



THE CO-OPERATIVE UNIVERSITY OF KENYA

Empowering Communities

SERVICE DELIVERY CHARTER

ADMISSION AND STUDENTS REGISTRY

The Co-operative University of Kenya (CUK) is a Public University established by the Government of Kenya under the Universities Act of 2012 and Awarded Charter on 7th October 2016. The University is committed to providing high-quality education through teaching, research, consultancy, and community outreach services. The Admissions and Students Registry Office, in this service delivery charter, commits to serve its clients in respect to work ethics, professional conduct, and upholding human dignity.

S/No	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1.	Admission of students	Receipt of KUCCPS placement list	Free	Seven (7) working days after receipt of KUCCPS placement list.
		- Receipt of filled- in application form - Compliance with the minimum programme - entry requirements	Applicable application fee	Four (4) weeks.
2.	Registration of students	- Compliance with registration requirements	Applicable tuition fee	One (1) day.
3.	Orientation of new students	- Successful completion of the registration process	Free	Five (5) working days.
4.	Responding to formal correspondences	- Request submitted to the Admissions Office	Free	Five (5) working days.
5.	Academic leave	- Receipt of student requests - Compliance with academic leave requirements	Free	Five (5) working days.
6.	Inter/Intra school transfer	- Receipt of student requests - Minimum entry requirements as per the programme	Free	Two (2) weeks.
7.	Re-admission/Readmission	- Receipt of student requests	Applicable fee	Five (5) working days.
8.	Change mode of study	- Receipt of student requests - Compliance with change of mode requirements as per the policy	Free	Five (5) working days.
9.	Withdrawal from the university	- Receipt of student requests - Clearance from the University	Free	Five (5) working days.
10.	Student enrollment data	- Receipt of request for data - Format/Template of required data	Free	Three (3) working days.
11.	Filing of students records	- Successful completion of the registration process	Free	Five (5) weeks.

Customer Obligations:

- (i) Treat our staff with courtesy and respect;
- (ii) Attend scheduled meetings punctually;
- (iii) Respond to requests for information by the department accurately and on time;
- (iv) Provide us with changes in your circumstances promptly;
- (v) Communicate compliments, suggestions, and complaints;
- (vi) Address your communication, (v) above, to the relevant officer or their supervisor, in person, through email, telephone, suggestion box, or in the provided register; and
- (vii) Abide by all legal requirements and other obligations that our clients are required to meet to be eligible for services sought.





CHUO KIKUU CHA USHIRIKA CHA KENYA

Kuwezesha Jumuiya

MKATABA WA UTOAJI HUDUMA

IDARA YA KIINGILIO NA SAJILI YA WANAFUNZI

Chuo Kikuu cha Ushirika cha Kenya (CUK) ni chuo kikuu cha umma kilichoanzishwa na serikali ya Kenya chini ya Sheria ya Vyuo Vikuu 2012 na kupitishwa tarehe 7 Oktoba, 2016. Chuo kikuu chetu kimejitolea kutoa elimu ya hali ya juu kupitia ufundishaji, utafiti, ushauri, na huduma za kufikia jamii.

Ofisi ya Kiingilio na Sajili ya Wanafunzi, katika mkataba huu wa utoaji huduma, inajitolea kuwahudumia wateja wake kwa kuzingatia maadili ya kazi, maadili ya kitaaluma, na kudumisha utu wa binadamu.

Na.	HUDUMA	MAHITAJI	ADA	MUDA
1.	Uandikishaji wa wanafunzi.	Kupokea orodha ya uwekaji KUCCPS. Kupokea fomu ya maombi iliyojazwa. Kuzingatia mahitaji ya chini ya kuingia kulingana na programu lengwa.	Bure. Ada ya maombi inayotumika.	Siku saba (7) za kazi baada ya kupokea orodha ya uwekaji wa KUCCPS. Wiki nne (4).
2.	Usajili wa wanafunzi.	Kuzingatia mahitaji ya usajili.	Ada ya masomo inayotumika.	Siku moja (1).
3.	Mwelekeo wa wanafunzi wapya.	Kukamilika kwa mchakato wa usajili kwa mafanikio.	Bure.	Katika siku tano (5) za kazi.
4.	Kujibu mawasiliano rasmi.	Ombi kuwasilishwa kwa Ofisi ya Kiingilio.	Bure.	Katika siku tano (5) za kazi.
5.	Likizo ya kitaaluma.	Kupokea maombi la mwanafunzi. Kuzingatia mahitaji ya likizo ya masomo.	Bure.	Katika siku tano (5) za kazi.
6.	Uhamisho wa kati/ndani ya kitivo.	Kupokea maombi la mwanafunzi. Mahitaji ya chini ya kuingia kulingana na mpangilio.	Bure.	Wiki mbili (2).
7.	Kuandikishwa tena.	Kupokea maombi la mwanafunzi.	Ada inayotumika.	Katika siku tano (5) za kazi.
8.	Badilisha hali ya kusoma	Kupokea maombi la mwanafunzi. Kuzingatia mahitaji ya mabadiliko ya hali kulingana na sera.	Bure.	Katika siku tano (5) za kazi.
9.	Kujiondoa kutoka chuo kikuu.	Kupokea maombi la mwanafunzi. Kibali kutoka chuo kikuu.	Bure.	Katika siku tano (5) za kazi.
10.	Data ya uandikishaji wawanafunzi.	Kupokea ombi la data. Umbizo/kiolezo cha data inayohitajika.	Bure.	Katika siku tatu (3) za kazi.
11.	Uwasilishaji wa rekodi za wanafunzi.	Kukamilika kwa mchakato wa usajili kwa mafanikio.	Bure.	Wiki tano (5).

Majukumu ya Mteja:

- Jihusishe na wafanyakazi wetu kwa adabu na heshima;
- Hudhuria mikutano iliyoratibiwa kwa wakati;
- Kujibu maombi ya taarifa kutoka kwa idara kwa usahihi na kwa wakati;
- Tupe mabadiliko katika hali yako mara moja;
- Wasilisha pongezi, mapendekezo, na malalamiko yako;
- Andika mawasiliano yako, (v) hapo juu, kwa afisa husika au msimamizi wao, ana kwa ana, kupitia barua pepe, simu, sanduku la mapendekezo, au katika rejista iliyotolewa; na
- Zingatia mahitaji yote ya kisheria na majukumu mengine ambayo wateja wetu wanatakiwa kutimiza ili wastahiki huduma zinazotafutwa.

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CUK is ISO 9001 : 2015 Certified