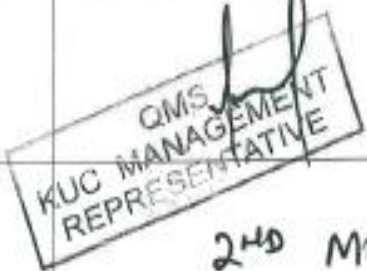# DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

AUTHORIZATION: All documented information (Quality Objectives, procedures, opportunities and risk register for Admissions Department are issued under the authority of:	
MANAGEMENT REPRESENTATIVE	
Signature:	
Date:	2ND MAY 2018
PROCESS OWNER/HOD/DIVISIONAL HEAD	
Signature:	
Date:	14/06/018

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	

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

SECTION A: QUALITY OBJECTIVES

OBJECTIVE	ACTIVITIES	RESOURCES	RESPONSIBILITY	TIME FRAME	KEY PERFORMANCE INDICATORS
To ensure equal opportunity to all for admission to KUC by advertising our courses at least 5 months before start of the course.	• advertising • Receiving application & • Data entry	• Computer & software • personnel • budget	• HOD HA& IT & • Public relations department	• Annually	• Number of applicants • Timely Advertisement
To ensure all applicants meeting the academic requirements for courses applied are shortlisted and invited for interviews four (4) weeks after closing date of the applications.	• Data Entry • Shortlisting • Interviewing & testing • Preparing interview files, letters • Panel lists	• Computer & software • personnel • budget • stationery	HOD HA& IT	• Within 4 weeks after advertisement deadline	• Number of candidates meeting course requirements
Respond to all enquiries within two days of enquiry's receipt	Responding to enquiries	• Computer & software • personnel	HOD HA& IT	• continually	Reduced number of complaints Increased customers

SECTION B: PROCEDURES

1.0   PROCEDURE FOR STUDENT RECRUITMENT AND SELECTION (No.1)

2.0   PURPOSE

This procedure gives guidelines for ensuring efficiency, transparency and consistency in recruitment and selection.

3.0   SCOPE

This procedure is applied to advertisement, recruitment and selection.

4.0   REFERENCES

- Advertisement
- Admissions Policy
- KUC Academic Calendar

5.0   DEFINITIONS OF TERMS AND ABBREVIATIONS

- **HA & IT** - Head of Admissions and Industrial Training
- **HOD** - Head of Department
- **KUC** - Kenya Utalii College
- **KCSE** - Kenya Certificate of Secondary Education
- **ID** - Identification Card
- **AC** - Admissions Committee

6.0   PRINCIPAL RESPONSIBILITY AND AUTHORITY

The Principal authority and responsibility shall be the Head of Admissions and Industrial Training.

7.0   INPUTS

- Candidates applications
- Application fee
- Computer and software
- Personnel
- Interview tests
- Rating forms
  - Budget

8.0 METHODS

8.1. The HA&IT shall prepare an advertisement detailing the courses available at least 5 months before the start of the courses as per the advertisement procedure. The Advertisement shall contain the admission requirements and the deadline for receiving applications.

8.2. All applications shall be received by the records officer as per the mail management procedure. They shall be stamped, recorded and forwarded to the Admissions department.

8.3 At the closing date of receiving applications, the HA&IT shall ensure that the applicants' data is entered into the computer for further processing within 4 weeks.

8.4 The HA&IT shall ensure that, only applicants meeting the requirement are short listed and invited for interviews within 4 weeks after closing date of application. (See appendix 1: KUC/ACAD/R/001).

8.5 The HA&IT shall constitute various interview panels as guided by the Admissions Policy and inform respective staff regarding their role on the interview day at least one week before the date of the interview.

8.6 The panelists shall verify the authenticity of candidate's documents and clear them for the interview. Candidates will fill the Declaration Form before sitting the written test (see appendix 2: KUC/ACAD/R/002).

8.7 The interview process shall consists of the oral (see appendix 3: KUC/ACAD/R/003) and written assessment. The interview panels shall compile the overall oral marks, signed by all members of the panel and forward the duly signed rating form to the HA&IT at least 1 day after the end of the interview.

8.8 HA&IT shall ensure that written interview scripts are marked within one (1) week after the interviews' closing date under controlled conditions.

8.9 The HA&IT shall compile the overall list with results from the interview panel within 2 weeks.

8.10 The HA&IT shall ensure that the lists of pre-selected candidates are presented to the Admissions Committee (AC) for the final selection. The AC is a standing Committee as stipulated in the Admissions policy.

8.11 The HA&IT shall ensure that the admission letters are prepared, communicated through bulk SMS and dispatched to the selected candidates. The admission letters shall inform the candidates about fees payable, reporting date and the items to be bought within 4 weeks before date of admission. (See appendix 4: KUC/ACAD/R/004).

8.12 The HA&IT shall through a memo notify HOD's concerned and Dean of Students of the reporting dates and avail a list of admitted candidates to ensure that all relevant personnel and necessary facilities are ready for the reception and registration of the students on the reporting date 2 weeks before reporting date.

9.0 OUTPUTS

List of selected candidates

10.0 RECORDS

- Advertisement
- Applications
- Application Forms
- Interview lists
- Test papers and rating forms
- Interview rating sheets and Test papers
- Admission Letters
- Intake report

11.0 KEY PERFORMANCE INDICATORS

- Number of applicants meeting course requirements
- Number of candidates who have passed the interviews

12.0 APPENDICES

1. Appendix 1 **:** KUC/ACAD/R/001 **-** Interview Letter
2. Appendix 2 **:** KUC/ACAD/R/002 **-** Declaration Form
3. Appendix 3 **:** KUC/ACAD/R/003 **-** Interview rating sheet
4. Appendix 4 **:** KUC/ACAD/R/004 **-** Admission Letter
5. Appendix 5 **:** KUC/ACAD/R/086 **-** Application Form
6. Appendix 6 **:** KUC/ACAD/R/087 **-** Application Form-short
    courses
7. Appendix 7 **:** KUC/ACAD/R/098 Interview Panel List
8. Flow Chart **:** Procedure for student recruitment and selection
9. Record of changes (Amendment sheet)

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

12.1   FLOW CHART

```
                    ┌─────────────┐
                    │    Start    │
                    └─────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │              HA&IT               │
        │   Prepares the advertisement to be │
        │      placed in the newspapers     │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │  Records officer receives applications, │
        │   records, stamps and forwards to │
        │          Admissions Dept.         │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │   Admissions does data entry within 4 │
        │               weeks               │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │   Shortlisting of candidates and  │
        │      invitation for interviews    │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │  HA&IT constitutes interview panels │
        │      and communicates to them     │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │   Interview panellists authenticate the │
        │  candidates' documents and clears them to │
        │       proceed with the interviews │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │       Interviewing & Testing      │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │  Marking of interview tests by the lecturers │
        │           under supervision       │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │  Selection of best and suitable candidates │
        │     by the Admissions Committee   │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │    Preparation of admission letters │
        └──────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────┐
        │   HA&IT informs HOD's concerned and │
        │  Dean of Students of the reporting dates │
        │   and avails a list of admitted candidates │
        └──────────────────────────────────┘
                           │
                           ▼
                    ┌─────────────┐
                    │     End     │
                    └─────────────┘
```

DOCUMENTED INFORMATION FOR ADMISSIONS AND
INDUSTRIAL TRAINING DEPARTMENT

**1.0   PROCEDURE FOR STUDENT ADMISSION AND
        REGISTRATION (No.2)**

2.0   PURPOSE

This procedure provides guidelines in
efficiency, transparency and consistency in
student admission and registration.

3.0   SCOPE

This procedure is applied to admission and registration of
students.

4.0   REFERENCES
- Admission List
- Admission Letter
- Admission Policy

**5.0   DEFINITIONS OF TERMS DEFINITION AND
        ABBREVIATIONS**

- KUCSA   -   Kenya Utalii College Students Association
- BA   -   Business Administration department
- FP   -   Food Production department
- HK   -   Housekeeping and Laundry department
- FO   -   Front Office Operations department
- F &B   -   Food and Beverage Service department
- ICT   -   Information Communication Technology

6.0   PRINCIPAL RESPONSIBILITY AND AUTHORITY

The Principal authority and responsibility shall be the Head of
Admissions and Industrial Training.

7.0   INPUTS

- School fees
- Computer and software
- Personnel
- Admission lists
- Budget

DOCUMENTED INFORMATION FOR ADMISSIONS AND
INDUSTRIAL TRAINING DEPARTMENT

8.0   METHODS

8.1   The Admission and registration personnel shall consist of representatives from the following departments: Security, Admissions, and Finance, Student Administration, Medical, KUCSA and all the academic departments: BA, Tourism, FP, HK, FO, F&B and ICT

8.2   The Security department shall welcome, direct visitors to the admission and registration site.

8.3   The Finance department shall receive and receipt all the fees payments for all the students and provide them with access cards to enable them access the College facilities/services.

8.4   KUCSA representatives shall assist in issuance of the KUCSA constitution booklet and club registration.

8.5   Medical department shall collect and ensure all the students have completed all the necessary medical checkups.

8.6   The academic departments: BA, Tourism, FP, HK, FO, F&B and ICT, shall assist in verifying authenticity of candidates original certificates, ensure they have paid fees, and have brought the requested mandatory requirements for their respective courses.

8.7   Admissions department shall create the student names in the system, issue the clearance form and ensure the student signs the admission list. The clearance criteria shall be communicated and a clearance form issued to them. (See appendix 5: KUC/ACAD/R/005.)

8.8   Student administration shall issue rules and regulations and accommodation

9.0   OUTPUTS
Admitted students

10.0   RECORDS

- List of admitted students
- List of no-show candidates
- Intake report

10.0   KEY PERFORMANCE INDICATORS

- Number of admitted students per course

12.0   APPENDICES

- Flow chart
- Appendix 4:KUC/ACAD/R/004 - Admission Letter (copy)
- Appendix 5: KUC/ACAD/R/005 - Registration Form

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

12.1 FLOW CHART

```
                    ┌─────────────┐
                    │    Start    │
                    └─────────────┘
                           │
                           ▼
```

Admission and registration personnel shall include: Security, Finance, Student Adm., Medical and all academic depts.; BA, Tourism, FP, HK, FO, F &B and ICT.

Security shall welcome, direct visitors to the to the admission and registration site. They all also provide order where needed and general security for guests and property.

Accounts Department shall receive, receipt all fees payments and issue students with access cards.

Academic depts.: BA, Tourism, FP, HK, FO, F &B and ICT shall assist in verifying authenticity of student documents and mandatory requirements.

KUCSA representatives shall assist in issuance of the student constitution

Admissions department shall create the student names in the system, issue the clearance form and ensure the student signs the admission list.

Student administration shall issue rules and regulations and accommodation

```
                    ┌─────────────┐
                    │     End     │
                    └─────────────┘
```

DOCUMENTED INFORMATION FOR ADMISSIONS AND
INDUSTRIAL TRAINING DEPARTMENT

1.0   PROCEDURE FOR IN-SERVICE COURSES (No.3)

2.0   PURPOSE

This procedure provides guidelines in efficiency, transparency and consistency in recruitment, selection, and registration of participants for in-service training.

3.0   SCOPE

This procedure is applied to recruitment, selection, and registration of industry participants for in-service training.

4.0   REFERENCES

- List of resource persons
- List of course participants
- Course booklet and application forms
- List of selected hotel participants

5.0   DEFINITIONS OF TERMS DEFINITION AND ABBREVIATIONS

- RC- Refresher Courses
- MDP –Management Development Programmes
- ITO-Industrial Training Officer

6.0   PRINCIPAL RESPONSIBILITY AND AUTHORITY

The Principal authority and responsibility shall be the Head of Admissions and Industrial Training.

7.0   INPUTS

- Industry Nominees
- Computer and software
- Personnel
- Budget
- Stationery & Training Materials
- Training facilities

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

8.0 METHODS

8.1 The DOS shall request from respective academic HOD's for the courses to be offered at least 6 months before commencement of the courses and also get a list of names for the lecturers conducting these courses.

8.2 The HA & IT shall ensure that the course booklets and nomination forms are emailed to the industry for nomination of candidates at least 3 months before the start of courses.

8.3 All nomination forms shall be received by the records officer as per the mail management procedure. They shall be stamped, recorded and forwarded to the Admissions & Industrial Training department.

8.4 After closing date of receiving nomination forms, the HA&IT shall ensure that the applicants' data is entered into the computer for further processing within three (3) weeks.

8.5 The HA&IT shall ensure that the course files are prepared for the different courses and forwarded to the relevant departments for shortlisting. The HODs of the concerned departments shall provide the lists of the shortlisted participants to the HA&IT.

8.6. The HA&IT and DOS shall verify, and approve the short-listed participants. The HA&IT shall prepare a common circular letter of invitation to be attached with the lists of all the selected participants. The same is emailed to the different hotels in the Industry, 2 weeks before the start of courses. The letter will state the course, and detailed information, while the lists will contain, the names of applicants, course titles, duration and training venues.

8.7 The HA&IT shall communicate the training venues as soon as they are confirmed, before start of courses in the different regions.

8.8 The HA&IT shall provide the list of participants and brief the lecturers one (1) week before the commencement of the training in various regions.

8.9 The HA&IT shall forward the lists of participants who attended and completed their courses to the HOD Examination department for preparation of certificates.

9.0 The team leaders shall prepare reports for the completed programmes to be handed to the HA&IT within 5 working days after completion.

9.0. **OUTPUTS**

- Trained participants
- Certificates of participants

10.0 **RECORDS**

- List of all nominees
- List of trained participants
- In-service report

11.0 **Key performance Indicators**

Number of graduates for In-service courses

12.0 **APPENDICES**

1. Appendix 1: KUC/ACAD/R/082 - Refresher courses booklet
2. Appendix 3:KUC/ACAD/R/083 - RC Nomination form
3. Appendix 8:KUC/ACAD/R/084 –End of course evaluation sheet
4. Appendix 8:KUC/ACAD/R/085 –MDP application form
5. Appendix 2: KUC/ACAD/R/089 -MDP registration form.
6. Appendix 6:KUC/ACAD/R/090 – MDP/RC shortlisted nominees form
7. Appendix 4:KUC/ACAD/R/092 -MDP Programmes
8. Flow chart: Procedure For In-Service Courses
9. Record of changes (Amendment sheet)

12.1 FLOW CHART

```
                        ┌──────────────┐
                        │    Start     │
                        └──────┬───────┘
                               ▼
```

The HA&IT shall request from respective academic HOD's for the courses to be offered 6 months before commencement & List of lecturers conducting the same

The HA&IT shall ensure that the dispatch of course booklets and nomination forms to the industry is done at least 3 months before start

All nomination forms shall be received by the records officer as per the mail management procedure, recorded, stamped and forward to admissions office.

The HA&IT shall forward the lists of all applicants for different courses to the relevant departments for shortlisting. The HODs of the concerned departments shall shortlist the candidates and provide the lists of the shortlisted candidates to HA&IT.

The HA&IT and DOS shall verify, and approve the short listed participants. The HA&IT shall prepare and dispatch letters to the selected participants, 2 weeks before start of course.

The HA&IT and DOS shall verify, and approve the short listed participants. The HA&IT shall prepare and email letters to the selected participants, 2 weeks before start of course.

The HA&IT shall ensure that the training venues for the courses have been solicited before start of courses in the different regions.

The HA&IT shall provide the list of participants and brief the lecturers 1 week before the commencement of the various courses.

```
                        ┌──────────────┐
                        │     End      │
                        └──────────────┘
```

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

1.0   PROCEDURE FOR SHORT COURSES (No.4)

2.0   PURPOSE

This procedure gives guidelines for ensuring efficiency, transparency and consistency in advertising, shortlisting and admission of students for short courses.

3.0   SCOPE

This procedure is applied to advertisement, shortlisting & admission of students for short courses.

4.0   REFERENCES

- Advertisement
- List of applicants
- Course schedule (Calendar)

5.0   DEFINITIONS OF TERMS AND ABBREVIATIONS

- **BD**- Business development
- **KCSE**- Kenya certificate of secondary education
- **ID** – identification card

6.0   PRINCIPAL RESPONSIBILITY AND AUTHORITY

- The Principal authority and responsibility shall be the Head of
- Admissions and Industrial Training.

7.0   INPUTS
- Candidates applications
- Application fee
- Computer and software
- Personnel
- Budget.

8.0   METHODS

8.1   Business Development shall receive short course proposals from academic departments, advertise for the same and manage all courses proposed.

8.2.   All applications shall be received by the records officer as per the mail management procedure. They shall be stamped, recorded and forwarded to the Admissions department.

8.3. All applications are checked carefully, applications meeting all requirements are shortlisted and issued admission letters.

8.4 The admission letters are dispatched and the selected candidates are also informed through bulk SMS.

8.5 The admission letter indicate course commencement date, and fees payable.

9.0 OUTPUTS

- Trained students
- Certificates

10.0 RECORDS

- List of admitted students
- List of all applicants

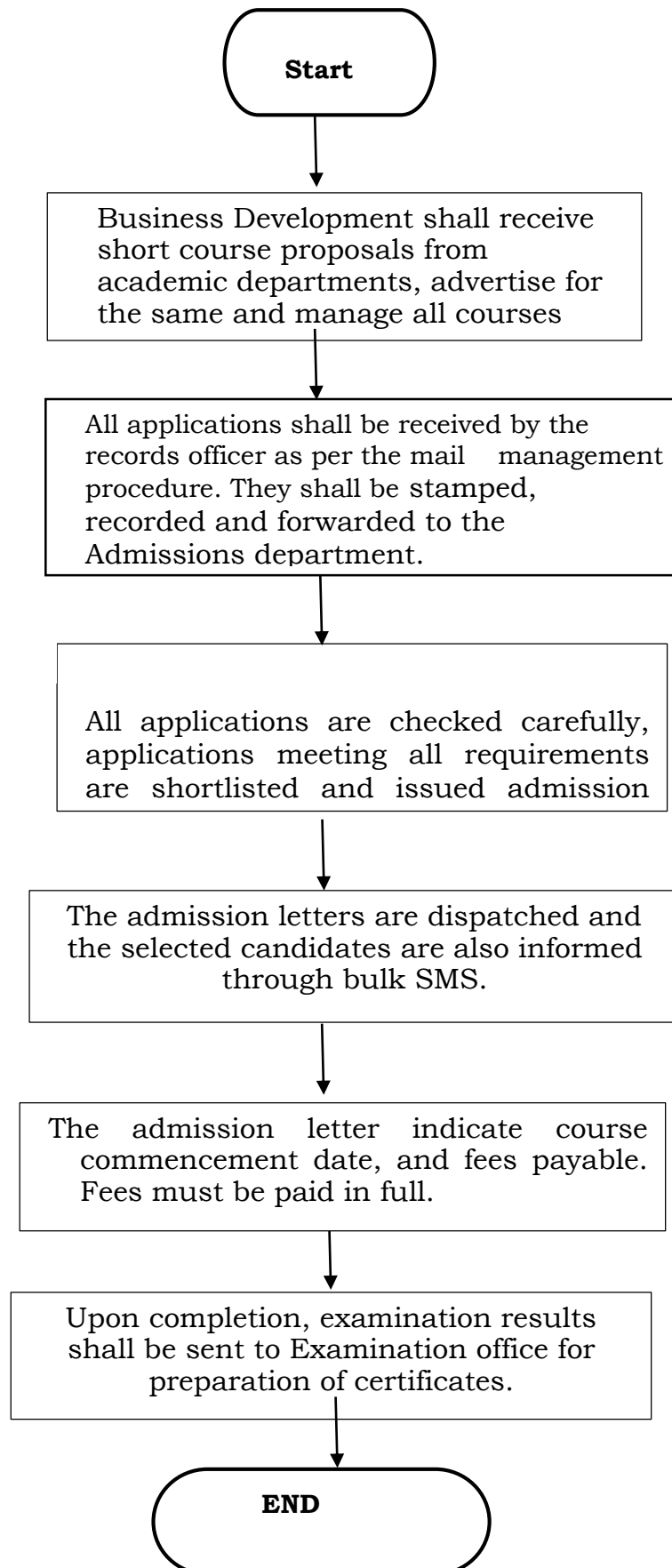## 11.0 KEY PERFORMANCE INDICATORS

- Number of trained students

12.0 APPENDICES

1. Appendix 7: KUC/ACAD/R/087 –Application Form Short courses
2. Flow Chart

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING DEPARTMENT

12.1   FLOW CHART

```
                    ╭─────────────╮
                    │    Start    │
                    ╰─────────────╯
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ Business Development shall receive     │
        │ short course proposals from            │
        │ academic departments, advertise for    │
        │ the same and manage all courses        │
        └──────────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ All applications shall be received by  │
        │ the records officer as per the mail    │
        │ management procedure. They shall be    │
        │ stamped, recorded and forwarded to     │
        │ the Admissions department.             │
        └──────────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ All applications are checked carefully,│
        │ applications meeting all requirements  │
        │ are shortlisted and issued admission   │
        └──────────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ The admission letters are dispatched   │
        │ and the selected candidates are also   │
        │ informed through bulk SMS.             │
        └──────────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ The admission letter indicate course   │
        │ commencement date, and fees payable.   │
        │ Fees must be paid in full.             │
        └──────────────────────────────────────┘
                           │
                           ▼
        ┌──────────────────────────────────────┐
        │ Upon completion, examination results   │
        │ shall be sent to Examination office    │
        │ for preparation of certificates.       │
        └──────────────────────────────────────┘
                           │
                           ▼
                    ╭─────────────╮
                    │     END     │
                    ╰─────────────╯
```

SECTION C: OPPORTUNITIES

NO.	OPPORTUNITY	ACTIONS	RESOURCES	RESPONSIBILITY	TIME FRAME	KEY PERFORMANCE INDICATORS
1	High number of new school leavers in the market	Reviewing of intake policy & course requirements, progression & credit transfers	Personnel Budget	Policy makers, management, and HA&IT.	Every 3 years	Increased number of students
2	Benchmark with other leading institutions	Comparing , learning new technology, renovations and innovations	Budget, personnel	Management, and HA&IT.	Annually	Improvement in quality of products and services
3	Specialized training in hospitality and tourism at KUC	Increase number of facilities to accommodate more student	Budget Marketing	Management, and HA&IT.	5-10 years	Increased enrollment & revenue
4	Online training	Identifying suitable online training software and offer training to a wider range	Budget Reliable computer and Internet access Special software	Management, and HA&IT.	1-3yrs	International recognition & flexibility in trainingS

DOCUMENTED INFORMATION FOR ADMISSIONS AND INDUSTRIAL TRAINING 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.	Fake documents	**Operational**			*(green)*	1	Low student performance	Purchase a software for detecting the fake documents by Sept. 2019.	Management & HA&IT	Student performance
2.	Loss of documents	**Operational**			*(green)*	1	Failure to enroll	Recording all incoming documents & diligence in handling	Records Management dept. & HA&IT	Accurate number of applicants
3.	Failure to equate foreign examinations systems with Kenya KCSE.	Operational		*(yellow)*		2	Reduced enrollment number	Devise own equation mechanism by September 2021.	Policy Makers & Management	Increase number of foreign students

VERSION 2 : REVISION 1   04/2018