



KUC/13/STDADMN/001

AUTHORIZATION:

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

MANAGEMENT REPRESENTATIVE

Signature:

QMS
KUC MANAGEMENT
REPRESENTATIVE

Date:

2ND MAY, 2018

PROCESS OWNER/HOD/DIVISIONAL HEAD

Signature:

STUDENT
ADMINISTRATION
COLLEGE

Date:

15TH AUGUST 2018

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 OBJECTIV

OBJECTIVES	ACTIVITIES	RESOURCES	RESPONSIBILITY.	TIME FRAME.	KEY PERFORMANCE INDICATORS.
To attend to students administration issues received within a week.	- Accommodation -Orientation -Clearance of students. -cleanliness	- Competence staff -Office materials	- Dean of Students - Hostel warden	-1 week	-Room allocation book -Orientation programme -Clearance forms. -Cleaning schedules.
To reduce time taken to resolve students discipline issues from 3 months to 1 month by September 2018	-Guiding and counseling -Enforcing Rules and Regulations.	-Students rule and regulation booklet -Competent staff	-Dean of students - Director of studies -Security	- September 2018	Number of discipline cases resolved within one month.

SECTION B: PROCEDURES

1.0 PROCEDURE FOR ACCOMMODATION

2.0 PURPOSE

To give guidelines for provision of efficient accommodation of students.

3.0 SCOPE

This procedure applies to accommodation of students only.

4.0 TERM, ABBREVIATIONS, DEFINITIONS

HW: Hostel Warden

Floor captain – student appointed to receive and report any issues in the particular floor in the hostels

5.0 REFERENCES

College academic calendar

Students' rules and regulations booklet

6.0 RESPONSIBILITY

The Hostel Warden – allocates rooms, prepares the maintenance work report.

7.0 INPUTS.

Admission list/form
Hostel maintenance form
Accommodation commitment form
Maintenance work order book
Vacant room list

8.0 METHOD.

8.1 The HW shall report any maintenance repairs to be carried out by writing a maintenance requisition work order

8.2 The HW shall declare the room vacant by preparing a vacant room list one week before opening/reporting dates.

DOCUMENTED INFORMATION FOR STUDENT ADMINISTRATION DEPARTMENT

- 8.3 The HW shall determine the blocks of residence according to level of study and gender based on admission lists provided by admission department according to course groups and allocate rooms accordingly.
- 8.4 Upon presentation of a completed admissions clearance form or the Accommodation commitment form and a receipt, the HW shall assign the room and issue the key
- 8.5 The floor captain or a representative shall report any breakages by filling a hostel maintenance work order.
- 8.6 The HW or representative shall forward the maintenance work order to the HOD maintenance for action.
- 9.6. Upon completion of the work, a maintenance officer shall present the maintenance work order to the HW for confirmation/approval of the work done.

9.0 OUTPUTS

Accommodated students
Repairs done

10. RECORDS

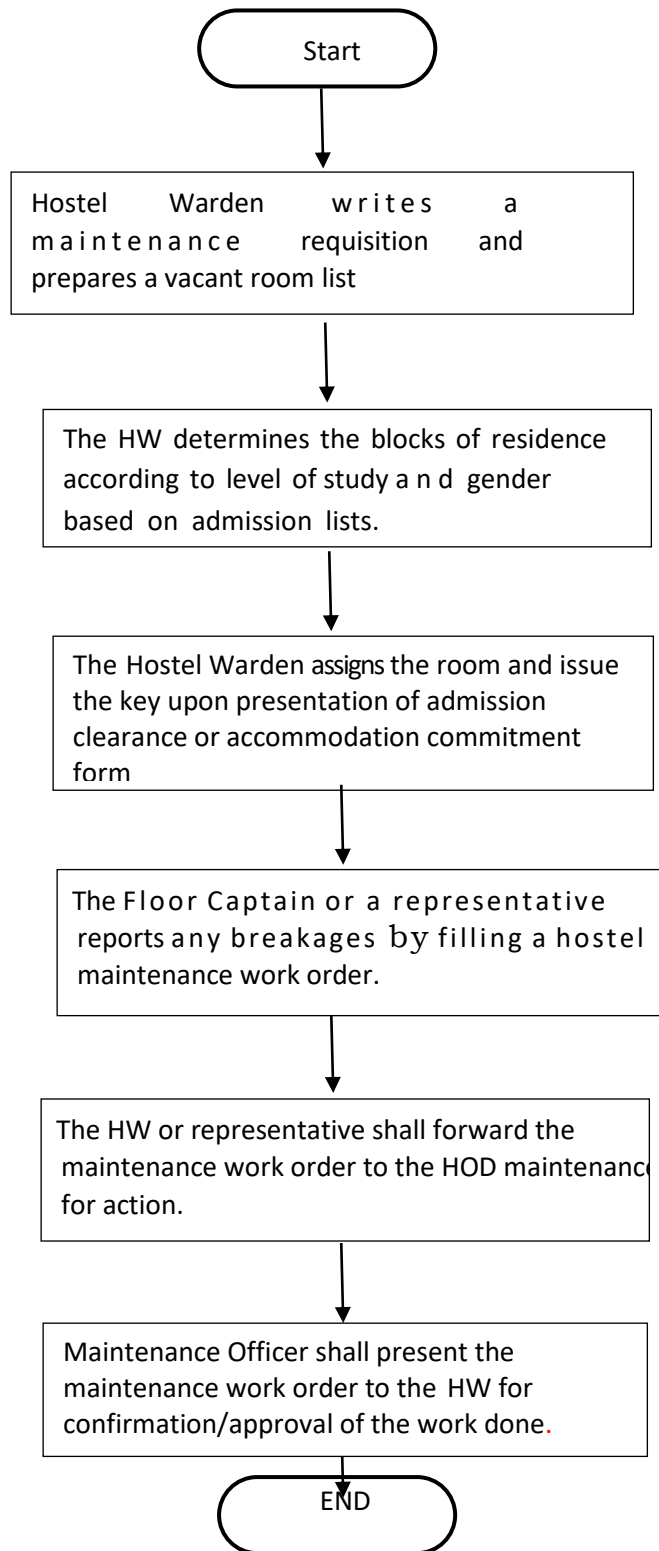
Admission forms
Duly filled room allocation book
Accommodation commitment form
Filled work order list
Hostel receipt

11. KEY PERFORMANCE INDICATORS

Number of Accommodated students.

12. FLOW CHART

ACCOMMODATION



12.1 RECORD OF CHANGE

No.	Date	Details Of Change		Authorization
	<i>08-01-09</i>	Page	Clause/sub-clause and comment	Name and signature

12.3 APPENDIX

HOSTEL MAINTENACE FORM


AREA: _____

ROOM NO: _____ FLOOR _____

DESCRIPTION OF FAULT:

REPORTED BY: _

DATE: _____


Kenya Utalii College
ENGINEERING WORK ORDER

KUC/ADMIN/R/043

Dept:	
No:	11524

Room No./Area: _____ Date: _____
Reported by: _____
Description: _____

Job Done by: _____ Date: _____
Checked by: _____
Filed by: _____

1.0 PROCEDURE FOR ORIENTATION

2.0 PURPOSE

To give guidelines for orientation of new students.

3.0 SCOPE

This procedure applies to orientation of all the new students.

4.0 TERM, ABBREVIATIONS, DEFINITIONS

DS: Dean of Students

DOS: Director of Studies

KUCSA: Kenya Utalii College Students Association.

5.0 REFERENCES

College academic calendar

Students' rules and regulations booklet

KUCSA Constitution Booklet

6.0 RESPONSIBILITY

The Dean of students – Draws the orientation programme and briefs the new students.

The Director of Studies – Takes the students through the Rules and Regulations.

7.0 INPUTS.

Orientation Programme.

KUCSA Constitution booklet

Students' rules and regulations booklet

8.0 METHOD.

8.1 The DS shall draw an orientation programme 1 week before students reporting.

8.2 Upon reporting the Dean of Students shall undertake orientation and brief the new students.

8.3 The Principal addresses the new students

8.4 The DS and DOS shall take the students through the College Rules & Regulations.

9.0 OUTPUTS

Oriented students

10. RECORDS

Orientation programme.

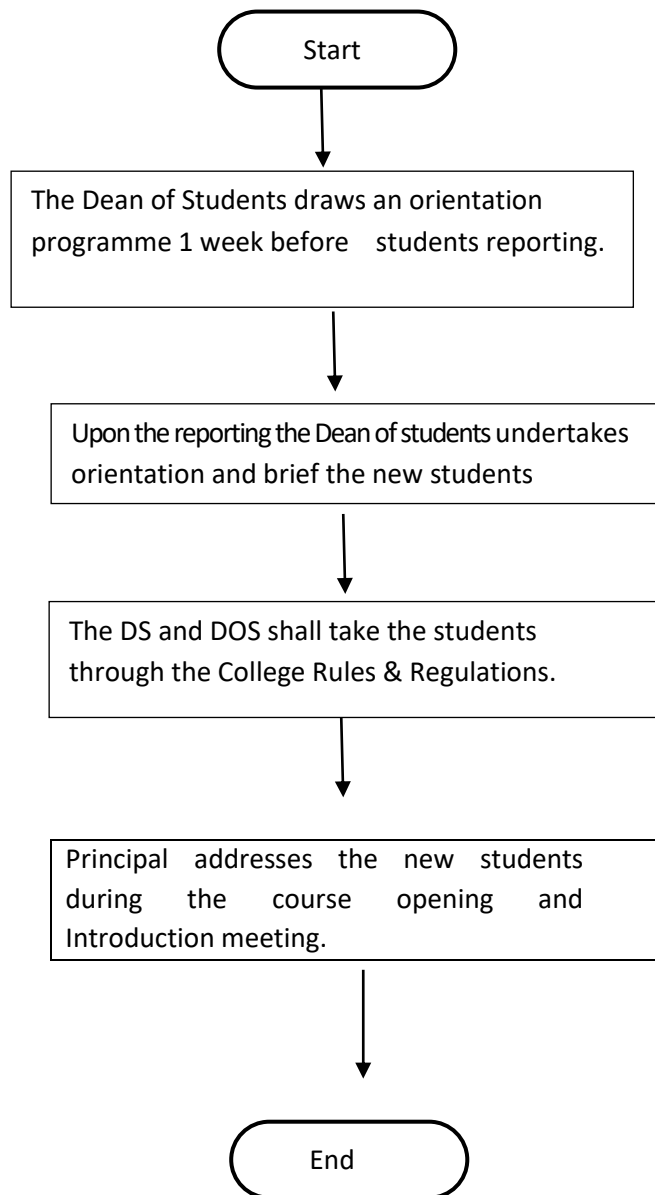
Minutes of the orientation meeting

11. KEY PERFORMANCE INDICATOR.

Number of well orientated students.

12.0 FLOW CHART

ORIENTATION



12.1 RECORDS OF CHANGE

No.	Date	Details Of Change			Authorization
	<i>08-01-09</i>	Page	Clause/sub-clause comment	and	Name and signature

1.0 PROCEDURE FOR DISCIPLINE**2.0 PURPOSE**

To give guidelines for ensuring that the students adhere to the rules and regulations.

3.0 SCOPE

This procedure applies to discipline of students.

4.0 TERM, ABBREVIATIONS, DEFINITIONS

DS: Dean of Students.

HODS: Head of Departments.

KUCSA: Kenya Utalii College Student Association.

5.0 REFERENCES

Students' rules and regulations booklet

6.0 RESPONSIBILITY

Dean of Student – Receives written reports of infringement, evaluates the report and acts accordingly.

H ODS – Writes the letter of infringement to the Dean **of Students**

7.0 INPUTS

Infringement report
Student rules and regulation booklet
Competent staff
College Council

8. METHOD

- 8.1. The DS shall receive written reports of infringement of regulations from HoDs of affected departments
- 8.2. The DS shall evaluate the written report within one week.
- 8.3. The DS shall write a show cause letter to the student for response within 2 days.
Upon receipt of the response, the DS shall evaluate the report and take action in accordance with Students rules and regulations based on evidence collected within one semester.
- 8.4. The DS shall notify the student and the department concerned of the action to be taken.
- 8.5. If it is a suspension case, the DS shall draft a suspension letter and forward to the Principal for approval
- 8.6. The student can appeal to the College Council through the Principal against the action within a period of seven days.
- 8.7. After recipient of appeal, the DS shall prepare a board paper for the principal for presentation to the board.
- 8.8. In the case of expulsion or reinstatement the board ratifies the decision and all relevant departments notified.
- 8.9. Copies of all disciplinary cases shall be maintained by the DS.

9.0 OUTPUTS

Resolved discipline cases

10. **RECORDS**

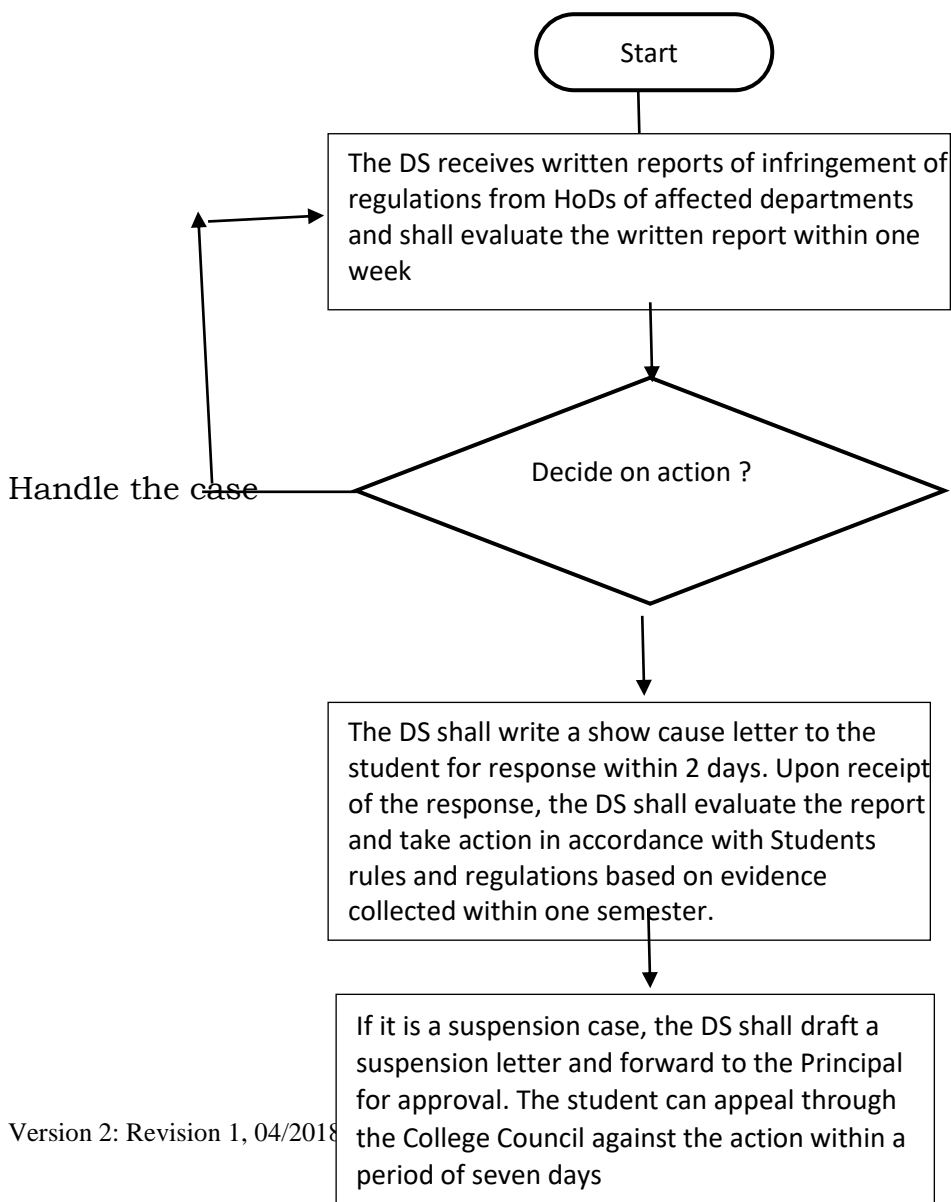
Written reports
Copies of the discipline cases.

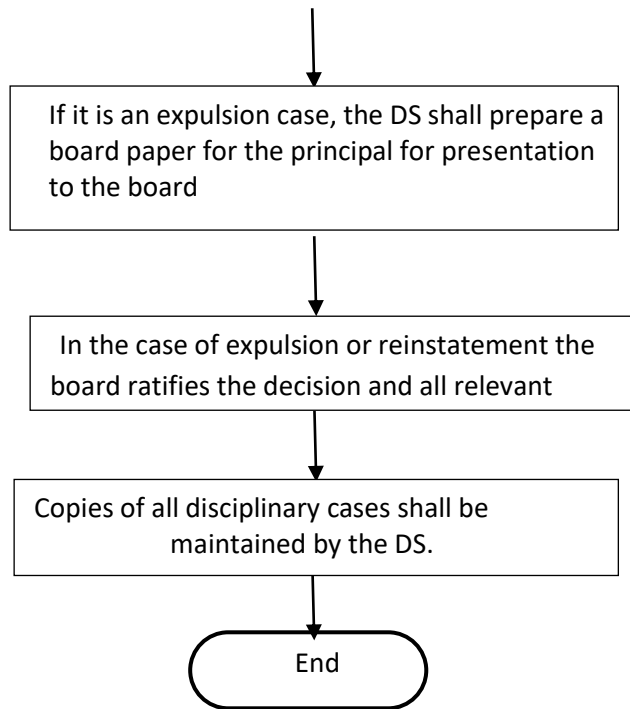
11. **KEY PERFORMANCE INDICATOR.**

Number of resolved discipline cases.

12.0 **FLOW CHART**

DISCIPLINE PROCEDURE





12. RECORD OF CHANGES

No.	Date	Details Of Change			Authorization
	<i>08-01-09</i>	Page	Clause/sub-clause comment	and	Name and signature

1.0. PROCEDURE FOR CLEARANCE

2.0 PURPOSE

To give guidelines for clearance of students.

3.0 SCOPE

This procedure applies to clearance of students only.

4.0 TERM, ABBREVIATIONS, DEFINITIONS

DOS: Director of Studies

DS : Dean of Students

HW: Hostel Warden

HODS: Head of Departments.

5.0 REFERENCES

College academic calendar

Students' rules and regulations booklet

6.0 RESPONSIBILITY

The Hostel Warden – Ensures that the clearance memo is in all the notice boards.

7.0 INPUTS.

Clearance form.

8.0 METHOD

8.1 The DS will draft the Memo for the closing procedures for the DOS to sign and put in all notice boards a week before the clearing date.

8.2 The HW shall ensure that adequate clearance forms (see appendix) are distributed to all HoDs for issuance to students affected by the memo 1 week before clearance date.

8.3 The HoDs shall clear the students in their respective departments for any College property in their possession.

8.4 The student shall be surcharged for any damaged/ missing items in the room.

8.5 The surcharge shall be taken to the accounts department at least one week after students closing date.

9.0 OUTPUTS

Cleared students

10. **RECORDS**

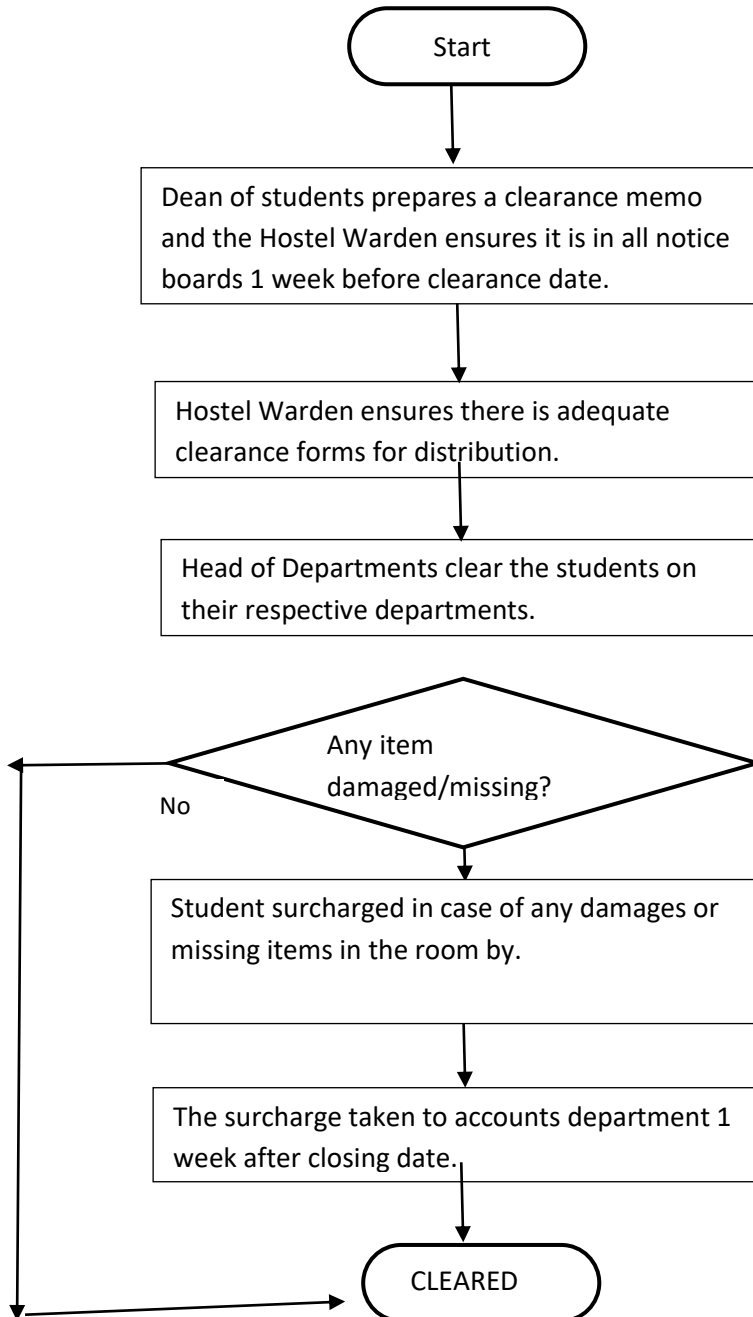
Filled clearance forms.

11. **KEY PERFORMANCE INDICATOR.**

Students cleared from the hostels.

12.0 **FLOW CHART**

Clearance



12.1 RECORD OF CHANGE

No.	Date	Details Of Change			Authorization
	<i>08-01-09</i>	Page	Clause/sub-clause comment	and	Name and signature

12.2 APPENDIX



Kenya Utalii College

KUC/ACAD/R/028

Hostel Room Exit / Entry Checklist

ROOM NO: _____	DATE: _____		
NAME: _____	STUDENT NO: _____		
CHECK POINT / PARTICULARS	OK	NOT OK	REMARKS
BED <ul style="list-style-type: none"> • Frames not bent • Free of marks and scratches • Wires firm and not cut or sagging 			
MATTRESS <ul style="list-style-type: none"> • Not turn and no stains 			
FLOOR <ul style="list-style-type: none"> • Free from dirt and stains • Floor tiles not broken or missing • Floor generally clean 			
CURTAINS <ul style="list-style-type: none"> • Free from dirt and stains • Tape and hem not torn • Curtains rails well fixed and runners available • All hooks and stoppers present 			
WINDOWS <ul style="list-style-type: none"> • No dust, no webs and marks • All louvers available and not broken or missing • Window wire mesh available and not torn 			
WALLS AND CEILING <ul style="list-style-type: none"> • Free from scratches and marks • No pictures stuck on the walls • No nails on the wall • No writings on the walls 			
MAIN DOOR <ul style="list-style-type: none"> • Free from scratches and marks • Door handle and lock working and not loose • Door frames not broken • No writings on the door 			
WARDROBE <ul style="list-style-type: none"> • Door free of scratches, marks and writings • Shelves clean and not broken • Door hasps available and not broken 			
STUDY TABLE AND CHAIRS <ul style="list-style-type: none"> • Top free from dust, dirt beverage marks scum and no writings • All the chairs available, clean and not broken. 			
SOCKETS SWITCHES <ul style="list-style-type: none"> • Fluorescent tube light clean and not covered • Switches and sockets not broken. 			



KENYA UTALII COLLEGE, NAIROBI



KUC/ACAD/R/005

STUDENT EXIT FORM

DATE: _____

STUDENT NAME: _____ TEL NO: _____ COURSE NO: _____

The following checklist must be completed and signed accordingly.

CONTACT ADDRESS: _____ ROOM NO: _____

The following check-list must be completed and signed accordingly.

Reason for leaving: Resignation End of course Suspension College break In-training Other

DEPARTMENT	ITEMS	CHARGES KSES	REMARKS/COMMENTS	SIGNATURE STAMP & DATE
LAUNDRY				
LIBRARY				
PHYSICAL EDUCATION				
MAINTENANCE , AUDIO VISUAL				
HEAD OF DEPARTMENT				
SOCIAL STUDIES				
ROOM HANDOVER				
ACCOUNTS				
<input type="checkbox"/> ID				
<input type="checkbox"/> ACCESS CARD				

This portion signed and detached must be presented to security at the College exit gate, who will sign it and return the asset to the Dean of Students

Name: _____ Course No: _____ has completed exit procedure and may leave campus, subject to formalities at the gate.

Signed: _____ Signed _____ Signed _____ Date _____
Dean of Students Security Student



KENYA UTALII COLLEGE



REFRESHER EXIT FORM

DATE: _____

STUDENT NAME: _____ TEL: _____ COURSE NO: _____

The following check list must be completed and signed accordingly.

CONTACT ADDRESS : _____ ROOM NO: _____

Reason for leaving : End of course.

DEPARTMENT	ITEMS	CHARGE KSH	REMARKS/COMMENT	SIGNATURE STAMP/DATE
LAUNDRY				
HEAD OF DEPARTMENT				
ROOM HAND OVER				

This portion signed and detached must be presented to the security at the college main gate,

SECTION C: OPPORTUNITIES

DOCUMENTED INFORMATION FOR STUDENT ADMINISTRATION DEPARTMENT

OPPORTUNITIES	ACTIONS	RESOURCES	RESPONSIBILITY	TIMELINES	KPI
Strong brand name	Public relations exercises	Media ,Competent staff	Dean of students	continuous	Good corporate image
Government support	Liaison with relevant Government agencies on students matters	Competent staff ,approved budgets	Dean of Students	continuous	A sound student administration platform
Quick access to Police services	Nurturing continuity of trust and interdependence of the two institutions	Competent staff on security issues	Dean of students, Head of security.	continuous	Vice free environment.

DOCUMENTED INFORMATION FOR STUDENT ADMINISTRATION DEPARTMENT

SECTION D: RISKS

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	Drugs and substance abuse	- Social. - Ecosocial	✓			3	- Suspension Of students .	- Counseling. - Training. - Enhance security checks and patrols.	- Dean of students - Security. - Counsellor	Responsible students
2	Radicalization of students	- Social. - Political		✓		2	-	- Sensitization - Involvement in co-curricular activities.	- Dean of students	well versed students on dangers of radicalization and related matters.
3	Security of students	- Social		✓		2	- Fear among students	- Enhance patrol along the highway from 6.00pm to midnight.	- Dean of students - Chief Security officer.	Overall safety of students and their properties
4	Outbreak of diseases	- Ecosocial		✓		2	- Closing down.	- Efficient cleanliness. - Availability of clean treated water by ensuring that the borehole is working before Jan 2019	- Dean of students - Dean of students - Chief Maintenance officer.	Clean environment , access to hygienic facilities.