
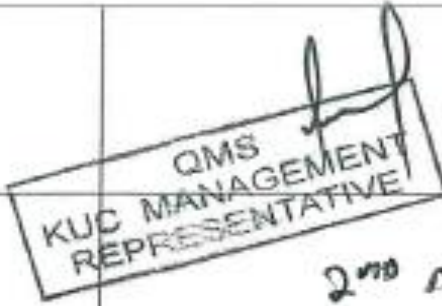
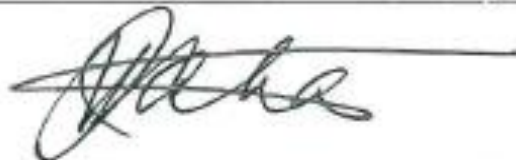




AUTHORIZATION: All documented information (Quality Objectives, procedures, opportunities and risk register for Alumni and Placement Department are issued under the authority of:	
MANAGEMENT REPRESENTATIVE	
Signature:	
Date:	 2 nd MAY 2018
PROCESS OWNER/HOD/DIVISIONAL HEAD	
Signature:	
Date:	8/5/18

DOCUMENT DETAILS

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	

SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES	RESPONSIBILITY	TIME FRAME	KEY PERFORMANCE INDICATORS
1. Ensure that qualified students have IP offers before commencement	<ul style="list-style-type: none"> Requesting for lists of qualified students from respective HODs in the beginning of the last semester. Updating the mailing list. Sending circular to Hospitality & Tourism industry requesting for IP offers Send students introduction letters to organization which offer IP before commencement 	<ul style="list-style-type: none"> Competent Personnel Internet connectivity Stationery Computers Office space 	Deputy Director of Studies (Alumni & Placement)	When due	Number of students placed
2. Ensure students posted for IP are evaluated at least once during their IP period	<ul style="list-style-type: none"> Prepare site visit schedules Prepare budgets. Notify the organizations where students are posted and the students and about the evaluation 	<ul style="list-style-type: none"> Lecturers Approved budget Transport 	Deputy Director of Studies (Alumni & Placement)	When due	Evaluation reports
3. Facilitation for job placement for at least five Hundred graduates annually	<ul style="list-style-type: none"> Request all graduating students to send their updated curriculum vitae through the HODs Liaise with the Hospitality & Tourism for job offers to KUC graduates 	<ul style="list-style-type: none"> Lists of graduating students Graduates updated CVs Updated mailing list of relevant organizations in the Hospitality & Tourism industry Internet connectivity Competent personnel 	Deputy Director of Studies (Alumni & Placement)	Annually	Number of graduates referred for job consideration

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

OBJECTIVE	ACTIVITIES	RESOURCES	RESPONSIBILITY	TIME FRAME	KEY PERFORMANCE INDICATORS
4. Kenya Utalii College Alumni Association membership enrolment of at least 400 new members annually	Enrolment of students after graduation Organizing quarterly KUCAA Executive Committee meetings Alumni Association meetings Prepare budget	<ul style="list-style-type: none"> • Current email addresses of committee members • Approved budget • Stationery • Venue 	Deputy Director of Studies (Alumni & Placement), Principal/CEO and KUCAA coordinator	Annually Quarterly Annually	Minutes and reports List of enrolled graduates
5. Ensure the TI/KUC Liaison Committee quarterly meetings are held	Organizing quarterly meetings Notifying members 1 month before Prepare budget	<ul style="list-style-type: none"> • Current email addresses of members and mobile numbers • Internet connectivity • Stationery • Venue • Approved budget 	Deputy Director of Studies (Alumni & Placement) and Principal/CEO	Quarterly	Minutes

SECTION B: PROCEDURES

1.0 PROCEDURE FOR INDUSTRIAL PLACEMENT

2.0 PURPOSE

The purpose for this procedure is to provide guidelines to ensure efficiency and consistency in Industrial Placement of Kenya Utalii College Students in the Hospitality and Tourism Industry.

3.0 SCOPE

This procedure applies to all Kenya Utalii College students who qualify for Industrial Placement.

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

- i. CEO – Chief Executive Officer
- ii. HOD–Head of Department KUC – Kenya Utalii College
- iii. IP – Industrial Placement
- iv. Industry – Hospitality & Tourism Industry

5.0 REFERENCES

- i. KUC Strategic Plan
- ii. KUC Quality Manual
- iii. The ISO 9001:2015 standard
- iv. IP manual policy guideline
- v. Guidelines for students IP reports
- vi. Policy for IP abroad
- vii. KUC Academic Calendar
- viii. IP student handbook for Hotel Management and Travel & Tourism students

6.0 RESPONSIBILITY

The Principal & CEO is responsible for approval of Industrial Placement solicitation and evaluation budgets.

The DDOS shall have the overall responsibility of coordination of Industrial Placement process in liaison with HODs.

7.0 **INPUTS**

- i. Updated mailing list of relevant stakeholders
- ii. Lists of qualified students for IP from respective departments
- iii. Completed student clearance form for IP
- iv. IP solicitation forms for all the courses in the industry
- v. Lists of available IP offers from the industry
- vi. IP students briefing program
- vii. IP introduction letters to the industry
- viii. IP evaluation schedules and forms
- ix. Approved budgets
- x. IP student handbook for Hotel Management and Travel & Tourism students
- xi. IP manual policy guideline

8.0 **METHOD**

- i. Three months before the commencement of IP, DDOS shall request the respective HODs to submit lists of all students who qualify to proceed for IP.
- ii. Two months before the Industrial Placement commences, the DDOS shall update the mailing list, and send out circular letter to the Industry requesting for Industrial Placement opportunities.
- iii. After the offers are received from the Industry, the DDOS shall compile as per the various courses and distributed to the students through H O D s . The exception to this is the self-placed students.
- iv. DDOS shall compile IP posting scheduled is by the indicating organizations and the names of the students posted.
- v. DDOS shall conduct the IP briefing for all the students scheduled to proceed for IP one week before .commencement.
- vi. The DDOS shall prepare and release letters to the Industry

indicating the names of students posted to various organizations for IP (copies are given to students) one week before IP commences. Exception to this is for offers that are received late.

- vii. DDOS shall monitor the IP evaluation through Industrial Placement site visits by lecturers and IP reports from Industry and students.
- viii. DDOS shall notify industry and students about the IP site visits one week before.
- ix. The industry and students reports are forwarded to the departments who compile a report and submit to DDOS

9.0 **OUTPUT**

- i. Final IP reports from HODs

10.0 **RECORDS**

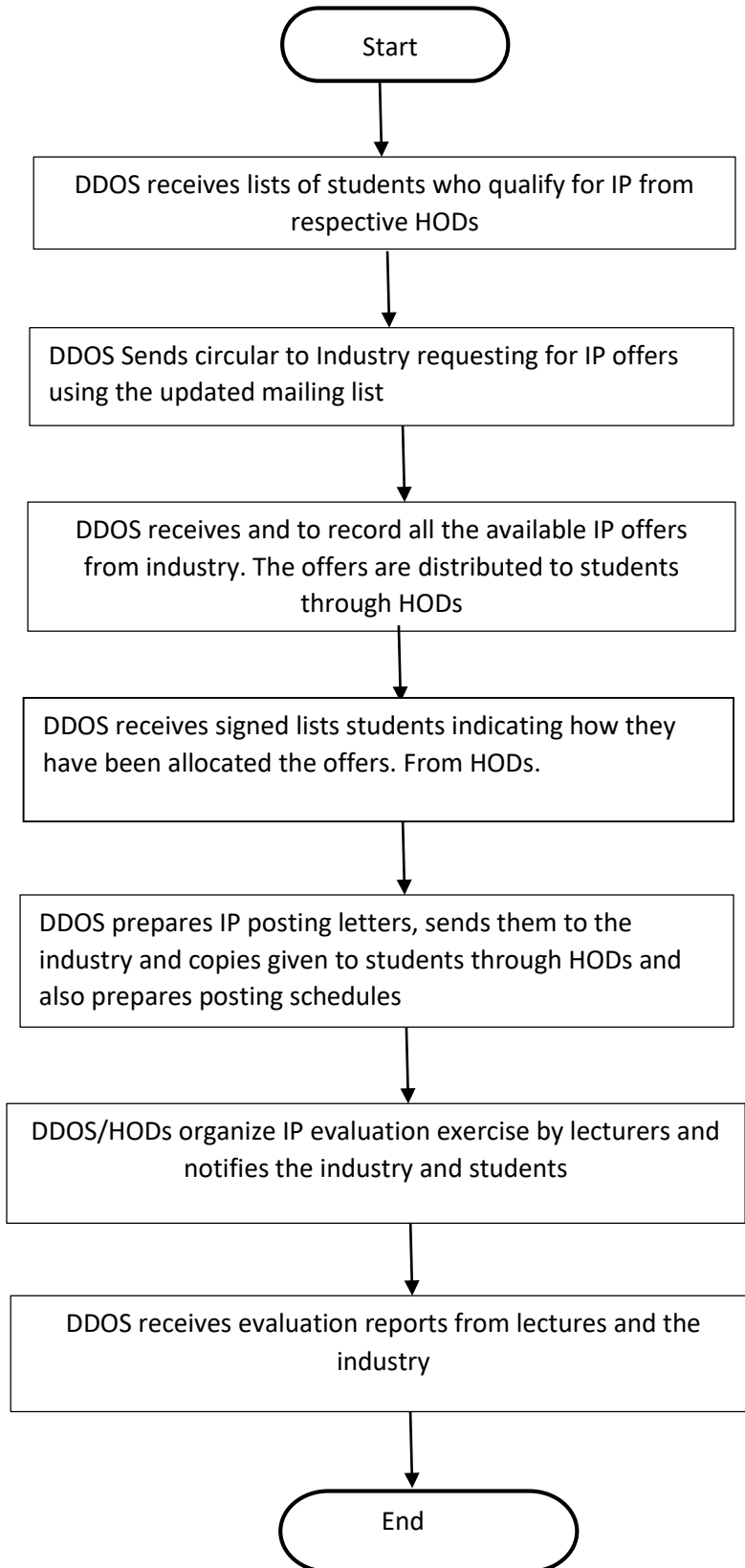
- i. Student's IP briefing attendance lists
- ii. Duly signed student IP allocation list from departments
- iii. Duly signed lecturers IP reports
- iv. IP visits schedules
- v. Copies of approved IP site visits budgets

11.0 **KEY PERFORMANCE INDICATORS**

Number of students placed.

12.0 **FLOW CHART**

Industrial Placement Procedure



1.0 PROCEDURE FOR KUC GRADUATES JOB PLACEMENT

2.0 PURPOSE

The purpose of the procedure is to provide guidelines for the facilitation of job placement for KUC Graduates.

3.0 SCOPE

This procedure applies to all graduates from KUC.

4.0 TERMS, DEFINITIONS AND ABBREVIATIONS

- i. KUC – Kenya Utalii College
- ii. DDOS – Deputy Director of Studies (Alumni & Placement)
- iii. CV – Curriculum Vitae
- iv. A & P – Alumni & Placement Department
- v. Industry – Hospitality & Tourism

5.0 REFERENCES

- i. KUC Strategic Plan
- ii. KUC Quality Manual

6.0 RESPONSIBILITY

DDOS is responsible for sending referral for job placement referral to the industry as per the requests.

7.0 INPUTS

- i. List of graduates from all course groups
- ii. Updated CVs
- iii. Job offers from industry
- iv. Interview room if required
- v. Available internet
- vi. Office telephone

8.0 **METHOD**

1. The DDOS shall update mailing list and send circular to the industry two months prior to graduation informing them of the graduating groups of students.
2. The DDOS shall requests the graduates to send updated Curriculum Vitae to the A & P department email.
3. The DDOS shall coordinate interviews as per the requests from the industry.
4. The DDOS shall prepare lists of graduates for referral for interviews and employment opportunities that arise from time to time

9.0 **OUTPUT**

Referrals for interviews

10.0 **RECORDS**

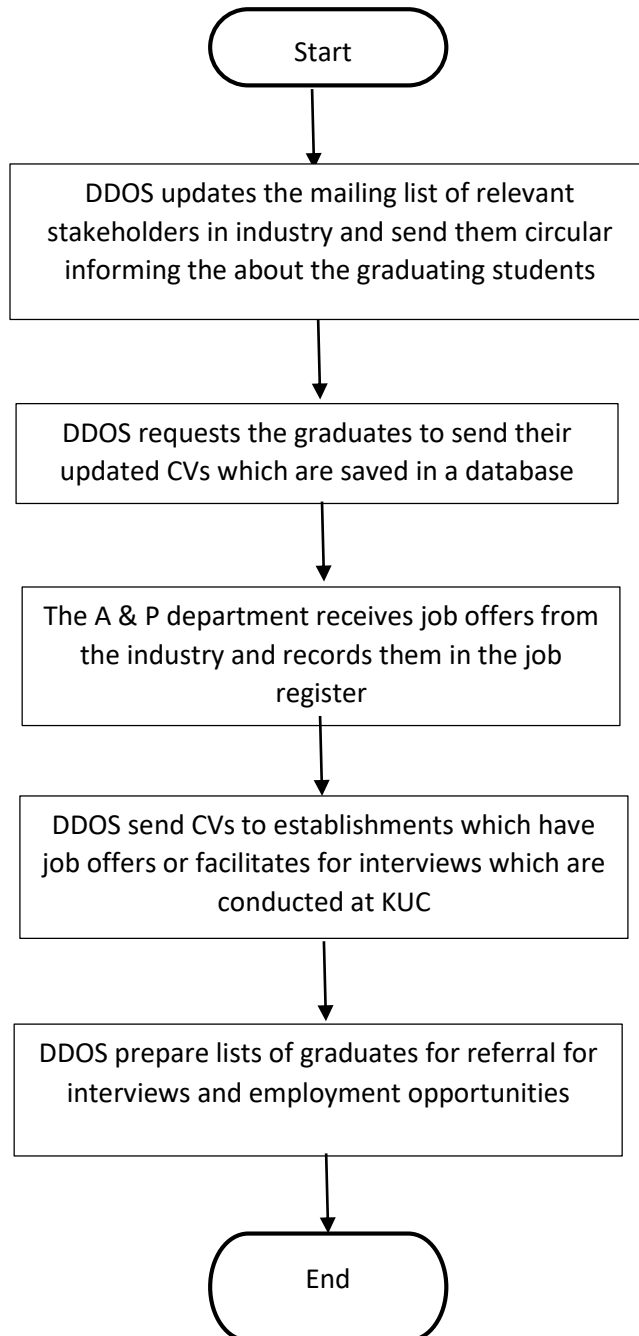
- i. Database of updated CVs
- ii. Job offers register

11.0 **KEY PERFORMANCE INDICATORS**

Number of graduates referred for interviews.

12.0 FLOW CHART

KUC GRADUATES JOB PLACEMENT PROCEDURE



DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

1.0 PROCEDURE FOR NATIONAL TOURISM COMPETITIONS

2.0 PURPOSE

The purpose for this procedure is to provide guidelines for organization of the professional National Tourism Competitions (NTC) for the Hospitality & Tourism Industry employees.

3.0 SCOPE

This procedure applies to nominated participants from the Hospitality & Tourism Industry to compete in the ratified categories.

4.0 TERMS AND DEFINITIONS

- i. NTC – National Tourism Competitions
- ii. KUC – Kenya Utalii College
- iii. CEO – Chief Executive Officer
- iv. DDOS – Deputy Director of Studies (Alumni & Placement)
- v. A & P – Alumni & Placement Department
- vi. TI/KUC – Tourism Industry /KUC Liaison Committee
- vii. HOD – Head of Department

5.0 REFERENCES

NTC Information Booklet

KUC Academic Calendar

6.0 RESPONSIBILITY

- i. The Principal & CEO approves the NTC and TI/KUC Liaison Committee budgets
- ii. The TI/KUC Liaison Committee oversees the NTC.
- iii. DDOS coordinates activities of the TI/KUC Liaison Committee. and
- iv. NTC. organizing committee organizes the competitions

7.0 INPUTS

NTC Information Booklet

Updated mailing list of relevant stakeholders.

NTC participants' code of conduct

NTC participants' registration forms

NTC materials

Adjudicators/Observers' declaration forms

Approved budget

8.0 METHOD

- i. DDOS shall request the respective departments to submit proposed NTC categories for the competitions for ratification three months before the NTC are held.
- ii. DDOS shall receive and present the proposed categories to the TI/KUC Liaison Committee for ratification in the second quarter meeting.
- iii. After the categories are ratified, within two weeks, DDOS shall prepare the circular and NTC Information Booklet and send to the Industry requesting for nomination participants to the competitions. If not ratified they are returned to HODs.
- iv. After receiving duly filled nomination forms from the industry, DDOS shall generate a list of participants according to categories and regions.
- v. The DDOS shall constitute NTC organizing committee one month before commencement which also prepares the budget. The Committee shall comprise HODs or representatives from all respective departments.
- vi. DDOS shall solicit for awards for participants from industry stakeholders and maintain a list of all awards received for presentation to winning contestants
- vii. DDOS shall receive list of all participants, winners and feedback forms then prepare NTC final report within one month after the conclusion of the competitions.

9.0 OUTPUT

Final NTC Report

10.0 RECORDS

TI\KUC Committee Minutes

NTC Information Booklet

Duly filled nomination forms of participants from industry.

Duly filled participants' feedback forms

Duly filled observers' feedback forms

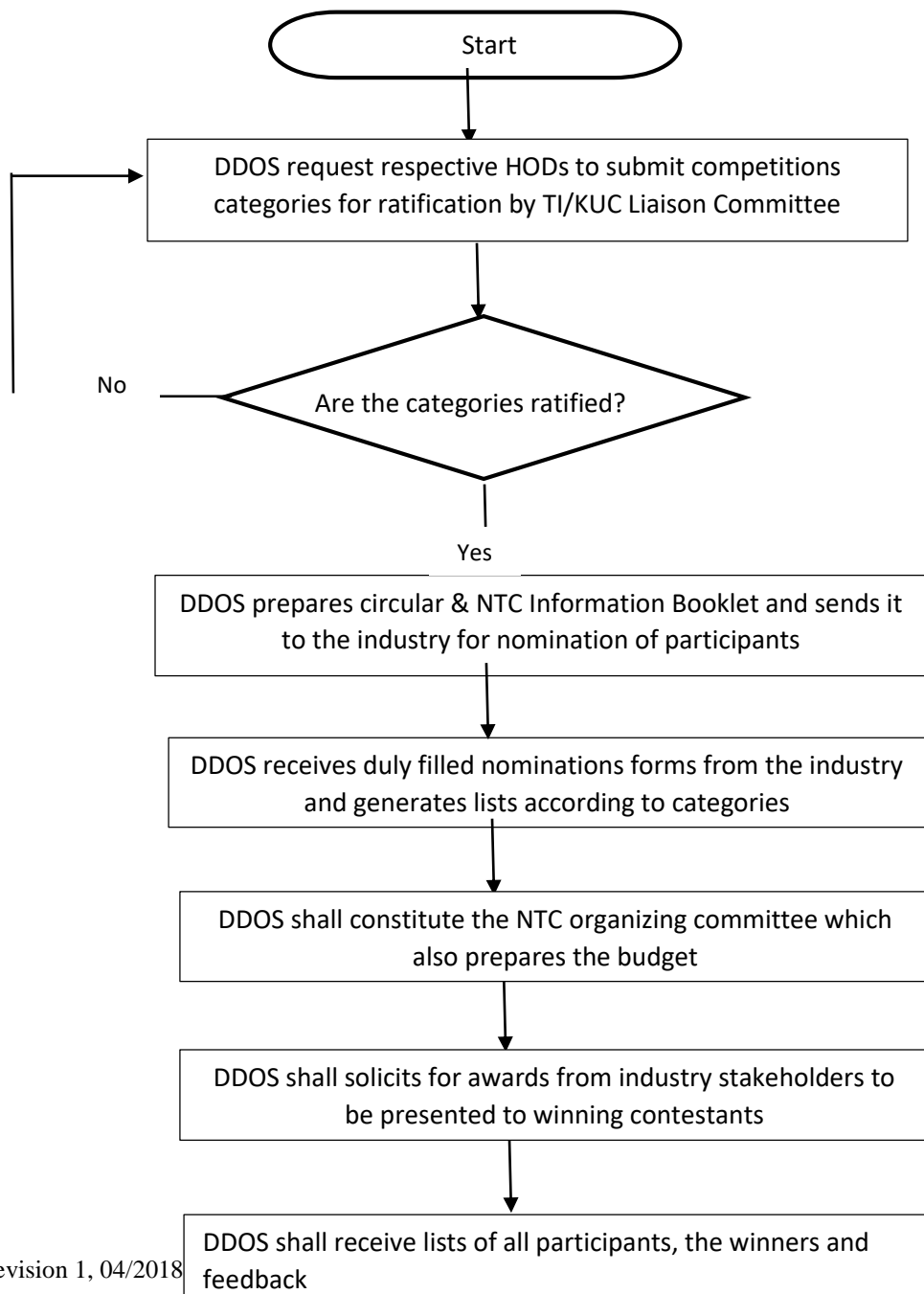
Lists of participants

Lists of award donors recipients

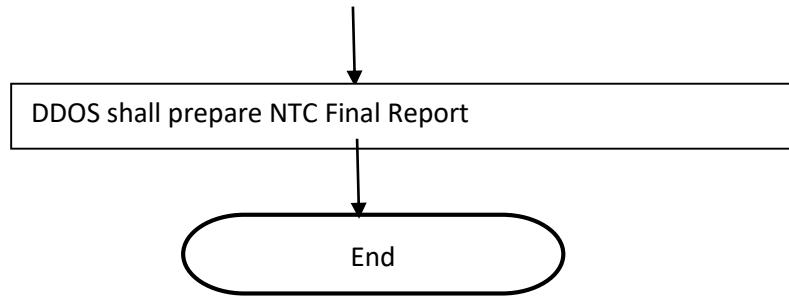
11.0 KEY PERFORMANCE INDICATORS

Successful competitions

Number of establishments that participated

12.0 FLOW CHART**National Tourism Competitions Procedure**

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT



8.0

APPENDICES.

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

KUC/ACAD/R/075

Kenya Utalii College Alumni Association

MEMBERSHIP REGISTRATION FORM

First		Middle	
Surname	_____		
Name	_____	Name	_____

PRIVATE ADDRESS:

Postal Address:

Physical Address:

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

Telephone No:

Fax No:

E-Mail Address:

BUSINESS ADDRESS:

Name of Organisation:

Postal Address:

Physical Address:

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

Telephone No:

Fax No:

E-Mail Address:

STUDY DETAILS:

Date you joined KUC:

Date you left KUC:

Course Name:

Official Use Only:

Version 2: Revision 1, 04/2018

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

Receipt No:	_____	Cheque No:	_____
_____	Cash:	_____	_____
Drawn By:	_____	Bank:	_____
Branch:	_____		
Signature:	_____	Date:	_____

Return To:

Deputy Director of Studies (Alumni & Placement)

P.O.Box 31052-00600, NAIROBI

PLACEMENT OF STUDENTS FOR IN-TRAINING

KUC/ACAD/R/034

NAME OF ESTABLISHMENT:

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

POSTAL ADDRESS:**TELEPHONE:**

E-MAIL:

<u>INFORMATION ON</u>	<u>STUDENTS</u>

Number of students the establishment wishes to take:

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

DURATION OF INDUSTRIAL ATTACHMENT	EXPECTED AREAS OF PARTICIPATION	EXPECTED LENGTH OF TIME IN EACH AREA	REMARKS
15 weeks)			

...2

Please indicate which of the following your Establishment will offer to the student(s) during the in-training (optional)

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

☐

Meals on duty only

☐

Meals on and off duty

☐

Accommodation

☐

Transport

☐

Uniforms

Others (specify) _____

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

Name of official responsible:Date:

Signature & Designation

[illegible]

KUC/ACAD/R/079

NATIONAL TOURISM COMPETITIONS 19th EDITION**PARTICIPANTS' FEEDBACK FORM**

NAME:		ESTABLISHMENT:	
GENDER: Male	<input type="checkbox"/>	Female	<input type="checkbox"/>
REGION: NAIROBI	<input type="checkbox"/>	CENTRAL RIFT/MARA	<input type="checkbox"/>
WESTERN	<input type="checkbox"/>	NORTHERN	<input type="checkbox"/>
COAST	<input type="checkbox"/>		

Dear NTC Participant,

The National Tourism Competitions (NTC) professional competitions for the hospitality and tourism industry employees are organized by the Tourism Industry/Kenya Utalii College Liaison Committee. The main objective is to enhance quality of service in the industry, while benchmarking with the latest global trends. In an effort to improve the same we request you to give us feedback on the same with a view to improving the future editions.

1. CATEGORY OF COMPETITION (Please Tick)

Cooks Local Cuisine	<input type="checkbox"/>	Cooks International	<input type="checkbox"/>	Waiters	<input type="checkbox"/>
Barmen	<input type="checkbox"/>	House Keeping Supervisors	<input type="checkbox"/>	Receptionists	<input type="checkbox"/>
Guest Relation Officers	<input type="checkbox"/>	Laundry & Dry Cleaning Attendants	<input type="checkbox"/>		<input type="checkbox"/>
Spa Therapy Personnel	<input type="checkbox"/>	Safari Guides & Naturalists	<input type="checkbox"/>		<input type="checkbox"/>

2. How did you learn about the Competitions? Employer: ☐ Past participants ☐ Media: ☐
 Colleagues: ☐ KUC ☐ Others ☐ Please specify

3. Has your organization participated in past competitions? YES ☐ NO ☐

4. Have you ever participated in the past competitions? YES ☐ NO ☐

5. Please comment on various aspects of the NTC (Indicate 1-4)

Aspect	Rating
--------	--------

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

KENYA UTALII COLLEGE, NAIROBI

KUC/ACAD/R/073

INDUSTRIAL IN-TRAININGSTUDENT FOLLOW –UP REPORT

NAME OF ESTABLISHMENT: _____

TYPE OF ESTABLISHMENT: TOWN COAST LODGE

NAME OF STUDENT: _____ STUDENT NO: _____



ADMINISTRATIVE MATTERS		REMARKS	FOR ACTION BY COLLEGE
ACCOMODATION	PROVIDED NOT PROVIDED WHERE RESIDING HOUSE RENT		
TRANSPORT	PROVIDED NOT PROVIDED ALLOWANCE ENOUGH BY HOW MUCH		
UNIFORMS	PROVIDED NOT PROVIDED KUC UNIFORM ENOUGH BY HOW MUCH		
MEALS	WHILE ON DUTY ALL MEALS PROVIDED NOT PROVIDED MEAL ALLOWANCE PROVIDED PACKED MEALS		

ACADEMIC MATTERS

HAVE YOU BEEN GIVEN A TRAINING PROGRAMME? YES ☐ NO ☐

	DEPARTMENT	NO. OF WEEKS	TICK DEPARTMENT ALREADY COVERED
--	------------	--------------	---------------------------------

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

INDUSTRIAL PLACEMENT EVALUATION FORM
KUC/ACAD/R/026

NAME OF PLACEMENT ESTABLISHMENT _____ _____						
NAME OF STUDENT: _____ STUDENT NO: _____ _____						
POSTAL ADDRESS: _____ PLACEMENT _____			DEPARTMENT OF INDUSTRIAL			
C R I T E R I A	EVALUATION (INDICATE as appropriate)					
	Very Good 9 - 10	Good 7 - 8	Fair 5 - 6	Poor 3 - 4	Very Poor 0 - 2	REMARKS
1. Self-Presentation and Grooming						
2. Punctuality						
3. Initiative/Interest and Effort						
4. Willingness to work						
5. Adaptability						

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

6. Co-operation and Team Spirit						
7. Self - Discipline						
8. Application of Professional Knowledge and Skills						
9. Sense of Responsibility						
10. Reliability						

Superior's general remarks and observation about student's performance:-

Evaluation discussed and feedback given to student

Signature of student: _____

Signature and Designation of superior _____

Signature of HOD

Date: _____

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

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DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

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KUC/ACAD/R/067

KENYA UTALII COLLEGE ALUMNI ASSOCIATION (KUCAA)

EXECUTIVE COMMITTEE MEETINGS SCHEDULE



DAY/DATE	EVENT	VENUE	REMARKS

Signed by _____ Date _____

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

KUC/ACAD/R/077

NATIONAL TOURISM COMPETITIONS

Registration Form

I hereby register as a competitor for the category I have indicated below,
(PLEASE USE BLOCK LETTERS)

1. Category of Competitions _____

2. Surname _____ First Name _____

Middle Name _____

Cellphone _____ E-mail: _____

3. Name of Employer _____

Name of Contact person: _____

Postal Address _____ Code: _____

Town/city: _____

Telephone No. _____ E-mail: _____

I have read the rules governing the competitions as contained in the National
Tourism Competitions Booklet, and will abide by the same.

Signature: _____ Date: _____

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

KUC/ACAD/R/076

TOURISM INDUSTRY-KENYA UTALII COLLEGE LIAISON COMMITTEE

**CODE OF CONDUCT FOR PARTICIPANTS OF NATIONAL TOURISM
COMPETITIONS**

1. All participants will be required to be in their respective professional attire during all phases of the competition including the Award Giving Ceremony Reception. Participants must be well groomed.
2. Participants found to be under the influence of narcotics, intoxicants, drugs or hallucinatory agents during competitions and during the presentation reception will automatically be disqualified. Consumption of alcohol during the final reception is not allowed.
3. During the presentation of awards at the finals, participants will be required to be well groomed, orderly and true representatives of the Hospitality Industry. Their agents will be required to be sober and behave in a dignified fashion. Agents must refrain from disrupting the presentation.
4. Participants will be required to be punctual during all phases of the competition.

Name: _____

Signed:

Date:

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

KUC/ACAD/R/066

GUEST LECTURER SCHEDULE FOR THE YEAR _____

DAY/DATE	TOPIC	GUEST SPEAKER	COURSE GROUP	VENUE	REMARKS

Key:

MA – Hotel Management course students

TTM – Travel and Travel Management students course

TO – Tour Operations course students

TG – Tour Guiding and administration course students

HL – Housekeeping and Laundry course students

FO – Front Office operations course students

FP – Food production course students

FB – Food and beverage service

FPAP – Food production Apprenticeship course students

Signed By: _____ Date: _____

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

SECTION C: OPPORTUNITIES

OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI

SECTION D: RISK REGISTER

No.	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY HIGH - 3 MEDIUM - 2 LOW - 1	IMPACT	MITIGATION	RESPONSIBILITY	KPI
			HIGH	MEDIUM	LOW					
1	Lack of adequate Industrial Placement offers for students	Operational		✓		2	Incomplete training	<ul style="list-style-type: none"> Ensure the solicitation for Industrial Placement is done early enough Continuous liaison with the Hospitality 	Deputy Director of Studies (Alumni & placement)	Number of students placed for Industrial Placement

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

No.	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY <i>HIGH - 3</i> <i>MEDIUM -2</i> <i>LOW - 1</i>	IMPACT	MITIGATION	RESPONSIBILITY	KPI
								Industry especially KUC Alumni <ul style="list-style-type: none"> Enshrining & aligning Industrial Placement schedule with the Industry's calendar 		
2	Lack of job offers for KUC graduates	Operational		✓		2	Unemployment Reduced intake for KUC courses	<ul style="list-style-type: none"> Continuous liaison with the Hospitality Industry Enshrining graduation periods in the Industry's calendar Continuous review of curriculum Increase collaboration with industry 	Deputy Director of Studies (Alumni & placement)	Number of graduates referred for job placement
3.	Failure to hold National Tourism Competitions	Operational & social			✓	1	Losing touch with the industry	<ul style="list-style-type: none"> Enshrining the national tourism competitions in the Industry's calendar 	Deputy Director of Studies (Alumni & placement)	Competitions held

DOCUMENTED INFORMATION FOR ALUMNI AND PLACEMENT

No.	DESCRIPTION OF RISK	TYPE OF RISK	PROBABILITY OF OCCURANCE			SEVERITY <i>HIGH - 3</i> <i>MEDIUM -2</i> <i>LOW - 1</i>	IMPACT	MITIGATION	RESPONSIBILITY	KPI
4.	Lack of enough awards for winners	operational			✓	1	Lack of motivation to participate in the competitions	<ul style="list-style-type: none"> Solicit for awards in good time College to provide awards 	Deputy Director of Studies (Alumni & placement	Number of awards