement and publicity prior to graduation ceremony	To be done 8 weeks before graduation day	Marketing Officer
24.	Rehearsals	To be held 1 day prior to graduation day	Deputy Principal, AA
25.	Library Cards	To be issued within the first three weeks of the trimester / semester	Librarian
26.	Registration of clubs	Registration to be effected within 4 weeks in conformity with relevant university policies after receipt of application	Dean of Students
27.	Student Governing Council elections and activities	Elections to be conducted whenever scheduled as per the student governing council constitution	Dean of students
28.	Chaplaincy services	Available from 3 chaplains on a regular basis	College Chaplains
29.	Disciplinary cases	Effectively handled within fourteen days from the reporting date	Deputy Principal, AA
30.	Invitation and preparation for student disciplinary committee	Letters and agenda to be issued 7 days prior to the date of a meeting	Deputy Principal, AA
31.	Examination irregularities	Accurate statements by those involved made on the same day the irregularity is committed	Deputy Principal, AA
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Human Resource Division Service Charter

	Activity / Service Offered	Service delivery standards	Responsible officer
1.	Recruitment advertisement	Advertisement to be forwarded to Human Resource Manager/Board member in charge of development two months before recruitment time.	HODs
2.	Short-listing	i) Applications to be sent to relevant short-listing departmental committee within five (5) days after closing date ii) List of short-listed candidates to be sent to the Deputy principal(operations)with the relevant minutes within ten (10) days after receipt of applications iii) The list of short-listed candidates to be forwarded to the DP, AA within a week.	HRM HODs DP(Operations)
3.	Interviews	i) On approval by the Principal, candidates to be invited for interview at least 14 days before the Appointment Committee meeting date. ii) Minutes of the Appointment Committee to be ready for Chairperson Board of Director signature within 3 days	DP(Operations) DP(Operations)
4.	Appointment and regret letters	To be processed within 3 days from the date of signing the relevant minutes.	DP(Operations)
5.	Taking up appointment	To be effected within 3 months	DP(Operations)
6.	Brief to College Management Board	To be done within 5 days after the interview date.	DP(Operations)
7.	Leave application	To be processed within 5 days upon receipt of request	DP(Operations)
8.	Suggestion Box	To be checked daily	DP(Operations)
9.	Complaint on service provision	To receive a written or verbal response within 5 days after receipt.	DP(Operations)
10.	Telephone services (Breakages and faulty telephones)	Repairs to be done within one day after reporting	DP(Operations)/ Electrician
11.	Water (Water supply system)	Repairs to be done within one day after reporting	DP(Operations)/ Plumber
12.	Carrying out repairs	To be done within 5 days after approval	DP(Operations)

Finance Section Service Charter

	Activity / Service offered	Standard Service delivery indicators	Responsible officer
1.	Confirmation of fee payment	To be done by 3 week from opening date	Finance Officer
2.	Issuance of receipts	To be done within 5 days after presentation of bank deposit receipts	Finance Officer
3.	Issuance of fee statements	To be done by 2 weeks before close of trimester / semester	Finance Officer
4.	Payment of external part-timers	To be done by 1 week after receipt of authority to pay	Finance Officer
5.	Release of salaries	To be done by 30 th of every month	Finance Officer
6.	Consideration for approval of requests and claims	To be done within 7 days from the date of approval	Finance Officer
7.	Payment of requests and claims	To be done within 7 days from the date of approval	Finance Officer
8.	Requests for proposed departmental budgets	To be done by 31 st January every year	Finance Officer
9.	Submission of proposed budgets to Budgetary Committee	To be done by the 28 th February every year	Finance Officer
10.	Submission of proposed budget to the college Management Board	To be done by 15 th March every year	DP(Operations)
11.	Submission of proposed budget to Board of Directors	To be done by 15 th April every year	DP(Operations)/Principal
12.	Allocation of funds to departments	To be done by 30 th April every year	DP(Operations)
13.	Purchase of goods and services	To be done within 7 days from receipt of approval	DP(Operations)