

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS



KUC/13/ACAD/3/4

AUTHORIZATION:

All documented information (Quality Objectives, procedures, opportunities and risk register for Academic Departments are issued under the authority of:

MANAGEMENT REPRESENTATIVE

Signature:

Date:

22nd May, 2018

QMS
KUC MANAGEMENT
REPRESENTATIVE

PROCESS OWNER/HOD/DIVISIONAL HEAD

Signature:

Date:

12th July 2018

DIRECTOR OF STUDIES
KENYA UTALI COLLEGE
NAIROBI

VERSION 2: REVISION 1, 04 2018

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

DOCUMENT CONTENTS (summary)

1.	Section A: Quality Objectives	
2.	Section B: Procedures	
		Title
		Purpose
		Scope
		Reference
		Terminology
		Responsibility
		Input
		Methods
		Output
		Records
		Key performance Indicators
		Appendices
		Flow chart-process map
3.	Section C: Opportunities	
4.	Section D: Risks	

**DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS**

SECTION A: ACADEMIC QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES.	RESPONSIBILITY	TIME FRAME.	KEY PERFORMANCE INDICATORS.
Attain 85% of contact hours on syllabus for each subject	Teaching by lecturers class registers data entry and signing appropriately	<ul style="list-style-type: none"> • LCD Projector • Stationery • Finances • Classroom • Trained Lecturers • Training materials 	Individual subject Lecturer. Tutors academic HODs	Continuous for every end of semester	<ul style="list-style-type: none"> • Signed class registers • Semester reports on syllabus with percentage scores for each lecturer per subject.
Attain an average of 80% on student Evaluation every Semester	Lecturer Evaluation by students	<ul style="list-style-type: none"> • Students • Evaluation forms • Competent staff (data analysis) 	Quality Assurance Officer, subject Lecturer, Academic HODs	Continuous for every end of semester	Filled evaluation forms Student feedback analysis report
95% of Student Feedback (Exam Results submitted within week 1 of subsequent Semester.	Exam invigilation. Script marking Marks moderation	Exam Scripts Exam time table Lecturers portal	Lecturers Academic HODs	First week of every semester.	Marks sheets (electronic) Marks Entered in Navision Systems Departmental moderation minutes

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

1.0 PROCEDURE FOR CURRICULUM DEVELOPMENT

2.0 PURPOSE

The purpose of the procedure is to periodically review the curriculum to continuously meet Hotel and Tourism Industry expectations.

3.0 SCOPE

This procedure shall be applied to the extent necessary to cover the review and development of new curricula in the following departments:

1. Food Production
2. Food and Beverage Service
3. Front Office
4. Business Administration
5. Physical Education
6. Social Studies
7. Languages and
8. Housekeeping and Laundry
9. Tourism

4.0 TERMS AND DEFINITIONS

- - **AB** : Academic Board
- - **ABM** : Academic Board Meeting
- - **DDOSA** : Deputy Director of Studies (Academic)
- - **HOD** : Head of Department
- - **CRC** : Curriculum Review Committee
- - **DOS** : Director of Studies
- - **QAD** : Quality Assurance Department
- - **QAO** : Quality Assurance Officer

5.0 REFERENCES

- KUC Current Course Curriculum
- ISO 9001:2015 Standard

6.0 RESPONSIBILITIES

- **CEO** - Approval of the Curriculum
- **DOS** - Ensure Review of Curriculum every three years
- **HOD** - Suggest Review of Curriculum
- **HOTEL INDUSTRY** - Provide Competency needs

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

7.0 INPUTS

- Needs Assessment Survey
- New Curriculum Proposal Form
- Curriculum Review Request Form
- Industry Symposium
- KUC Course Curriculum
- Curriculum Evaluation
- Competent personnel
- Resources (Financial & Library)
- Industry Participation

8.0 METHOD

8.1 REVIEW OF THE CURRICULUM

8.1.1 All curricula shall be reviewed every 3 years.

8.1.2 The **DOS** shall form a **CRC** at least 6 months before review is due.

8.1.3 CRC shall collect views from Internal and external stakeholders and forward them to a symposium for approval of changes and records maintained.

8.1.4 The chairman CRC shall present all views and proposed changes to the Academic Board for approval.

8.1.5 If approved, CRC shall make the necessary changes. If not approved, the CRC shall review the curriculum as per the Academic Board recommendations.

8.1.6 The Academic board shall endorse the proposed curricula.

8.1.7 DOS shall present the Curriculum to Management, upon approval it shall be presented to the Council.

8.1.7 Upon approval by council, the Academic Board shall request subject specialists to review the course outlines as per new curriculum.

8.1.8 The respective Heads of Department shall keep a copy of the newly developed course outlines for implementation.

8.1.9 All records of changes done during the review process shall be maintained by the Director of Studies.

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

8.2 DEVELOPMENT OF NEW CURRICULUM

8.2.1 To establish a new curricular, **HOD** shall propose a new course by filling in new course proposal form and forward to the Academic Board.

8.2.2 For Tailor made courses **DOS** shall approve and determine certification.

8.2.3 ABM shall approve Course Outlines by the department. If not approved, amendments shall be carried out as per **ABM** recommendations.

8.2.4 Course shall be implemented.

9.0 OUTPUTS

9.1 Curriculum Reviewed

9.2 New Courses

10.0 RECORDS

10.1 Curriculum Survey Results

10.2 Symposium Results

10.3 Curriculum Evaluation Results

10.4 New Course Outlines

11.0 KEY PERFORMANCE INDICATORS

11.1 Number of New Courses

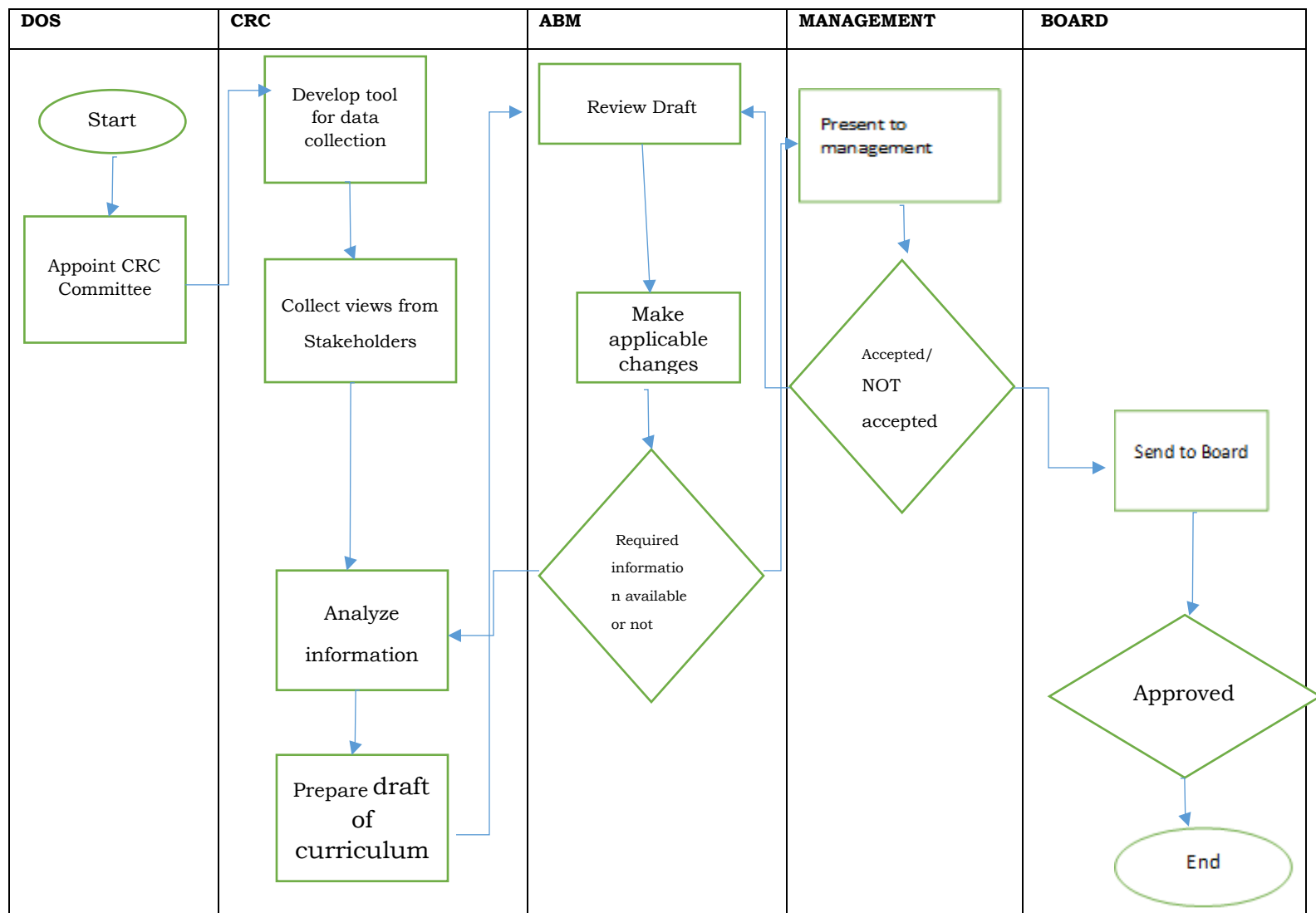
11.2 Number of Reviewed Curriculums

11.3 Objectives of Curricula met

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS)

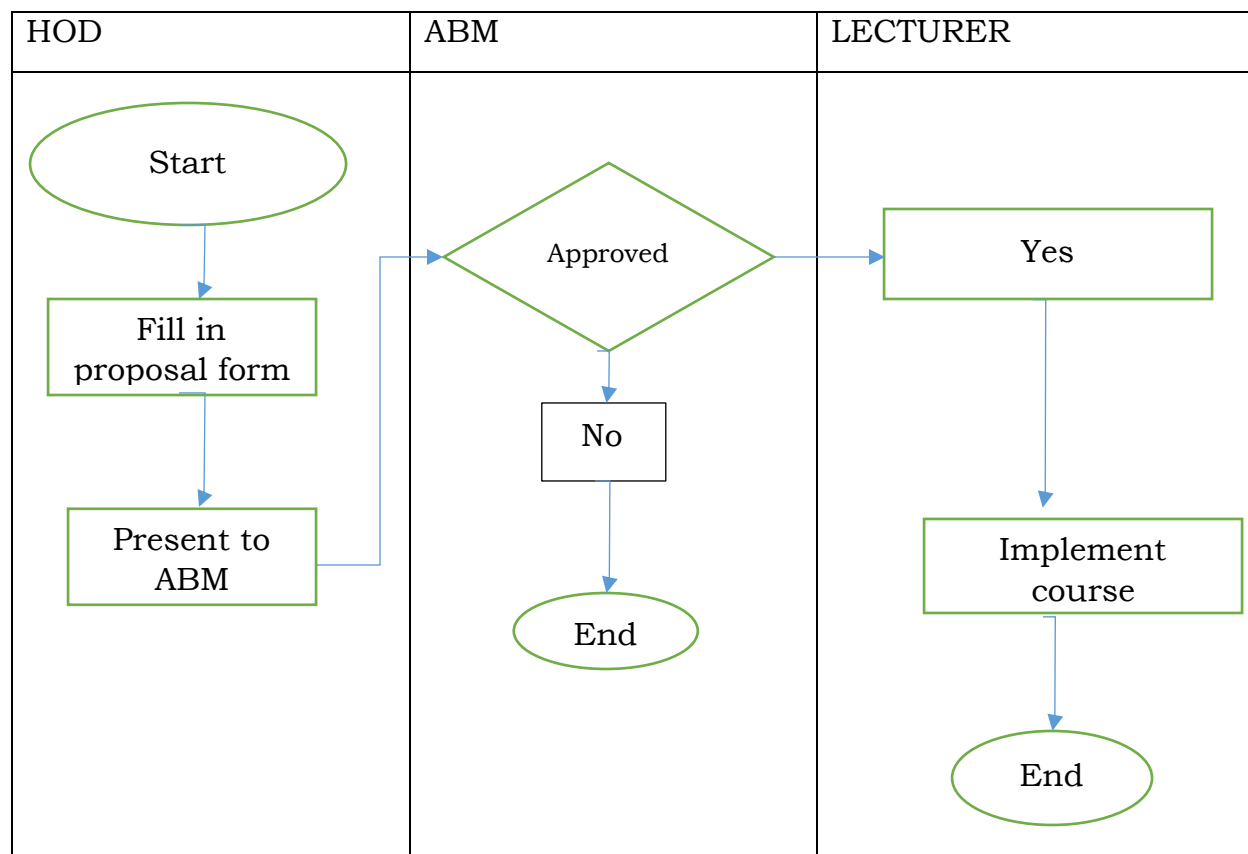
12.0 APPENDICES

12.1 FLOWCHART - Curriculum Development



DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

12.3 FLOW CHART - New Course Proposal



12.4 Record of Change Form

No.	Date	Details Of Change		Authorization
	<i>dd-mm-yy</i>	Page	Clause/sub-clause and comment	Name and signature

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

12.5

KUC/ACAD/R/064

CURRICULUM DEVELOPMENT PROPOSAL FORM

PROPOSED COURSE TITLE:		DEPARTMENT:	
CERTIFICATION			
NEED ANALYSIS			
LEARNING OUTCOMES			
TARGET AUDIENCE:			
INSTRUCTION METHODOLOGY			
RESOURCES REQUIRED			
ABM Recommendations			
ABM Approval	Chairman's Name:	Signature: Date:	Stamp:
QUALITY ASSURANCE	The Proposed Curriculum Meets the KUC requirements YES <input type="checkbox"/> NO <input type="checkbox"/>	REMARKS:	
NAME:	DATE :	SIGNED: _____ STAMPED: _____	

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

12.6

KUC/ACAD/R/063

CURRICULUM REVIEW REQUEST FORM

COURSE:		DEPARTMENT:	
DATE:			
REVIEW REASON			
LAST REVIEW DATE:			
PRESENTED TO ABM ON:	DATE:	DECISION	APPROVED: <input type="checkbox"/>
	BY:		NOT APPROVED : <input type="checkbox"/> REASON: _____ _____ _____
CHAIR ABM AUTHORITY:	NAME: _____ SIGN: _____ STAMP: _____		
QA COMMENTS:	The review meets the specified KUC curriculum standards:	YES <input type="checkbox"/>	REMARKS: _____ _____ _____
		NO <input type="checkbox"/>	
NAME:	DATE :	SIGNED: _____	
		STAMPED: _____	

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

12.7

KUC/ACAD/R /042

COURSE OUTLINE

KUC/ACAD/R/046

[KENYA UTALII COLLEGE, COURSE OUTLINE](#)

SUBJECT:
LECTURER:
TIME/DAYS:
VENUE:
CREDIT:
CONTACT:

1.0 COURSE DESCRIPTION

2.0 PRE-REQUISITE

3.0 COURSE OBJECTIVE

4.0 COURSE CONTENT

4.1 Week 1

5.0 REFERENCE BOOKS

6.0 EVALUATION

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

1.0 PROCEDURE FOR CURRICULUM DELIVERY

2.0 PURPOSE

The purpose of this Curriculum Delivery Procedure is to provide guidelines on the effective delivery of the curriculum to the students.

3.0 SCOPE

This procedure shall be applied to the extent necessary to cover the curriculum delivery, internships, class management and educational field trips in the following departments:-

1. Food Production
2. Food and Beverage Service
3. Front Office
4. Business Administration
5. Physical Education
6. Social Studies
7. Languages
8. Housekeeping and Laundry
9. Tourism

4.0 REFERENCES

- ISO 9001:2015 Standard
- KUC Course Curriculum
- Course Structures
- Course Outlines

5.0 TERMS AND DEFINITIONS

- **AB:** Academic Board
- **ABM:** Academic Board Meeting
- **DOS:** Director of Studies
- **DDOSA:** Deputy Director of Studies (Academic)
- **HOD:** Head of Department
- **MDPs:** Management Development Programs

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

6.0 RESPONSIBILITY

- HOD – Ensure timetables are available at beginning of Semester
- Lecturers – responsible for delivery of curriculums and students' trips execution.
- Class Tutors – Responsible for assigned class management

7.0 INPUTS

- 7.1** Course Outlines
- 7.2** Time Tables
- 7.3** Classroom furniture
- 7.4** Lecture facilities (projectors) and stationery
- 7.5** Reference materials (Books)
- 7.6** Training materials
- 7.7** Competent staff
- 7.8** Approved Budgets

8.0 METHOD

8.1 CURRICULUM CONTENT DELIVERY

8.1.1 There shall be a Time Table Committee convened by **DOS** two weeks before end of each semester where subject allocation will be done. Members of the Time Table Committee shall comprise of Heads of Academic departments or their representatives.

8.1.2 The Time Table Committee shall allocate the subject hours to specific subject lecturers and prepare a schedule for classroom utilization as guided by the specific course group.

8.1.3 The Heads of Academic Departments shall give the lecturers in their department copies of their time tables for implementation. Lecturers shall also provide course outlines to students at the beginning of the semester.

8.1.5 The subject lecturer shall conduct lessons as per the time Table and sign the class register for each lesson taught.

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

- 8.1.6** Students shall sign against a class attendance list at the beginning, during or end of the lesson.
- 8.1.7** The class representative shall submit the class register to the course tutor at the end of every week. The class tutor shall sign the registers and note any issues and notify the HOD for the necessary action. The register shall be submitted by the course tutor to the HOD once a month for monitoring purposes.
- 8.1.8** At least two Continuous Assessment Tests (CATs) shall be administered by the subject lecturer to students before week 12 of the semester while final exams for the modules will be administered in weeks 14 and 15 (see examination policy).
NOTE: All CAT marks shall be submitted to the examination office by week 13 of the semester.
- 8.1.9** Students shall evaluate the subject lecturers during week 12 for each taught subject.
- 8.1.10** Each department shall moderate marks before submission to examinations department with minutes.
- 8.1.11** Subject lecturers shall submit final examination results to the Examinations office by the end of week one of the subsequent semester.
- 8.1.12** Each lecturer shall submit the End of Term Academic Report on Syllabus (KUC /ACAD/R/051) and Performance and Discipline Report (KUC/ACAD/R/052) to respective Academic Heads of Department by Week 15.
- 8.1.13** The HODs shall prepare a HODs Report on Syllabus (KUC/ACAD/R/053) and a Performance and Discipline Report (KUC/ACAD/R/054) and submit to the Director of Studies within the first two weeks of the subsequent semester.
- 8.1.14** At the end of the Year the HOD shall prepare an Annual Report (KUC/ACAD/R/055) for each course group and submit to Director of Studies two weeks after the end of the third semester.

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

8.2 CLASS MANAGEMENT

- 8.2.1** The HOD shall allocate a lecturer to a specific course group to serve as a course tutor.
- 8.2.2** The subject lecturers shall bring to the attention of class tutors any disciplinary or absenteeism case by indicating on class registers.
- 8.2.3** In the event the class tutor comes across a case requiring disciplinary action, then this information will be passed on to the Head of Department for action.
- 8.2.4** HOD shall forward those cases requiring disciplinary action to the Dean of Students, who will take appropriate action.

8.3 INTERNSHIP

- 8.3.1** The DDOS alumni shall provide the available places to the HOD for allocation.
- 8.3.2** The Class Tutor and the HOD shall allocate the places to the Students.
- 8.3.3** The Heads of respective academic departments shall appoint lecturers to visit the students at their in-training places. The names of appointed lecturers shall then be submitted to the DDOS (Alumni & Placement).
- 8.3.4** The in-training visit team members will visit, hold discussions with those supervising the students and a record of those discussions will be made on the visiting tutor form.
- 8.3.5** The team leader of each visiting group shall submit a detailed report to the DDOS (alumni) who will compile a final report for the Director of Studies.
- 8.3.5** At the end of internship, the students will be required to present a written report. This written report will be marked and the grade recorded on the student's final report.
- 8.3.6** The grades shall be moderated and presented to the examinations department by the end of that academic semester.

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING DEPARTMENTS

8.4 EDUCATIONAL FIELD TRIPS

- 8.4.1** The Head of the Tourism Department shall prepare an annual trips schedule at the beginning of the financial year for inclusion in the main KUC budget
- 8.4.2** The lecturers in charge of specific trips shall prepare the budgets for their trips for approval by the Principal through the DOS.
- 8.4.3** If approved, the lecturer shall apply for the necessary finances at least 14 working days before trip date. If not approved, the reason shall be communicated to the DOS. **NOTE:** Each trip shall proceed with a minimum of two lecturers preferably of mixed gender.
- 8.4.4** Upon return from the trip, the team leader shall prepare a Trip Report (KUC/ACAD/R/006) on the matters encountered during the trip within 2 working days (48 hours) and submit to the HOD.
- 8.4.5** Each HOD shall conduct an analysis of the trips in their departments on a quarterly basis and issues raised presented to the Academic Board.

9.0 OUTPUTS

- 9.1** Coverage of Syllabus
- 9.2** Educational Trip undertaken and Objectives met
- 9.3** Graduates of various Courses

10.0 RECORDS

- 10.1** Course Outlines
- 10.2** Class Registers
- 10.3** Signed attendance Sheets
- 10.4** Terminal Academic Reports
- 10.5** Educational Trips Reports
- 10.6** Students Evaluation Form
- 10.7** HOD Terminal Report on Syllabus
- 10.8** HOD Terminal/ / Annual Statement
- 10.9** Analysis report

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

11.0 KEY PERFORMANCE INDICATORS

- 11.1** Signed Class registers
- 11.2** Signed Students attendance Lists
- 11.3** Number of Educational Trips undertaken
- 11.4** Reduction of disciplinary cases
- 11.5** Number of Students Graduate

12.0 APPENDICES

All attachments that go with curriculum delivery provided separately.

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

SECTION C: OPPORTUNITIES

OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
Accreditation of Courses	Identification of accreditation bodies	-Finances -competent staff -formal curriculum	DOS QAO	First Quarter of FY	accreditation
International internship for students through partnership	Identify institutions and credible partners	<ul style="list-style-type: none"> - Finances - Students - contracts 	DDOS Alumni and placement.	Each FY	<ul style="list-style-type: none"> - Internationally attached students - Attachment report - Signed contracts
International exposure with further training for lecturers	Identify institutions and credible partners	<ul style="list-style-type: none"> - Finances - Students - contracts 	DOS DDOS (academic)	Each FY	<ul style="list-style-type: none"> - Lecturer reports - Signed contracts - Certificates of completion
Digitalization of all classrooms and laboratories	Ensure that all classrooms and meeting rooms are digitalized	<ul style="list-style-type: none"> - Finances - Competent staff - equipment 	DOS ICT	Each FY	<ul style="list-style-type: none"> - Digitalized learning
Online platform for student faculty communication					

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

SECTION D: ACADEMIC RISKS

No.	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURRENCE			SEVERITY HIGH - 3 MEDIUM - 2 LOW - 1	IMPACT	MITIGATION	RESPONSIBILITY	KPI
			HIGH	MEDIUM	LOW					
1.	Lack of completion of syllabus	e.g financial, social, operational,		✓		2	Knowledge gaps among the graduates	Enhancing supervision by HODs Reorganizing the academic calendar to capture emerging trends.	DOS Academic HODs	Completion of syllabus A well-grounded graduate
2.	Marks Not submitted					1	Students will not graduate	HODs to monitor regularly to ensure all CAT marks and exam marks are submitted by week 12	ALL academic HODs	CAT marks presented by week 12 Register of marks presented.
3.	Insufficient training resources and training materials			✓		2	Inconclusive syllabus	Academic HODs to be vigilant in ensuring that materials are available for training on time.	All academic HODs	Adequate availability of training materials Satisfied students
4.	Safety of students during trips			✓		2	Injuries Death	Insurance for students Visiting safe areas	All academic HODs and concerned administrative HODs	Safe students after trip Trip reports

DOCUMENTED INFORMATION FOR ACADEMIC (TEACHING
DEPARTMENTS

								Well serviced vehicles		
5.	Delayed curriculum reviews			✓		2	The curriculum will not be in tandem with emerging trends.	Regular surveys, symposiums and curriculum auditing.	DOS	Updated curriculum
6.	Loss of organizational knowledge			✓		2	Loss of organizational culture Loss of organizational knowledge, lack of procedure to guide on organizational knowledge management.	Hiring of best students upon graduation. Have succession plan in place. Re-engineering culture.	CEO and Management Team	Retained organizational Knowledge. Reports of training or know how. Internal manual on gained information.