

ADMINISTRATION DIVISION

A. SECURITY OPERATIONS

1. FIRE OUT-BREAK

	Procedure and Process	Requirement	Duration	Action By
I	The moment a report of fire is received at security desk, depending on the magnitude, an alarm is raised, the power supply is switched off, and the fire is extinguished	Fire extinguishers Horse reel	Immediately	Officer in Charge of Security
II	If it is beyond in-house control, the County Fire Department is informed	Telephone	Immediately	Officer in Charge of Security

2. STUDENTS RIOT

	Procedure and Process	Requirement	Duration	Action By
I	In the event of student riot, the Director and members of management are informed	Telephone	Immediately	Officer in Charge of Security
II	Security Personnel are mobilized to monitor students movement and identify the ring leaders	Telephone	Immediately	Officer in Charge of Security

3. THEFT/ BREAK- INS

	Procedure and Process	Requirement	Duration	Action By
I	A case of theft is reported to security desk and booked in the occurrence book	Occurrence book	Immediately	Officer in Charge of Security
II	Investigations start and statements are taken	N/A	Within 1 day	Officer in Charge of Security
III	For students, cases are referred to Students' Disciplinary Committee	N/A	Within 1 day after investigation	Officer in Charge of Security
IV	For Staff cases, are referred to the relevant Staff Disciplinary Committee	N/A	Within 1 day after investigation	Officer in Charge of Security
V	Depending on the nature of the case, some cases are referred to police after consulting the administration	Telephone/ Cell Phone	Within 1 day after investigation	Officer in Charge of Security

4. POWER FAILURE/ WATER PROBLEM

	Procedure and Process	Requirement	Duration	Action By
I	Establish whether power failure is partial or whole day; internal or external	Telephone	Immediately	Campus Administrator
II	If is external, KPLC Emergency Service office is called to rectify the situation	Telephone	Immediately	Campus Administrator
III	Director and members of management are informed	Telephone	Immediately	Campus Administrator

IV	Director issues circular on the matter	Telephone	Immediately	Director
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B. TRANSPORTATION OPERATIONS

5. TRANSPORTATION OF STAFF/ STUDENTS (FIELD TRIPS)

	Procedure and Process	Requirement	Duration	Action By
I	Transport for students' field trips is requested by filling in a form at the Director's office. Director approves and forwards the request to Transport manager for confirmation on availability of vehicle and estimated cost Finance Department votes and confirms availability of funds DVC (Academic) recommends the trip. DVC (Finance) approves transport	Transport Requisition form	3days	Lecturer concerned/ Transport Manager
III	Incase the transport is not available, authorizing officer and relevant department are informed accordingly	Verbal or Written Communication	Within 10 minutes	Transport Manager
III	Mileage and votes transfers are done by the Transport Manager to enable the departments concerned to know their expenditure on transport	Total Kilometers by each department	Monthly	Transport Clerks Office

C. EMPLOYEE MANAGEMENT

1. RECRUITMENT OF NEW STAFF

	Procedure and Process	Requirement	Duration	Action By
I	Director puts request for recruitment of staff to DVC (Admin)	Staff needs analysis Staff establishment		Director
II	DVC (Admin) examines and authorizes/declines recruitment	Staff establishment	2days	DVC (Admin)
III	Advertisement is prepared as per basic requirement for eligibility	Job description for position to be advertised	1week	Human Resource Manager
IV	Advertisement is placed in local dailies or internally (Where applicable)	Budgetary provision to support advert	2days after approval	Human Resource Manager
V	Applications received, filed and summarized	Copies of applications	2weeks	Human Resource Manager
VI	Applications taken to Director for Short listing	Summarized list & original folder	3 days after closing date	Human Resource Manager
VII	Shortlist returned to Administration	Minutes of meeting & Original folder	1 week after receipt	Director
VIII	Appraisal by relevant committee	Minutes of meeting & Original folder	1week after returns	Registrar Admin
IX	Appraisal report submitted to the VC/ DVC (Admin) for approval and setting of interview date	Committee Report	1 day after receipt of report	Registrar Admin

X	Short listed candidates invited for interviews	Letter of Invitation	1day after approval of date	Human Resource Manager
XI	Interview of Short listed	Interview Panel		DVC (Admin)/ Reg (Admin) & HRM
XII	Appointment letters prepared & dispatched to successful candidates and unsuccessful candidates informed accordingly	APC Minutes	3 days after signing of minutes	Human Resource Manager
XIII	New staff report to take up appointment	Induction	Within 3 months of Appointment	DVC (Admin)/ Reg. (Admin), Director

2. INDUCTION OF EMPLOYEES

	Procedure and Process	Requirement	Duration	Action By
I	New employees report to the Campus Director	Show an authentic letter of appointment	Within 3months of appointment	Responsible officer
II	New employees given relevant induction material and staff movement advice form	Program of induction	Action within 30 minutes	Director
IV	Signing of staff movement advice and forwarding the same to finance officer	Program of induction	Action within 1 hour	Director
V	Orientation at departmental level as per plan	Program of induction	Not more than one week	Director
VI	Drawing and signing of job description	Program of induction	Within the first week	Director

3. PROMOTIONS

	Procedure and Process	Requirement	Duration	Action By
I	Applications received from staff wishing to be considered	Applications, CVs and Copies of certificates and publications (where applicable)	Continuous	Candidates
II	Applications compiled, summarized and acknowledged	Promotion Criteria	Continuous	Director
III	Appraisal by Campus Staff Promotion Committee	Approval by Director	Twice a year	Staff Promotion Committee
IV	Processing of appraisal reports and reply to staff who do not meet promotion criteria	Promotion Committee minutes	1 week after PAC meeting	Director
V	Appraisal report submitted to Registrar Admin for further action		Within 2 days after committee meeting	Director
V	Interviews conducted as per minutes	Minutes from Campus Committee reports	2 weeks after approval by VC	DVC (Admin) R.(Admin)/ HRM
VI	Appointment on Promotion/ Regret letters		3 Days after signing of Minutes	R.(Admin)/ HRM

4. RENEWAL OF CONTRACT

	Procedure and Process	Requirement	Duration	Action By
I	Application for renewal of Contract to DVC (Admin) through Director	Application, CV & Certificates	6 months before expiry	Candidate Director
II	Compilation, summary in readiness for renewal meeting	Application, CV & Certificates	Continuous	Registrar Admin
III	Setting of date for renewal of contracts	Approval by VC	Twice a year	DVC (Admin)
IV	Presentation of case to Contract Renewal Committee for interview or consideration	Approval by VC	2 weeks after approval	Human Resource Manager
V	Dispatch of letters of renewal/ regrets	Committee Minutes	3 days after signing of minutes	Human Resource Manager

5. TRAINING

	Procedure and Process	Requirement	Duration	Action By
I	Training needs proposals	Justification and budgetary provision	At least 3 months before date of commencement of training	Director
II	Training needs analysis	Candidates credentials	Within 2 months of receiving training proposals	Director
III	Training budget proposals	Budget proposals	At least 3 months before the start of financial year	Director
IV	Training proposal/budget harmonization	Budget proposals	At least 2 months before start of financial year	Director

V	Training budget approval	Budget	Atleast one month before start of financial year	R.(Admin) MB
VI	Identification of training providers	Atleast 3 bidders per module/course	At least 3weeks before course commences	Selection Committee & MB
VII	Selection of potential trainees	Must meet the basic requirements on need basis	Atleast 1 month before course commences	HRM/HOD
VIII	Training Report	Do a summary of course achievement	Within a week after course	Trainees

ACADEMIC DIVISION

1. ADMISSION SECTION

	Service offered	Process/Activity	Standard indicator	Action By
I	Informing the clients on programmes being offered	Sending advertisement to press (4 months before date of commencement of study)	Production of an advert at an appropriate time, which is in line with the requirements of the dept/school (3 weeks).	Registrar (Academic)
II	Selection of appropriate applicants	Sorting and recording of all applications (1 week) Tabulating and typing of list of applicants for analysis	Production of list of all admitted applications (8 weeks)	Admissions Officer

		<p>Preparing documents for Admission Committee for consideration (1 week)</p> <p>Allocating registration numbers to successful candidates</p> <p>Typing admission letters and preparing joining instructions (10 days)</p> <p>Signing of admission letters (1 day)</p> <p>Dispatch of letters to successful applicants (1day)</p>	<p>Analyzed list of applicants</p> <p>Admissions Bio-data</p>	
III	Communication	<p>Responding to general verbal/ telephone enquiries (same day)</p> <p>Typing of work allocated to secretaries (same day)</p>	<p>Prompt responses on queries. (Maximum 1 days depending on request)</p>	Relevant officer
IV	Registration of students	<p>Registering and availing relevant registration documentation (1 day)</p>	<p>Prompt and student friendly registration exercise (3 days)</p>	Administrator
V	Orientation	<p>Producing and issuing of orientation programme to new students (1 day)</p>	<p>Well- organized orientation program</p>	Administrator

VII	Filing of students records	Filing of documents by registry and marking to relevant officers (2 days)	Prompt action on the registry (2 days)	Registry staff
VIII	Data entry	Retrieval and updating of data by staff in the data office (2 days)	Prompt action as need arises (prompt)	Staff in data office

2. TEACHING PROGRAMMES –TIMETABLES

	Service offered	Process/Activity	Standard indicator	Action By
I	Provision of teaching timetables	Requesting for units from the depts. (2 weeks) Preparing draft timetable (1week) Acting on responses from depts. (1 weeks)	Producing and distributing timetable (2 weeks)	Administrator

3. TEACHING PROGRAMMES – TUITION FACILITIES

	Service offered	Process/Activity	Standard indicator	Action By
I	Provision of projectors	Setting up the equipment before classes begin (10 minutes)	Provide the overhead projector for classes and other functions as required	Technician
II	Cleaning of lecture halls	Preparing lecture halls before lecture begins.	Provide a clean learning environment at all times	Caretaker

LIBRARY SERVICE SECTION

	Service offered	Process/Activity	Standard indicator	Action By
I	Alerting library users of new information materials	Alerting the users (same day) Cataloguing and classification labelling (5 days) Notification of library users about the information resources that are ready (same day)	Alerting the library users of information materials within 5 days	Librarian
II	Organization of the information resources	Shelving daily	Material to be in correct shelves within 1 day	Librarian
III	Facilitating access to electronic information resources	Subscribing and registering for data bases (1 week) Updating information databases (same day) Notification to users (same day)	Availability and access to data bases within one week after registration (2 weeks)	Librarian
IV	Registration of new students	Preparing and issuing of borrowing tickets (4 weeks)	Students to be given library orientation within the first week after reporting	Librarian
V	Orientation	Orienting new students in library (1 week)	Students to be given library orientation within one week after reporting	Librarian

VI	User education	Training in information literacy (1 week)	Within the first week after reporting	Librarian
VII	Providing circulation services	Borrowing instantly on request Returning items within loan period Processing of requests Interlibrary loans processing (3 days)	Ensuring users receive services	Librarian
VIII	Other library services	Photo copying (same day)	Photocopying services	Librarian
IX	Clearance of students and staff	Processing of clearance documents (same day)	Clearing the user (one day)	Librarian

STUDENT WELFARE SECTION

	Service offered	Process/Activity	Standard indicator	Action By
I	Registration of clubs and societies	Receipts of proposed constitution and its approval within 21 working days Issuance of registration forms and payment of registration fee within 7 days	Registration of clubs and societies within 30 days	Director
III	Organizing 1 st years Orientation	Provision of students guide during the first and second day of registration Address by the Director on social welfare at the Campus	Organizing 1 st years' orientation to be completed by the first week	Director

IGA SECTION

1. OPERATIONAL FLOAT

	Procedure and Process	Requirement	Duration	Action By
I	Director requests for operational float for fiscal year		Action time 3 days	Director
II	If approved, it is forwarded to IGA via FO		Action time 1 day	Finance Officer
III	Imprest is applied for		Action time 1 day	In Charge, IGA Section
IV	Money is released to float Director on Monthly Basis	Budget approved by AEI holder	Action time 1 day	
V	Director accounts for cash taken, replenish float	Receipts for purchases	Action time 1 day	In Charge Imprests Section
VI	In- Charge, IGA applies for replenishment of float	Receipts from all units	Action time 14 days	In Charge, IGA Section

CENTRAL STORES

1. RELEASE OF REQUISITIONED MATERIALS

	Procedure and Process	Requirement	Duration	Action By
I	Costing of available items	Requisition from the department fully authorized by AIE holder	1 day	Store keeper
II	Taken to vote book for voting	Approved request		Accountant Vote book
III	Forwarded to Audit for verification	Approved warrant or request		Auditors
IV	Returned to stores for issuing	Requisition voted, verified by auditors and the purchasing officer	10 minutes	Store keeper
V	Original and duplicate copies retained by stores and entries to the ledger made	Requisition where issued have been made	1 day	Store keeper
VI	Preparation of journal	Requisitions covering a month	1 month	Store keeper
VII	Forwarding journals to ADP	Approved warrant or request		Accountant
VIII	Returned to stores for issuing	Requisition voted, verified by the auditors and the purchasing officer	10 minutes	Store keeper
IX	Original and duplicate copies retained by stores	Requisition where issued have been made	1 month	Store keeper

	to the ledger made			
X	Preparation of the journal	Requisitions covering a month		Store keeper
xi	Forwarding journals to ADP			Accountant