



## KIBABII UNIVERSITY COLLEGE



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### QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2008

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### ADMINISTRATION PROCEDURE MANUAL

KIBU/AF/WP/2.2

Authorized by: Prof. Isaac Ipara Odeo Principal	Sign: 	Date: 23/12/2014
Issued by: Prof. Shem Aywa Management Representative	Sign: 	Date: 23/12/2014

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## PROCEDURE NUMBER 1: COMMUNICATION - KIBU/AF/WP/2.2.16

### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, timeliness, consistency and accuracy of information flow to and from the University College.

#### 1.2 SCOPE

This procedure shall apply to all communication in the University College.

#### 1.3 REFERENCES

- a) Quality Manual - KIBU/AF/WP/2.2
- b) Current University College Service Delivery Charter.

#### 1.4 TERMS AND DEFINITIONS

- a) ICT - Information Communications Technology.
- b) Authorized Officers - An Officer Appointed by the Principal.

#### 1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure that this procedure is adhered to.

### 2.0 METHOD

#### 2.1 General

2.1.1 The modes of official communication channels within and outside University College shall include but not limited to:

- a) Letters
- b) Memos
- c) Notices
- d) Suggestion boxes
- e) Meetings
- f) Telephone
- g) Media
- h) Website and Email
- i) Facsimile

2.1.2 Each of the channels shall be used as described in the subsequent clauses of this procedure.

## **2.2 Letters**

2.2.1 All letters from the University College shall be on the official letterhead of the University College bearing reference number and signed by the Principal or any other Officer(s) authorized by the Principal.

2.2.2 The outgoing mails shall be recorded in the outgoing mail register before dispatch from the Mail Registry by the In-charge Registry.

2.2.3 Incoming letters shall be received, stamped and recorded in the incoming mail register and dispatched from the mail registry by In-charge Registry.

2.2.4 All internal letters shall bear the initials of the originator and addressee and recorded in the delivery book.

(The letters shall bear the name and initials of the initiator and the officer typing them and the abbreviation (Encl.) if there are enclosures, at the bottom).

## **2.3 Memos**

2.3.1 All memos shall bear:-

- a) Initials of the originator, addressee and the subject.
- b) Reference number.
- c) Initials of the initiator and the officer typing them and the abbreviation (Encl.) if there are enclosures at the bottom.

2.3.2 They shall be written and signed by the authorized officers.

2.3.3 The Originator shall maintain a copy of the memo as proof of communication.

2.3.4 All Memos shall follow the approved University College Memo format provided by Registrar (Administration).

2.3.5 In communicating via memos, the Officers shall observe protocol.

## **2.4 Notices**

2.4.1 All notices shall be signed and stamped by the Authorized Officers and copied to Registrar (Administration) before posting to the designated notice boards.

- 2.4.2 The originator shall maintain a copy of the notice as proof of communication.
- 2.4.3 The Office Assistants shall ensure updating of the notice boards in liaison with Registrar (Administration).

## **2.5 Suggestion Boxes**

- 2.5.1 This shall be as per the procedure on handling complaints and compliments number 7 in this manual.

## **2.6 Meetings**

- 2.6.1 This shall be as per meetings procedure for meetings number 2 in this manual.

## **2.7 Telephone**

- 2.7.1 All incoming and outgoing official calls shall be recorded in the calls register by the Switch Board Operator/Office Administrator/receptionist.
- 2.7.2 For intercom, the callers shall follow up the call with any of the other written forms of communication where applicable.

## **2.8 Media**

- 2.8.1 The Publications and Publicity Committee shall ensure the accuracy and relevance of information before release to the media.
- 2.8.2 Media selection and use shall be as per the purchasing procedure number 3 in the Procurement Procedures Manual.

## **2.9 Website**

- 2.9.1 Communication through the website shall be as per the procedure on management of Website Procedure Number 9 in the ICT Procedures Manual.

## **2.10 E-mail**

- 2.10.1 All official communication through e-mail shall be through the official e-mail accounts or any other declared e-mail addresses.

## **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Calls register
- 3.2 Evidence of communication
- 3.3 Outgoing Mail
- 3.4 Outgoing Mail Register

3.5 Incoming Mail

3.6 Incoming Mail Register

## PROCEDURE NUMBER 2: MEETINGS -KIBU/AF/WP/2.2.17

### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure efficiency, effectiveness, consistency and orderliness in the coordination of meetings.

#### 1.2 SCOPE

This procedure shall apply to the coordination of meetings in the University College.

#### 1.3 REFERENCES

- a) Quality Manual - KUC/MR/QM/002.
- b) Almanac.
- c) Current Academic Calendar.

#### 1.4 TERMS AND DEFINITIONS

#### 1.5 PRINCIPAL RESPONSIBILITY

The Convener shall have the responsibility of ensuring the procedure is effectively adhered to.

### 2.0 METHOD

#### 2.1 GENERAL

2.1.1 There shall be 2 types of meetings in the University College, namely:

- a) Scheduled meetings
- b) Special meetings

#### 2.2 Notice of meetings

2.2.1 The convener of any meeting shall circulate notice as outlined below:

- a) For scheduled meetings the notice shall be issued at least 7 days to the date of the meetings.
- b) For special meetings the notice shall be issued at least 1 hour to the meeting. The meeting shall normally address one agenda item.

2.2.2 In the event of postponement or any other changes, the convener shall inform members at least two (2) days to the planned meeting date except for special meetings.

2.2.3 The notice of the meeting shall contain the following:

- a) Subject of the meeting
- b) Date and time of the meeting
- c) Venue of the meeting
- d) List of participants
- e) Agenda

### **2.3 Circulation of the agenda**

2.3.1 For the scheduled meetings, the agenda shall be circulated and copied to the Principal and other relevant officers at least seven (7) days before the date of the meeting. The agenda shall contain:

- a) Apologies
- b) Agenda for the day
- c) Approving previous minutes
- d) Matters arising

2.3.2 For special meetings, the agenda shall be circulated before or during the meeting.

### **2.4 Format of Minutes**

The format of the minutes shall be as per the template provided by the Registrar (Administration).

### **2.5 Arrangements for the venue of the meeting**

2.5.1 The meeting convener shall ensure that venue of the meeting has been booked in liaison with the Registrar (Administration).

2.5.2 The meeting convener shall ensure that as applicable logistical arrangements have been put in place before the meeting.

2.5.3 In case of meals, the convener shall proceed as per the food preparation and service procedure number 1 in the Catering Procedure Manual.

## 2.6 Execution of meetings

2.6.1 The Chairperson in liaison with the Secretary shall confirm the quorum of the meeting within the first 15 minutes.

Note: Quorum shall comprise of 50% of members unless when specified by other legal documents.

2.6.2 If the quorum is not attained within the first 15 minutes, the meeting shall be adjourned by the Chairperson.

2.6.3 In case a meeting is adjourned/postponed the Chairperson shall communicate the same to the members.

2.6.4 If the meeting has quorum, the convener (Chairperson) in liaison with Secretary shall guide the members through all the agenda. The meetings shall normally not exceed 2 hours.

2.6.5 The Secretary to the meeting shall take the minutes of the proceedings. Within 5 days of any meeting, the Secretary shall prepare and forward the minutes of the meeting to the Chairperson for signing.

2.6.6 Upon Signing, the secretary shall circulate the minutes to the members for action where applicable.

2.6.7 The Secretary in liaison with Chairperson shall follow up to ensure that decisions made in the meeting are fully implemented.

2.6.8 The minutes shall be confirmed in the subsequent meeting and a report on the decisions from the various action officers shall be tabled.

2.6.9 Upon confirmation a copy of the minutes shall then be submitted to the Principal and other relevant officers for information.

## 3.0 LIST OF APPLICABLE RECORDS

3.1 Minutes of meetings.

3.2 Reports.

3.3 Membership of the Committee.

3.4 Notice of meeting.

3.5 Evidence of Communication.



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3.6 Meeting bookings register.

### PROCEDURE NUMBER 3: RECORDS MANAGEMENT - KIBU/AF/WP/2.2.18

#### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure efficiency, effectiveness and consistency in records management.

#### 1.2 SCOPE

This procedure shall apply to filing and management of mails and records in the University College.

#### 1.3 REFERENCES

Quality Manual - KUC/MR/QM/002.

#### 1.4 TERMS AND DEFINITIONS

HoR - Head of Registry

#### 1.5 PRINCIPAL RESPONSIBILITY

The Head of Registry shall ensure this procedure is adhered to.

#### 2.0 METHOD

##### 2.1 Handling In-Coming Mails

2.1.1 The Head of Registry shall ensure that the Office Assistant collects mails from the post office on daily basis.

2.1.2 Upon receipt of the mails, the Head of Registry shall ensure that the Clerical Officers sort and record the mails in the incoming mails register.

2.1.3 For personal mails, the Registry Clerk shall after recording them dispatch to staff in their respective departments and to the Dean of Students office for students' mail.

2.1.4 For Official mails, the Registry Clerk shall, upon recording and date stamping, file the mails in the respective files and dispatch them to the respective offices for action within a day.

##### 2.2 Handling outgoing mails

- 2.2.1 Upon receipt of an outgoing official mail for dispatch, the Head of Registry shall confirm whether mail is clearly addressed, enclosures included and references indicated.
- 2.2.2 In the event of any anomaly, the Head of Registry shall inform the sender to make the necessary corrections.
- 2.2.3 If satisfactory, the Head of Registry shall determine the mode of dispatch guided by:-
- a) Urgency of the mail,
  - b) Confidentiality of the communication, and
  - c) Cost of dispatch.
- 2.2.4 Upon determination of the mode of dispatch, the Head of Registry shall ensure that the letters are recorded in the dispatch register dispatched to the recipients.
- 2.2.5 The Head of Registry shall instruct the Office Assistant to deliver the mails to the recipients/courier service providers.
- 2.2.6 The Office Assistant shall ensure that recipients sign the delivery book upon delivering the hand delivered mails.
- 2.3 Handling Internal mails**
- 2.3.1 Upon receipt of mail from a sender, the Head of Registry shall record it in the internal mail register.
- 2.3.2 The Head of Registry of the Registry shall then file the mail in the respective subject file and dispatch it to the relevant officer for action.
- 2.3.3 The Head of Registry shall ensure that the recipient signs the delivery book upon delivering the mail.
- 2.4 Identification of files**
- 2.4.1 Departmental Files shall be identified as follows:
- a) The First part shall be KIBUCO denoting Kibabii University College followed by a slash,

- b) The second part shall be abbreviations of the Division/Faculty/School/Department/Office followed by a slash,
- c) The third part shall be the Subject code followed by a slash,
- d) The fourth and final part shall be the volume underscore the year of opening of the file

2.4.2 Personal Files shall be identified as follows:

- a) The first part shall be PF denoting Personal File followed by a slash,
- b) The second part shall be assigned the personal number of the staff.

2.4.3 Student Files shall be identified as follows:

- c) The First part shall be initials of the programme followed by a slash,
- d) The second part shall be assigned the student number followed by a slash,
- e) The third part shall be the year of admission of the student.

## **2.5 Filing upon receipt of a document**

2.5.1 The custodian of the documents shall file it in the respective subject file, folio the document and update the folio sheet in the file.

## **2.6 Retrieval of Files**

2.6.1 Upon receipt of a request through a file request form to access a file from any member of staff, the custodian of the file shall establish whether the member of staff requesting the file is authorized.

2.6.2 In the event that the requesting member of staff is not authorized to access the file, the custodian of the file shall advise him/her accordingly.

2.6.3 If authorized, the custodian of the file shall retrieve it, fill the file movement register and ensure the requesting member of staff signs the register as evidence of receipt.

2.6.4 Upon use, the member of staff shall return the file to the custodian within 5 working days who shall confirm whether the file is intact before clearing the member of staff in the File Movement Register.

2.6.5 A staff file shall be loaned for one working day.

2.6.6 In the event that a staff file is not returned expiry of the loaning period, the custodian of the file shall follow it up and ensure it is returned.

### **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Mails Register.
- 3.2 Dispatch Register.
- 3.3 Delivery Book.
- 3.4 File Movement Register.
- 3.5 File Request Document.
- 3.6 Internal Memo Register.
- 3.7 Subject File.
- 3.8 Folio Sheet.
- 3.9 File movement Register.

**PROCEDURE NUMBER 4: CLEANING SERVICES - KIBU/AF/WP/2.2.19****1.0 GENERAL****1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, efficiency, consistency and timeliness in the provision of cleaning services in the University College.

**1.2 SCOPE**

This procedure shall apply to the cleaning services in the University College.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) Current edition of the Hotel, Hostel and Hospital Housekeeping Book.

**1.4 TERMS AND DEFINITIONS**

- a) Clocking in Register - a record where cleaners sign when they report on/off duty.
- b) HCS- Head of Central Services
- c) DP (PAF) - Deputy Principal- Planning Administration and Finance

**1.5 PRINCIPAL RESPONSIBILITY**

The Head of Central Services shall ensure that this procedure is adhered to.

**2.0 METHOD****2.1 Non- contracted cleaning services**

2.1.1 This procedure shall start at least two weeks to the beginning of every semester with the Head of Central Services preparing a cleaning schedule, checklist and duty roster for all the cleaning staff.

2.1.2 In preparing the duty roster, the Head of Central Services shall consider the following:-

- a) Areas to be cleaned,
- b) Number of staff in the department, and
- c) Frequency of cleaning.

- 2.1.3 Upon preparing the cleaning schedule, checklist and duty roster, the Head of Central Services shall forward them to the Registrar- Administration for approval based on the equity in distribution of the workload.
- 2.1.4 In the event of disapproval, the Registrar Administration shall refer the duty roster to the HCS with recommendations for amendment and resubmission.
- 2.1.5 Upon approval, the HCS shall inform the cleaning staff as per the communication procedure 1 in Administration Procedure Manual.
- 2.1.6 The HCS shall ensure that all cleaning staff are issued with all the necessary cleaning materials, protective gear and tools.
- 2.1.7 On a daily basis, the cleaning supervisors shall oversee the clocking -in/ out of the cleaners in the Clocking-In Register and ensure that cleaning is carried out accordingly by updating the cleaning checklist.

## **2.2 Contracted cleaning services**

- 2.2.1 This shall start with the HCS communicating to the DP (PAF) requesting for approval to outsource the cleaning services as per procedure No 5 in the Administration Procedure Manual.
- 2.2.2 Upon outsourcing the cleaning services, the HCS shall schedule a meeting with the contractor and provide the following, to guide the execution of cleaning services in the University College:
  - a) The cleaning schedule.
  - b) The checklists.
- 2.2.3 The HCS shall ensure supervision and monitoring of cleaning services in the University College.
- 2.2.4 The HCS shall prepare monthly and quarterly reports and submit them to the DP (PAF).

## **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Duty Roster.
- 3.2 Clocking in/ out registers.
- 3.3 Cleaning checklists.

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- 3.4 Cleaning schedules.
- 3.5 Evidence of meetings.
- 3.6 Internal Requisition Voucher.
- 3.7 Reports.



**PROCEDURE NUMBER 5: CONTROL OF OUTSOURCED SERVICES -  
KIBU/AF/WP/2.2.20**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness and efficiency in the control of outsourced services.

**1.2 SCOPE**

This procedure shall apply to the control of outsourced services in the University College.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) ISO 9001:2008 Clause 4.1
- c) Procurement Procedure Manual

**1.4 TERMS AND DEFINITIONS**

- a) HoD - Head of Department.
- b) ISO - International Organization for Standardization.
- c) Outsourced Services Process - a process needed by the University College for its Quality Management System and which the University College chooses to be done by an external party.
- d) PPDA, 2005 - Public Procurement and Disposal Act, 2005

**1.5 PRINCIPAL RESPONSIBILITY**

The Principal shall ensure that this procedure is adhered to.

**2.0 METHOD**

- 2.1 This procedure shall start with a Process Owner identifying the need to outsource a service.
- 2.2 In identifying the need, the Process Owner shall consider the following:
  - a) Inadequate capacity in terms of personnel,
  - b) Inadequate expertise/specialization.

- 2.3 Upon identifying the need, the Process Owner shall request the Principal through the Dean where applicable and Deputy Principal (PAF) for approval of the outsourced service.
- 2.4 Upon receipt of the request, the Principal shall approve based on the following:
- a) ISO 9001:2008 Clause 4.1
  - b) Current Approved University Budget
  - c) Criteria in 2.2
  - d) PPDA, 2005
- 2.5 In the event the request is not approved, the Process Owner shall be advised accordingly.
- 2.6 Upon approval, the Principal shall communicate to the respective Process Owner who in turn shall raise a requisition for the required service as per the purchasing procedure number 3 in the Procurement Procedures Manual.
- 2.7 Upon procurement of the service, the Procurement Officer shall introduce the service provider to the respective Process Owner and issue the respective officer as applicable with a copy of the Contract.
- 2.8 The respective Process Owner shall ensure the services are provided as per the contract.
- 2.9 In the event the service provider breaches the provisions of the contract, the respective Process Owner shall ensure the terms of references of the contract apply.
- 2.10 The Process Owner shall submit a quarterly report of the outsourced service to the Principal for information and the procedure shall be deemed complete.
- 3.0 LIST OF APPLICABLE RECORDS**
- 3.1 The Contract Document.
  - 3.2 Quarterly Report.
  - 3.3 Evidence of Communication.

**PROCEDURE NUMBER 6: DEVELOPING UNIVERSITY ALMANAC -  
KIBU/AF/WP/2.2.21**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness and timeliness in development of the University College almanac.

**1.2 SCOPE**

This procedure shall apply to all official University College meetings in an academic year.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) The Relevant Statutes and Schedules

**1.4 TERMS AND DEFINITIONS**

- a) DP (PAF) - Deputy Principal, Planning, Administration and Finance.
- b) DP (ARE) - Deputy Principal, Academic, Research and Extension.
- c) Registrar (AA) - Registrar Academic Affairs.
- d) UA - University Almanac.
- e) Almanac - Annual publication of meetings with a calendar.

**1.1 PRINCIPAL RESPONSIBILITIES**

The DP (PA&F) shall be responsible for the University College Almanac.

**2.0 METHOD**

2.1 This procedure shall start with the DP (PAF) communicating to Dean of the School/Faculty and Chairmen of committees to prepare a schedule of meetings.

2.2 The Dean of the School/Faculty and Chairmen of committees shall prepare schedule of meetings. These schedules shall be forwarded to the Registrar (AA) for harmonization at least one month before the start of the Academic Year.

- 2.3 Upon receipt, the Deans shall forward their schedules to the Registrar (AA) for integration of other University activities.
- 2.4 Upon receipt, the Registrar (AA) shall prepare a draft Academic Almanac and forward it to the DP (PAF) through the DP (ARE).
- 2.5 For non-Teaching sections, Process Owner shall prepare schedule of planned meetings and forward to the Registrar (Administration).
- 2.6 The Registrar (Administration) shall prepare a draft almanac and forward it to the DP (PAF) who shall consolidate them to form the University College Almanac.
- 2.7 The DP (PAF) shall table the draft University College Almanac at the University College Academic Board for approval. The criteria for approval shall be based on:
- a) Absence of clashes in timings and venues
  - b) Manner of facilitation of the meeting
- 2.8 Upon disapproval, the Academic Board shall make recommendations for the revision.
- 2.9 Upon approval, the University College Almanac shall be circulated to the entire University College as per communication procedure number 1 in this Manual.
- 3.0 LIST OF APPLICABLE RECORDS**
- 3.1 Evidence of communication.
- 3.2 Evidence of meetings.
- 3.3 Current Almanac.
- 3.4 Circulation book.

**PROCEDURE NUMBER 7: HANDLING OF COMPLAINTS AND COMPLIMENTS - KIBU/AF/WP/2.2.22**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of the procedure is to ensure efficiency and consistency in handling customer complaints and compliments.

**1.2 SCOPE**

This procedure shall apply within the University College.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) Current University's Rules and Regulations.
- c) Current CBAs.
- d) University Act, 2012.
- e) Current University Complaints and Compliments Handling Policy.
- f) Current University College Customer Service Charter.

**1.4 TERMS AND DEFINITIONS**

- a) DP (PAF) - Deputy Principal (Planning, Administration and Finance).
- b) CAJ - Commission for Administrative Justice.
- c) HoD - Head of Department.

**1.5 PRINCIPAL RESPONSIBILITY**

The respective HoD shall ensure that this procedure is adhered to.

**2.0 METHOD**

2.1 Upon receipt of the complaints/compliment which may be via email, letters, phone call or verbal, the HoD shall ensure recording of the complaint or compliment in the complaint or compliment register and acknowledge to the customer.

2.2 The HoD shall handle the complaint in accordance with the applicable procedure and Service Delivery Charter.

- 2.3 The HoD shall ensure determination of root causes in accordance with the corrective action procedure number 5 in the Mandatory Procedure Manual.
- 2.4 In the event that the HoD is not in a position to handle the complaint, he/she shall escalate it to the respective Office.
- 2.5 In the event it is a compliment, the HoD shall update the Complaint /Compliment Book.
- 2.6 On monthly basis the HoD shall review the departmental complaints/ compliments, prepare a report which shall subsequently be forwarded to the Chair Complaints Handling Committee who shall act as follows:
- a) Follow up complaints to ensure they are resolved.
  - b) Follow up compliments to ensure acknowledgement as per communication procedure Number 1 in the Administration Procedure Manual.
  - c) Prepare quarterly report and submit them to the CAJ through the Principal.
- 2.7 In the event that the Chair of the Complaints/Complements Committee does not receive any reports, he/she shall communicate to respective HoDs as per communication procedure number 1 in the Administration Procedure Manual.
- 2.8 At the reception, In-charge Administration department shall ensure availability of complaints and compliments forms which shall be filled by customers and dropped in the complaints/compliments box.
- 2.9 The In-charge Administration department shall on weekly basis, open and forward any feedback to the Chair Complaints Handling Committee who shall ensure updating of the complaints /compliments book and applicable action in 2.6 above.
- 3.0 LIST OF APPLICABLE RECORDS**
- 3.1 Compliment/complaint Register
  - 3.2 Complaint Document
  - 3.3 Compliment Document

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3.4 Monthly Reports

3.5 Quarterly reports

**PROCEDURE NUMBER 8: ADVERTISING - KIBU/AF/WP/2.2.23**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of this procedure is to ensure effectiveness, timeliness, consistency and transparency in advertising at the University College.

**1.2 SCOPE**

This procedure shall apply to all advertising processes in the University College.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) Public Procurement and Disposal Act, 2005.
- c) University College Customer Service Charter.

**1.4 TERMS AND DEFINITIONS**

- a) COD - Chairperson of Department
- b) DP (PAF) - Deputy Principal (Planning, Administration and Finance).
- c) HOD - Head of Department.
- d) HR - Human Resource.
- e) UCMB - University College Management Board.
- f) HoPD - Head of Procurement Department.
- g) PPDA, 2005 - Public Procurement and Disposal Act, 2005

**1.5 PRINCIPAL RESPONSIBILITY**

The Deputy Principal (PAF) shall ensure that this procedure is adhered to.

**2.0 METHOD**

- 2.1 This procedure shall start with the HOD/COD presenting the specifications for the items or services to be advertised to the DP (PAF).
- 2.2 Upon receipt of the request to be advertised the DP (PAF) shall table the request in the Publications and Publicity Committee for review and recommendation to the UCMB for consideration



- 2.3 In the event that the Publications and Publicity Committee does not recommend for approval, the DP (PAF) shall be advised accordingly and subsequently communicate to relevant HoD.
- 2.4 The UCMB shall consider the request based on:
- a) Approved Budget
  - b) The need for the service or item
- 2.5 In the event of disapproval, the DP (PAF) shall advise the respective HoD/COD accordingly.
- 2.6 Upon approval by UCMB the DP (PAF) shall communicate the approval to the requesting HOD/COD and forward the request to the HoPD to process the advert in the relevant media.
- 2.7 The advertisement shall be handled as per communication procedure number 1 in this manual.
- 2.8 The HoD/CoD shall monitor the advertisement and file the copy of the advert as it appears in the media.
- 3.0 LIST OF APPLICABLE RECORDS**
- 3.1 Evidence of communication.
  - 3.2 Specifications for items/ services to be advertised.
  - 3.3 Evidence of meetings.
  - 3.4 Approved Budget.
  - 3.5 Copy of the advertisement.

## PROCEDURE NUMBER 9: DEVELOPING AND APPROVING DOCUMENTS - KIBU/AF/WP/2.2.24

### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, timeliness, consistency and accountability in the development and approval of documents in the University College.

#### 1.2 SCOPE

This procedure shall apply to development and approval of documents in the University College.

#### 1.3 REFERENCES

- a) Quality Manual - KUC/MR/QM/002.
- b) Universities Act No. 42 of 2012.
- c) Legal Notice No. 115 of 2011.
- d) Current KIBUCO Statutes.
- e) Current KIBUCO Policies.
- f) Current KIBUCO Strategic Plan.
- g) Current University College Customer Service Charter.
- h) Constitution of Kenya, 2010.
- i) Public Procurement and Disposal Act, 2005 and the Regulations thereto.
- j) Current CBAs.
- k) Approved Scheme of Service.
- l) Relevant Labour Laws.
- m) Current KIBUCO Students' Constitution.
- n) Current KIBUCO Students' Rules and Regulations.

#### 1.4 TERMS AND DEFINITIONS

- a) COD - Chairperson of Department
- b) DP (PAF) - Deputy Principal (Planning Administration and Finance)
- c) HOD - Head of Department

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d) MR – Management Representative

**1.5 PRINCIPAL RESPONSIBILITY**

The Deputy Principal (PAF) shall ensure that this procedure is adhered to.

**2.0 METHOD**

2.1 This procedure shall start with the HOD/COD presenting the need for developing the relevant document to the DP (PAF).

2.2 Upon receipt of the need, the DP (PAF) shall constitute a committee to establish whether the need requested is necessary.

2.3 In case the Committee finds it necessary to develop the document or is required by applicable legal requirements, the DP (PAF) shall direct the Committee to come up with a draft of the document.

2.4 In the event that the Committee finds it not necessary to develop the document, the DP (PAF) shall communicate to the relevant HoD / CoD accordingly.

2.5 The Committee shall work and submit the draft document to the DP (PAF) within the specified period of time.

2.6 The DP (PAF) shall table the draft document to either the Academic Board or Management Board meeting for discussion and approval where applicable.

2.7 In approving the documents, the respective Board shall consider:-

- a) Adherence to legal requirements
- b) Existing Policy framework
- c) Comprehensiveness

2.8 In the event of any anomaly, the DP (PAF) shall be advised.

2.9 Upon approval by the respective Board, the DP (PAF) shall communicate the approval to MR for coding as per procedure number 3 in the Mandatory Procedure Manual.

2.10 Upon completion of coding the DP (PAF) shall communicate to the requesting HOD/COD for implementation.

- 2.11 In case the document requires the approval of Council, the DP (PAF) shall make arrangements with the Principal for tabling the draft document to Council for consideration and approval.
- 2.12 Upon approval by Council, the Principal shall forward the document to the MR for coding as per Procedure No. 3 of the mandatory procedures.
- 2.13 Upon completion of the coding, the MR shall forward the coded documents to the Legal Officer for further processing as per Procedure No. 2 on the Preparation and management of legal documents in the Legal Procedure Manual.
- 2.14 Upon completion of processing, the Legal Officer shall forward the processed documents to the MR for implementation.

### **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 Evidence of communication.
- 3.2 Evidence of meetings.
- 3.3 Evidence of approval.

**PROCEDURE NUMBER 10: TRANSPORT MANAGEMENT -  
KIBU/AF/WP/2.2.25**

**1.0 GENERAL**

**1.1 PURPOSE**

The purpose of this procedure is to ensure efficiency, timeliness, consistency and cost effectiveness in management of transport services in the University College.

**1.2 SCOPE**

This procedure shall apply to management of transport services in the University College.

**1.3 REFERENCES**

- a) Quality Manual - KUC/MR/QM/002.
- b) Current Government Circulars.
- c) Traffic Act, 2012.

**1.4 TERMS AND DEFINATION**

- a) DP (PAF) - Deputy Principal, Planning, Administration and Finance.
- b) HoD - Head of Department.
- c) HoT - Head of Transport.

**1.5 PRINCIPAL RESPONSIBILITY**

The Head of Transport shall have the overall responsibility of ensuring that this procedure is adhered to.

**2.0 METHOD**

**2.1 Transport Requisition for scheduled Trips**

2.1.1 This shall start with the HoT receiving from a staff member a vehicle requisition form approved by the respective HoD seven (7) working days to the date of the scheduled trip.

2.1.2 Upon receipt of the request, the HoT shall ascertain the availability of a suitable vehicle to undertake the trip.

2.1.3 In the event that a vehicle is not available, the HoT shall advise the requesting

officer accordingly.

2.1.4 If a vehicle is available to undertake the trip, the HoT shall forward the vehicle requisition form to DP (PAF)/DP (ARE) for approval where applicable.

2.1.5 Upon receipt, the DP (PAF)/DP (ARE) shall consider the following in approving the request:

- a) Whether the trip is on the schedule approved by the Academic Board/University College Management Board,
- b) Nature of the trip.

2.1.6 In the event the DP (PAF)/DP (ARE) raises any issue(s), he shall advise the HoT.

2.1.7 Upon approval, the HoT shall communicate to the assigned driver details of the trip.

2.1.8 The HoT shall ensure that prior to departure the work ticket is forwarded to the signatories for authorization.

2.1.9 During the trip, the Driver shall adhere to the approved schedule of the trip and report any issues arising to the HoT.

2.1.10 After the trip, the Driver shall update the work ticket accordingly and forward them to the HoT for verification.

2.1.11 The HoT shall ascertain that the work ticket is duly filled and confirm the kilometers covered and take appropriate action in case of any discrepancies.

2.1.12 The HoT shall ensure that the Driver updates the Vehicle Movement Control Register.

2.1.13 At the end of each trip, the Driver shall hand over the vehicles to the HoT who shall in turn ascertain the condition of the vehicles and where need be take appropriate action.

## 2.2 **Repair and Maintenance of Vehicles**

2.2.1 This shall start with the HoT:-

- a) Preparing the maintenance schedule.

- b) Receiving a report of a vehicle requiring repairs from a driver.
- 2.2.2 The HoT shall prepare and forward specifications for repair/maintenance of the vehicle to the Procurement Officer for preparation of quotations.
- 2.2.3 Upon receipt of the quotations on repair/service, the HoT shall forward it to the DP (PAF) for approval based on the following:
- a) Availability of funds,
  - b) Cost Implication,
  - c) Budgetary allocation,
  - d) Urgency.
- 2.2.4 In the event the DP (PAF) raises any issues with the request, he/she shall make comments to the HoT.
- 2.2.5 Upon approval, the HoT shall supervise the servicing/repair and verify that the vehicle is ready for use before the vehicle is released from the garage.
- 2.2.6 The HoT shall update the servicing schedules accordingly.
- 2.3 Fuel Management**
- 2.3.1 This shall start with HoT filling the fuel card form and forwarding to DP (PAF) for approval when need arises.
- 2.3.2 Upon receipt of the request, the DP (PAF) shall approve based on the following:
- e) Availability of funds,
  - f) Cost Implication,
  - g) Budgetary allocation,
  - h) Urgency.
- 2.3.3 In the event DP (PAF) raises any issue he shall make comments to the HoT.
- 2.3.4 On approval, the HoT shall forward the filled fuel form to the approved service provider who shall assign a fuel card to the individual motor vehicle.
- 2.3.5 The HoT shall assign a fuel card to one driver and file records of the cards provided by the Service Provider.
- 2.3.6 When off duty (e.g. on leave or change of work station) the card holder shall



surrender the card to the HoT.

2.3.7 In cases of irregularities noted during fuelling the driver/officer shall write a report to the HoT and Registrar Administration immediately for appropriate action.

2.3.8 In case a fuel card is lost, the driver/officer shall report in writing to the HoT to ensure that it is blocked and the respective officer surcharged as per Service Provider's Rules and Regulations.

2.3.9 The driver shall ensure that the odometer is working and mileage shall be properly recorded and reflected on the receipt (e-fuel) and on the work ticket.

2.3.10 HoT shall monitor consumption efficiency (KM/Litre of fuel) regularly. In case of any misuse of the fuel card the driver shall explain the cause for misuse which shall lead to disciplinary action.

#### 2.4 Handling Car Incidents/Accidents

2.4.1 In case of an incident/accident, the Driver should do the following:

- a) Stop and ensure security of the vehicle and self.
- b) Report the accident to the police and obtain a police abstract as a requirement from the insurance.
- c) Report to the HoT /Supervisor In - charge.
- d) Take details of the other vehicle i.e., vehicle make and model, Registration number, Insurance company, Policy number and confirm its validity.
- e) Note any other damage i.e. there may be a previous damage to the vehicle involved.
- f) Exchange details with those involved.

2.4.2 The HoT shall notify the Insurance Company, Broker or Agent who shall appoint an assessor to determine the extent of damage and he/she shall make a follow up for the repair to be undertaken.

2.4.3 The HoT shall make arrangements to take the vehicle to prequalified vehicle maintenance and service providers.

### 3.0 LIST OF APPLICABLE RECORDS

**ISSUED FOR USE ON: 23<sup>RD</sup>  
DECEMBER 2014**

**ADMINISTRATION PROCEDURE  
MANUAL**

**REF: KIBU/AF/WP/2.2**

- 3.1 Vehicle Requisition Document.
- 3.2 Vehicle Movement Control Register.
- 3.3 Work Ticket.
- 3.4 Evidence of communication.
- 3.5 Report.
- 3.6 Fuel Card Document.
- 3.7 Maintenance schedule.

## PROCEDURE NUMBER 11: SECURITY -KIBU/AF/WP/2.2.26

### 1.0 GENERAL

#### 1.1 PURPOSE

The purpose of this procedure is to ensure efficiency, consistency and effectiveness in security in the University College.

#### 1.2 SCOPE

This procedure shall apply to all activities pertaining to security in the University College.

#### 1.3 REFERENCES

- a) Quality Manual - KUC/MR/QM/002.
- b) Current CPC.
- c) Current University Rules and Regulations Governing Students.
- d) Criminal Procedure Code, CAP 75
- e) Evidence Act, CAP 80
- f) Employment Act, 2007

#### 1.4 TERMS AND DEFINITIONS

- a) CPC - Criminal Procedure Code
- b) HoS - Head of Security Department
- c) OB - Occurrence Book
- d) Complainant - A member of staff, student or member of public making a complaint.

#### 1.5 PRINCIPAL RESPONSIBILITY

The Head of Security Department shall ensure this procedure is adhered to.

### 2.0 METHOD

#### 2.1 Access to University Premises

**Note:** Sourcing of security services shall be done as per Control of Outsourced Services Procedure Number 5 in the Administration Procedure Manual.

2.1.1 This shall start with a Security Guard receiving a visitor at the gate.

2.1.2 In case of walk-in visitors, the security guard shall do the following:-

- a) Frisk the visitor using a metal detector,
  - b) Collect valid identification and record the visitors details in the visitors book,
  - c) Issue visitors badge and office visit sheet,
  - d) Direct the visitor to their desired destination where applicable,
  - e) Return the identification document to the visitor on exit upon the visitor returning the visitors badge and office visit sheet.
- 2.1.3 In the event the visitor does not have valid identification, the security guard shall consult the Supervisor who shall liaise with the Security Officer.
- 2.1.4 In case of driving visitors, the security guard shall:-
- a) Search the vehicle.
  - b) Record details of the visitor in the visitors checklist.
  - c) Issue visitors badge, car pass and office visit sheet,
  - d) Where applicable, direct the visitor to the parking lot and destination
  - e) On exit, the visitor shall return the visitors badge, car pass and office visit sheet.
- 2.1.5 The security guard shall:-
- a) Continually update the University vehicle movement register to track the movement of University vehicles.
  - b) On entry, confirm that the Staff Vehicle has a valid sticker,
  - c) update the Staff vehicle movement form on entry and exit of Staff vehicles,
  - d) update the suppliers checklist,
  - e) receive/issue to authorized officers keys to University offices and vehicles, update the Keys Register and store them in the key bank.
- 2.1.6 In case of movement of any University asset from the University, the security guard shall validate whether there is a valid and approved gate pass for the same and retain a copy.
- 2.1.7 The supervisor shall collect and submit to security office the applicable records every Monday of each week for analysis and filing.

## 2.2 Crime Detection and Prevention.

2.2.1 This shall start during the first month of the fourth quarter of each financial year, with HoS assigning security officers to carry out security risk assessment in University College.

2.2.2 The assigned officers shall develop tools for security risk assessment with a focus in the following areas:

- a) Status of security
- b) Training
- c) Deployment
- d) Supervision
- e) Access control
- f) Electronic surveillance

2.2.3 The assigned officers shall forward the tools to the HoS for review.

2.2.4 Upon review, the HoS shall forward it to the Director PC & QA for validation.

2.2.5 In validating the tools, the Director PC & QA shall consider the comprehensiveness of the tool

2.2.6 In the event of any inconsistencies, the Director PC & QA shall advise the HoS accordingly.

2.2.7 Upon validation, the HOS shall forward the tools to the security officers.

2.2.8 The Security Officers shall carry out risk assessment within 4 weeks and compile a report.

2.2.9 The officers shall forward the security risk assessment report to HoS for review and input.

2.2.10 The HoS shall then forward the report to the Principal for information and necessary action.

2.2.11 The HoS shall implement any recommendations made by the Principal.

## 2.3 Security Investigations

2.3.1 This shall start with a Security Officer either:-

- a) receiving a complaint from complainant or

- b) Identifying/suspecting a crime.
- 2.3.2 Upon receiving a complaint or identifying the crime, the Security Officer shall book it in the OB and ask the complainant to record it in the statement form where applicable.
- 2.3.3 On reviewing the OB and identifying the case, the HoS shall within 1 day assign the case to an investigations officer.
- 2.3.4 The assigned officer shall visit the scene of crime for evidence collection.
- 2.3.5 At the scene of crime, the officer shall as applicable:
- a) Take photographic evidence
  - b) Collect any exhibits
  - c) Identify witnesses
- 2.3.6 Depending on the nature of crime and the scene, the investigating officer shall as applicable:-
- a) preserve the scene for further forensic action/investigation by marking the area and posting a sentry where necessary,
  - b) Search and apprehend/arrest suspects in accordance with the CPC where applicable,
  - c) Inform the HoS of any arrests giving personal details of the suspect and the offence committed,
  - d) label exhibits and record in exhibits register and store them in exhibit store/ safe,
  - e) summon all suspects and witnesses to security office for interrogation and interviewing in accordance with the legal requirement and collect statements from willing witnesses and suspects in official statement form, and
  - f) Submit a report of the investigation to HoS for input and forwarding to the relevant officers for action.
- 2.3.7 Upon receiving communication of any arrests and report from the investigation officer, the HoS shall:

- a) Analyze the case and determine whether to handle it administratively or hand over to police as per the CPC and other applicable legal requirements.
- b) Brief the Principal or other relevant officer before taking further action if the suspect is a staff or student of the University College.
- c) Submit a report on the case to the Principal for further action and where necessary brief the relevant officer.

### **3.0 LIST OF APPLICABLE RECORDS**

- 3.1 University vehicle movement register.
- 3.2 Keys register.
- 3.3 Visitor's vehicle movements register.
- 3.4 Staff vehicle movement register.
- 3.5 Supplier's checklist.
- 3.6 Evidence of meetings.
- 3.7 Visitor's book.
- 3.8 Evidence of communication.
- 3.9 Security risk assessment tool.
- 3.10 Security risk assessment report.
- 3.11 OB.
- 3.12 Statement form.
- 3.13 Exhibits register.
- 3.14 Investigation reports.