THE CO-OPERATIVE UNIVERSITY OF KENYA

The Co-operative University of Kenya, Open, Distance and eLearning (CUK ODeL) Students' Handbook

Foreword

In line with its mandate, CUK has been offering academic programmes on a face to face mode of study. Towards meeting the needs of a dynamic world of academia, CUK recognizes that Universities worldwide are harnessing Information and Communication Technologies (ICTs) to improve efficiency and effectiveness in their teaching, learning and research activities. In any modern institution of higher learning, electronic Learning is a key contributor to enhancing the academic profile. Electronic learning also has a potential for enhancing the learner's educational experience by enabling students to pursue world class education in a flexible learning environment outside of a conventional classroom setting. The use of eLearning requires a paradigm shift that puts the student at the center of the learning process and gives the lecturer more time for individual interaction with students. This enables even distance learning students to have two-way, interactive discussions with their instructors, as opposed to a one-way delivery system. CUK E-Learning implementation therefore seeks to provide a strategy to respond to three major challenges: equity, efficiency and quality of learning. The Co-operative University of Kenya (CUK) supports the intentional use of technology enhanced learning to increase equity, enhance efficiency and improve the quality of teaching and learning and to develop as a leading national institution in learning, teaching and research, and to cultivate standards of excellence in all functions as prescribed by the Universities' Act 2012.

Prof. Kamau Ngamau
Vice-Chancellor

Abbreviations

CUK	Co-operative University of Kenya
IODeL	Institute of Open, Distance and eLearning
ODeL	Open, Distance and eLearning

CUK is ISO 9001:2015 Certified

IODeL Website: https://www.cuk.ac.ke/IODeL/ IODeL Contact Email: directoriodel@cuk.ac.ke

Table of Contents

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1. Background Information

The Cooperative University of Kenya (CUK) is a chartered public University in Kenya. It is located along Ushirika Road in Karen, Nairobi. It was founded in 1967 due to the socio-economic need to adopt the co-operative development strategy in the first development plan of Kenya for the period 1963-1987 which saw the enactment of the first co-operative Act Cap 490 of 1966 and subsequent development of the Co-operative College of Kenya as a government institution responsible for promotion of good management practices in cooperatives through the delivery of effective cooperative business education and training. On 4th November 2011 through Legal Notice No.161, the Co-operative College was upgraded into a Constituent College of Jomo Kenyatta University of Agriculture and Technology (JKUAT). Upon award of Charter by the President on 7th October 2016, the University College transited to The Co-operative University of Kenya (CUK).

The Co-operative University of Kenya (CUK) recognizes that universities worldwide are harnessing Information and Communication Technologies (ICTs) to improve efficiency and effectiveness in their teaching, learning and research activities. Through the Institute of Open Distance and eLearning (IODeL), CUK delivers electronic Learning, which requires a paradigm shift that puts the student at the centre of the learning process and gives the lecturer more time for individual interaction with students. This enables even distance learning students to have two ways, interactive discussions with their instructors, as opposed to a one-way delivery system. E-Learning implementation therefore provides a strategy to respond to three major challenges: equity, efficiency and quality of learning.

1.1 University Vision Statement

A University of excellence in education, research, innovation and cooperative training.

1.2 University Mission Statement

To provide quality education, training, research and outreach in order to produce competent human capital and empower communities through cooperative education, technology and other areas of scholarship for socio-economic transformation.

1.3 University Motto

Empowering Communities.

1.4 University Core Values

i.   **Co-operation:** The University will ensure teamwork through synergy to achieve its objectives.
ii. **Integrity:** Uphold strong ethical and moral principles in all decisions and actions.
iii. **Professionalism:** Ensure and maintain high standards in the discharge of responsibilities and delivery of services.
iv. **Accountability:** Demonstrate and take responsibility for all decisions and actions.
v.   **Customer Centricity:** Create a culture of excellence in service delivery that places customers at the focal point for all decisions related to products, services and experiences.
vi. **Equity and Inclusivity:** Ensure equal access to opportunities and resources for people who might otherwise be excluded. Further in discharging its mandate the University will ensure that all its stakeholders are treated with fairness and justice.
vii. **Sustainability:** Endeavour to engage in development that meets the needs of the present without compromising the ability of future generations to meet their own needs in order to achieve a better and more sustainable future for the University.
viii. **Innovation:** Encourage generation and nurturing of new ideas to inventions.

1.5 University Broad Objective

To develop a globally competitive Co-operative University that is excellent in education, training, research, innovation and outreach.

1.6 The University Philosophy

The Co-operative University of Kenya is founded on:

i)   The philosophy of producing leaders and managers with capacity to solve co-operative related problems and issues as guided by universal co-operative principles, values and ethics;

ii) Providing high quality and relevant academic and professional training to society;

iii) Providing the most adaptable and suitable means to improve the social, moral, economic and professional status of an individual being and the whole society; and

iv) Linking education, knowledge, and reasoning for better human interaction and societal harmony.

1.7 The University Mandate

CUK is a public institution that provides education and training with emphasis on Co-operative development. It provides consultancy and research services to the Co-operative sector and related economies. Specifically, CUK is mandated to execute the following functions:

i)   To advance learning and knowledge through teaching, research and consultancy on all matters relating to cooperative development, community development, rural

6

transformation, business studies, information and communication technology at national and international level; and

ii) To provide directly, or in collaboration with other institutions of higher learning, facilities for University education (including vocational, professional and scientific education), the integration of teaching, research and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;

1.8 IODeL Vision

A leading provider of technology supported education, training and research for sustainable community empowerment.

1.9 IODeL Mission

To provide technology-based education, training and research in order to produce competent human capital and empower communities through cooperative education, technology and other areas of scholarship for socio-economic transformation.

1.10   IODeL Motto

Higher education at your convenience.

1.11 IODeL Core Values

i) **Flexibility** - The IODeL shall work to create a learning environment for all learners everywhere, anywhere thereby placing education at the learners' convenience.

ii) **Equity** – The IODeL shall ensure equitable access to higher education to global learners.

iii) **Integrity** – The IODeL shall ensure credibility in all its processes and operations.

iv) **Quality** – The IODeL shall ensure all modules offered comply with the regulations and guidelines set by university senate and CUE.

1.12 Philosophy of IODeL

The Co-operative University of Kenya Institute of Open, Distance and eLearning (IODeL) Philosophy is:

v) Provision of flexible & accessible mode of teaching and learning in higher education that's enriching at the convenience of every learner and facilitator;

vi) Promotion of digital capacity building for learners, facilitators and other stakeholders in cooperative education and other areas;

vii) Provision of quality eLearning content, learning processes & standards that promotes better human interactions, professionalism, moral and economic status of the society; and

viii) Promotion of programmes that enhance knowledge to produce leaders and managers with capacity to solve emerging problems of the 21st century as guided by our core values of Integrity, quality and teamwork.

2. Objectives of IODeL

The strategic objectives of the proposed Co-operative University of Kenya Institute of Open, Distance and eLearning (CUKIODeL) will be as follows:

i. To expand education access indiscriminately in conformity with vision 2030 of Kenya which seeks to eliminate gender disparity and commits to closing the gender gap in all education levels and increasing female representation in the wage employment and national parliaments (Sustainable Development Goal 4);

ii. Widen access to Co-operative University of Kenya programmes to the global audience;

iii. To create innovative flexible course materials that will be accessed by CUK ODeL learners;

iv. To make education affordable to all by the use of minimum physical facilities while cost saving;

v. To attract postgraduate students who are in the workforce and are willing to upgrade their educational status while performing their obligational details;

vi. To promote quality co-operative education and training in Africa and beyond; and

vii. To increase access to learning opportunities by providing flexible eLearning mode.

3. Functions of IODeL

The functions of the Co-operative University of Kenya Institute of Open, Distance and eLearning (CUKIODeL) are:

i) To enhance ease of access for eresources from anywhere, anytime;

ii) To build digital capacity of both the facilitators and learners;

iii) To monitor and evaluate the online activities and interactions for both the learners and facilitators;

iv) To coordinate admission, timetabling, facilitation, Assessment and examination of ODeL programmes;

v) To oversee programmes digitization;

vi) Coordinate continuous review of online content to comply with changing needs of eLearners.

vii) To ensure quality assurance in the eLearning module development delivery, assessment and examination in conformity with the senate approved guidelines and procedures.

viii) To carry out research to support effective integration of innovative practices in learning and facilitation of eLearners.

ix) To manage eLearning resources through LMS and other technologies.

x) To advice and implement strategies to support facilitators and e-learners.

4. The Scope of CUK ODeL Students' Handbook

The handbook covers students' conduct and obligations, facilitator's conduct and obligations, content delivery, assessment and examinations, guidelines, procedure and General Expectations.

5. Purpose of the CUK ODeL Students' Handbook

The purpose of the handbook is to guide ODeL Students on all the procedures and general expectations regarding admissions, registration, learning process, assessment and examinations.

6. Admissions

ODeL students shall be held to the admission requirements as prescribed in the University's existing Admissions Policy, and according to the entry requirements of each accredited programme specification. Kindly follow through the following links

a) Minimum Entry Requirements https://www.cuk.ac.ke/IODeL/programmes/ for currently offered ODeL Programmes

b) Postgraduate Application Form https://www.cuk.ac.ke/wp-content/uploads/2022/06/APPLICATION-FORM-POSTGRADUATE-PROGRAMMES.pdf

c) Bachelors Application Form https://www.cuk.ac.ke/admissions/wp-content/uploads/2021/10/APPLICATION-FORM-BACHELORS-DIPLOMA-CERTIFICATE-PROGRAMMES-Ed.pdf

d) Diploma and Certificate Application Form https://www.cuk.ac.ke/wp-content/uploads/2022/06/APPLICATION-FORM-BACHELORS-DIPLOMA-CERTIFICATE-PROGRAMMES.pdf

e) Joining Instructions for new students https://www.cuk.ac.ke/joining-instructions-for-new-students/

f) ODeL Fee Structure for Bachelor Programmes https://www.cuk.ac.ke/wp-content/uploads/2022/03/IODeL-Bachelors.pdf

g) ODeL Fee Structure for Diploma and Certificate Programmes https://www.cuk.ac.ke/wp-content/uploads/2022/07/ELEARNING-DIP_CERT00099720220707120657.pdf

All other application forms for academic leave, change of course, change of mode of study, deferment among others can be accessed at

https://www.cuk.ac.ke/admissions/students-downloads/:

For any Enquiry about Admission processes, Kindly contact gkirigi@cuk.ac.ke . A comprehensive list containing contacts for technical support can be accessed on **appendix 11** of this document.

6.1 Minimum ODeL Technical Requirements

Any applicant seeking admission into any CUK ODeL Programme must poses the following minimum technical requirements:

i. Personal Computer that is web camera enabled with at least 2GB RAM.
ii. The PC should be running on Windows: 11, 10. Operating Systems or higher or alternatively running on Mac: MacOS 10.12 or higher.
iii. The processor specifications should be a minimum of core i3 with at least 2.0 GHz upwards speeds for effective facial recognition and detection during exam proctoring.
iv. Ready to activate camera for capturing of image during examination proctoring
v. Allow for recording during examination invigilation

6.2 Regulations on credit transfer

i. Credit transfer will be allowed only from accredited institutions and programmes at the same level.
ii. Credit transfer will be done on a course unit basis. However the university core units are mandatory. For one to be exempted for a unit one should apply to the School Academic Board and pay the required fees as per the prevailing university fees policy.
iii. The minimum grade allowed for credit transfer shall be grade C plain.

6.3 Exemption

i. An exemption will be granted to students who can demonstrate that they have learned and understand the content of that course through previous study or professional experience.
ii. The students who receive a course exemption, no unit value will be assigned.
iii. The exemption will not count towards the unit or course requirements for the program.
iv. Where exemption has been granted it will be denoted on the transcript as EX.
v. Where exemptions and credit transfer has been permitted it shall not exceed 49% of the total courses.

6.4 De-registration

i. A candidate who qualifies to register for any semester but fails to register by the end of the third week of the semester shall be assumed to have deserted the programme and shall be de-registered forthwith.
ii. A candidate who without valid cause fails to avail oneself for a supplementary examination shall be de-registered forthwith.

6.5 Academic Leave

A student wishing to temporarily suspend his/her studies must apply for academic leave. The leave becomes official only after endorsement by the University Senate. Academic leave can only be taken at the start of the semester. The leave cannot extend beyond two (2) continuous semesters and the leave duration will not be part of the programme duration. A candidate must renew his/her registration at the beginning of every semester.

7. Tuition Fee

The Online Learning Tuition fee shall be charged per module/unit and may vary from one programme to the other. Other statutory fees charged shall also apply. Refer to schedule II for the current elearning tuition fee payable per unit per programme.

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7.1 Remarks on Fee Payment

    i)   No student shall be enrolled in any module before paying full fees for it.

    ii) Each registered student shall select, pay the requisite fees and be enrolled into selected modules subject to taking the prescribed minimum and applicable prerequisites if any.

    iii) Examination fees and other fees charged will apply to online/distance learning students.

    iv) The University Council reserves the right to revise fee from time to time.

Access ODeL Fee structures provided in **section 6.0** in this document.

For any inquiries of fee related matters, contact lmuthinga@cuk.ac.ke

8. Registration

ODeL students shall be registered against the same regulations as prescribed in the University's admission policy and shall be bona fide students of the University. Support for registration shall be provided through the admissions office. The registration manual may be accessed from this link: https://www.cuk.ac.ke/admissions/wp-content/uploads/2022/07/NEW-STUDENT-SELF-REGISTRATION-PROCEDURE.pdf. Since ODeL is a modular system, the students are advised to keep a catalogue of required units in line with the ODeL Programme unit distribution structures, accessible at https://elearning.cuk.ac.ke/course/view.php?id=713. For any Enquiry about general Registration Processes, Kindly contact gkirigi@cuk.ac.ke and for Unit Registration, contact lnjira@cuk.ac.ke

9. Orientation for ODeL Students and Facilitators

Comprehensive orientation shall be provided for all ODeL students. The orientation shall be designed to familiarise new and prospective students with the ODeL environment. A pre-recorded orientation package shall be availed and circulated to students and facilitators who may access the guideline at any time within the semester. The package shall include but will not be limited to basic skills on ODeL and how to navigate learning management system, Academic requirements and socialization, Selection of courses and, ODeL learners' challenges, Academic information including information on assignments, examinations and activities, Feedback mechanisms communication of results, career advice, and new prospects for graduates, and general alumni information. A pre-recorded orientation package can be accessed at https://emasomo.cuk.ac.ke/course/view.php?id=1762. For more inquiries about Learning Management navigation challenges, kindly contact aotita@cuk.ac.ke

10. Students Support, Advice and Guidance

ODeL students shall be provided with the ability to seek social support, advice and guidance through the applicable online or offline systems. Online systems shall include a dedicated email and chat platforms on LMS and WhatsApp groups. Offline shall include University customer care centre line **(0202679456).** Cases which may require personal counselling and guidance shall be referred to the dean of students at deanofstudent@cuk.ac.ke

11. Technical Assistance

ODeL students who have technical issues affecting their studies shall use the online technical assistance complaint online platforms such as LMS chat room/messaging (https://elearning.cuk.ac.ke/mod/forum/view.php?id=35921), and elearner WhatsApp forums. Students shall lodge their issues immediately for prompt follow up. Technical support shall be provided to OdeL students and facilitators on real time. ICT technical support department shall supplement the IODeL Staff efforts. The list below gives specific contacts for specific technical support areas: Please remember to copy directoriodel@cuk.ac.ke in all your email correspondences.

12. Library Services

The Library shall provide services to ODeL students and facilitators at all times. Provision for access to the Library's collection shall be made available online through remote access. Facilitators shall provide online/digital access to key textbooks for ODeL students or substitute physical textbooks with appropriate and comparable literature or resources.

12.1 eResources

In order to access library electronic resources, students may use the library website Library website https://www.cuk.ac.ke/Library/ **or directly login the link provided as:**
 https://elibrarycuk.remotexs.co/user/login.

12.2 Library Repository

The CUK Institutional Repository is a digital service that collects, preserves, and distributes digital material. Repositories are important tools for preserving an organization's legacy; they facilitate digital preservation and scholarly communication. You may access the following, among others, from the Library Repository:

    a)   Books & Books Chapters
    b)   Conferences/Workshops/Seminars (CW)
    c)   CUK Exams Bank

d)   CUK Students

e)   Policies/ Reports/ Newsletters/ Service Delivery Charters/Graduation/Strategic Plan/Newspaper articles

f)   Public Lectures and Speeches

g)   Research Papers (RP)

h)   Undergraduate Projects

Access library Repository through https://repository.cuk.ac.ke/xmlui/ OR through the website https://www.cuk.ac.ke/Library/

For any further clarification on library services, Contact System Librarian kkimathi@cuk.ac.ke

13. Students Portal

CUK students are able to access quite a number of services through their students portal. Initially, the registration number normally serves as both the username and password. However, the students are encouraged to change their password to remain confidential: Access the student portal through https://studentportal.cuk.ac.ke/portal/
The interface is as follows:
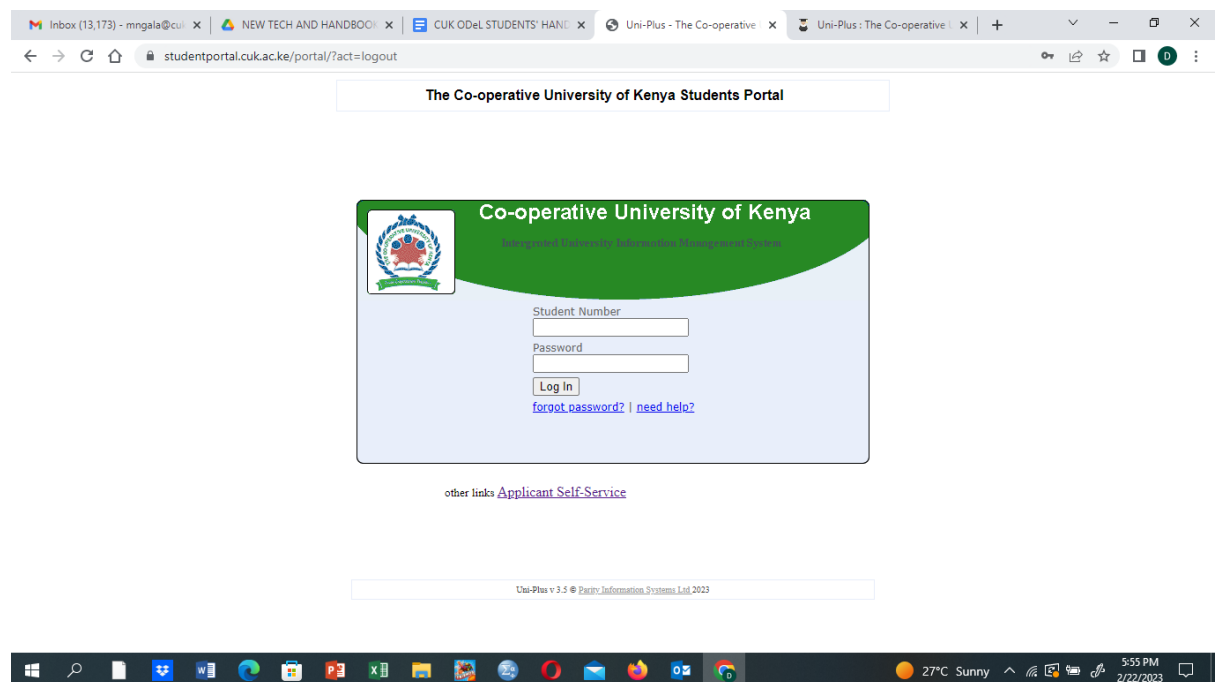
Type your registration number in the space provided as 'Student Number' then enter your password. The students are able to access the following services through students portal:

a)   Fees Statement

b)   Hostel Room Booking

c)   Finance Registration

d)   Unit Registration

e)   Exam Card to seat for Ordinary examinations

14

f)   Exam Card to seat for Supplementary and Special Examinations

g)   Exam Results

h)   Lecturer Evaluation

i)   Disciplinary Cases

j)   Field Attachments services

k)   Clearance Application

l)   Graduation Application

m) Academic Leave application interface

n)   Supplementary/Special application interface

o)   E-Payment

14. Equal Access

The University shall ensure that equal access and gender mainstreaming is considered in the implementation of all ODeL programmes as per existing University policies. The University shall promote its ODeL programmes as an equal opportunity to improve access to Education for PWDs and marginalised groups.

15. ODeL Student Complaints/Compliments Handling

Administration, facilitators and support staff shall maintain open lines of communication with ODeL Students, to avoid any necessity for appeals. In the instance where any informal contact has not resolved any grievance, ODeL students shall be able to lodge a formal complaint to Director, IODeL (directoriodel@cuk.ac.ke). If the matter persists, the complainant shall be at liberty to complete official University online Complaints form (https://forms.gle/SowA6mvwrLVderxW8) and OR email the complaint/compliment through contact email complaints@cuk.ac.ke.

16. Programme Progression

ODeL students shall cover and pass all units required within one academic year before being allowed to progress to the subsequent academic year and progress through their programme according to the University academic rules and regulations and against the course structure of each programme as stated in the accredited programme specification. Students shall be required to register, complete and pass all units in a given year of study before enrolling for any unit in the subsequent year of study. Any student who may be interested in pursuing more than one specialization shall register, complete and graduate with one area of specialization, and thereafter, apply for admission to pursue the degree leading to the second area of specialization.

17. Tutorial and Laboratory Support

In the instance where ODeL provides tutorial or laboratory support, students shall be guided on how to access these services either virtually or face to face by the university and/or collaborative partners.

18. Students Discipline

ODeL students shall be guided by and subject to the University rules and regulations governing students' conduct accessible at https://www.cuk.ac.ke/wp-content/uploads/2022/06/STUDENT-RULES-AND-REGULATIONS-1.pdf

19. Mode of Delivery

The Co-operative University of Kenya Institute of Open, Distance and eLearning (CUKIODeL) shall deliver curriculum content through elearning mode where both asynchronous and synchronous approaches shall be adopted for effective delivery of econtent. The management of learning under this mode shall take into account the specific requirements of a standard module. Content design shall include interactive sessions, tasks and reading or viewing of videos or other multi-media and is furthermore designed in line with the academic calendar to ensure that students complete the requirements of each module in the assigned time-frame. Electronic content shall be available to elearners once they are registered and have been assigned their login details. Effective and efficient systems have been developed to interact and engage with the students. These include provision of academic support, teaching and learning support specific to each student and a robust communication system which ensures that students are kept abreast with information specific to the programme, relevant to the University and responsive to the specific needs of each student. The Learning Management system (elearning system shall be designed to provide students with study materials, resources, general information and information specific to each programme. The media chosen for teaching and learning will be made accessible and affordable to all learners. All facilitators shall be encouraged to adopt a media mix approach in their teaching and learning processes. The mediums that shall be used include but not limited to:

i) The CUK Online Learning Management Systems (elearning).

ii) Video and Video Conferences

iii) Internet and Email.

iv) Varying technology devices.

v) Multimedia equipment

20. Content Delivery

To deliver content to students, **IODeL** shall:

i) Create user accounts and login credentials in the Moodle LMS for facilitators and elearners in order to enable them access learning materials.

ii) Facilitate Development and uploading of econtent and activities on the Moodle LMS for access by elearners.

iii) Coordinate elearners support, module facilitation and develop tools to verify/track online facilitation process.

iv) Ensure that the appointed facilitator adequately engages the student on at least three trackable online assessment activities such as discussion forums, online chats, workshops, assignments and quizzes and provides Continuous Assessment Report for the same.

v) In consultation with the host department, develop and communicate to elearners the semester schedules for tutorials and practical sessions where applicable

21. Obligations of the Facilitator

The online facilitator is obligated to perform the following functions for effective online facilitation:

i) Provide continuous consultation time to elearners through forums, chats and any other asynchronous and synchronous means. The facilitator shall organise for live sessions with elearners using available video conferencing platforms, specifically Zoom.

ii) Utilise the various resources and activities on the Learning Management System to ensure effective learning takes place

iii) Comply with the semester schedule in the administration of assessment and examinations

iv) Comply with the approved course description/outline when delivering content

v) Participate in training sessions organized by IODeL and other related University organs and professional bodies in order to enhance their skills and keep abreast with current developments in instructional technology.

22. Obligations of the eLearner

i. Pay requisite fee

ii. Register for a semester in line with admissions guidelines

iii. Register for relevant course units

iv. Navigate LMS and access module materials, resources and activities

v. Undertake all academic activities assigned by facilitators and submit all gradable ones

vi. Undertake scheduled University examinations

vii. Access individual grade book

viii. Apply for deferment of studies, academic leave, re-marking, supplementary and special examinations or any other necessary consideration in line with admissions University procedures and University Examination handbook

ix. Initiate communication with facilitators, technical support team and other peers or Learners either public or private

x. A learner can request for enrolment to a course.

23. Assessment and Examination

The University has put in place an online Assessment and Examination Policy that assures an inclusive and credible online assessment and examination process and specifically aims to:

i. Ensure that the management of online assessment and examination is conducted effectively and in the best interest of the candidates.

ii. Ensure effective system of administering online assessment and examination with clear guidelines for the candidates, invigilators and examiners involved.

A) Bachelor Programmes Common Regulations

22.1 Ordinary Examinations

i. All courses shall be examined during the semester in which they are taken. Such examinations shall be named Ordinary University Examinations

ii. Examinations shall consist of continuous assessments and University Examinations. Continuous assessments shall normally comprise practicals, tests and assignments. Continuous assessments shall contribute 30% of the total marks and written Ordinary University Examinations shall contribute 70% of the total marks, except where a course consists solely of practical work, it may be assessed out of 100% by continuous assessment

iii. A candidate who has not attended two thirds of lectures for any given unit shall not be allowed to sit for examinations in that unit.

iv. Unless otherwise stated, Ordinary University Examinations shall consist of written papers covering each unit completed. The time allowed shall be (2) hours per unit.

v. Each unit shall be graded out of 100 marks and the pass mark shall be 40%.

vi. A candidate who absents him/herself from a University examination for any course unit without approval by the University shall be deemed to have failed in the unit, with a total mark of zero.

vii. Research Projects. Students will undertake:

Research project 1 (proposal).The student will be required to defend the proposal at the departmental board. The proposal will be marked as follows;

Oral Presentation	30%
Written Proposal	70%
Total	**100%**

A student who fails to submit a research proposal by the end of the semester will be deemed to have failed the unit. Students shall be given one month to defend it as a supplementary. Incase a student fails to submit the proposal after one month he/she will be deemed to have failed the unit and it shall become a repeat unit.

Research Project II, students will be required to submit the complete research project report

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by the end of the semester for examination. The proposal will be marked as follows;

Supervisor	50%
Internal Examiner	50%
Total	**100%**

A candidate who fails to submit the research project report by end of the semester will be deemed to have failed the unit. Students will be given one month to submit it as a supplementary. Incase a student fails to submit the project report after one month he/she will be deemed to have failed the unit and shall become a repeat unit.

viii.   Industrial Attachment is compulsory for all the students. Assessment shall be marked by the CUK appointed Supervisor and shall comprise of the following:

- Supervisory visits Report:	**50%**
- Final Internship/ Report:	**50%**
Total	**100%**

Final Grading: Pass Mark -**50%** and the grading shall either be a **Pass** or **Fail.**

•   The Industrial Attachment is equivalent to ONE unit.

22.2 Supplementary Examinations

i.   Supplementary examinations shall be offered at the end of the academic year after Ordinary University Examinations have been processed by the University Senate.

ii.   A candidate who fails in any unit in an Ordinary University Examination shall be required to sit for supplementary Examination(s) in the failed unit(s).The maximum number of units allowed for supplementary examinations is five (5) course units in any academic year shall be allowed to sit supplementary exams.

iii.   A candidate who does not present him/herself during the time of supplementary exam will be considered to have failed the supplementary exam with a total score of zero.

iv.   A candidate who does not submit project I or II at the end of the semester shall be allowed to resubmit it as a supplementary within one month.

v.   A candidate who fails a repeat unit shall be allowed to sit for a supplementary examination.

vi.   A candidate who fails the supplementary examination shall repeat the failed unit.

vii.   The maximum marks in supplementary examinations shall be 40% and shall not include continuous assessment marks.

22.3 Special Examinations

i.   If for some good cause a candidate is unable to sit for one or more course unit examination(s), he/she may, on the recommendation of the School of Business and Economics Examinations Board, and with the approval of the University Senate, be permitted to take special examinations. The grading of this exam is treated as ordinary examination.

ii.   A candidate who does not present him/herself during the time of Special examination (s) will be considered to have failed the special exam with a total score of zero and shall be required to take a supplementary exam.

iii.   Special examinations shall normally be marked out of 100% and shall include continuous assessment marks.

22.4 Repeat

i. A candidate who fails six (6) course units in an academic year shall repeat the year.
ii. A candidate who fails the two supplementary exams shall be allowed to proceed to the next year of study to re-sit the failed units when they are next offered, such a candidate shall be deemed to have repeated the year of study.
iii. A candidate who fails in three or more supplementary examinations shall re-sit the failed units externally in the subsequent academic year. Such a candidate shall be deemed to have repeated the year of study.

22.5 Discontinuation

i. A candidate who fails seven (7) course units and above in an academic year shall be discontinued from the programme.
ii. A candidate who fails a supplementary of a repeat unit (four attempts) shall be discontinued.
iii. A candidate who fails four (4) attempts shall be discontinued.

22.6 Progression

A candidate may be allowed to carry forward only two supplementary examinations for a maximum period of one academic year.

g)   Appeal for Remarking

i. A candidate who is not satisfied with the grade, which he/she has been awarded in any course unit, may appeal to the Registrar (Academic) for a remarking of the written examination paper in that unit on payment of the appropriate fee, which the University Senate shall determine from time to time.
ii. The grade and mark recommended by the examiner(s) after remarking shall be the final grade and mark awarded to the candidate for the unit.
iii. No appeal for remarking of any unit shall be entertained in cases where the appeal has been submitted later than one month after the candidate has been notified of the result.

22.6 Examination Irregularities

A candidate who is found guilty of any irregularities during any continuous assessment or university examinations shall be subjected to the appropriate penalties as detailed in the University Examination Regulations.

22.7 Requirements/ Award of the Degree

i. Except where exemptions are to be considered for the award of degree a candidate must have taken and passed in all the required units and industrial attachment.
ii. The total number of hours to be covered for the award of degree except where exemptions/credit transfer are to be considered are the No. of Required Units *45 hours

iii. Final classification of the degree shall be based on the average mark for all the required units, except the exemptions and attachment which is graded as PASS or FAIL.

iv. A candidate shall fulfil all the University regulations including payment of the University fees.

22.8 Classification of Degrees

a) The Degree shall be classified based on the overall average mark. The total marks for the degrees will be averaged to two decimal points to arrive at the final classification.

Overall Average Marks	Degree Classification
70% and above	First Class Honours
60% and below 70%	Second Class Honours (Upper Division)
50% and below 60%	Second Class Honours (Lower Division)
40% and below 50 %	Pass

b) A candidate suspended on account of examination irregularity shall not be awarded an honours degree.

B) Diploma Programmes Common Regulations

22.9 Credit Transfer

i. Credit transfer will be allowed only from accredited institutions and programmes at the same level.

ii. Credit transfer will be done on a course unit basis.

iii. For one to be exempted for a unit one should apply to the registrar, academic affairs through the Director, IODeL and pay the required fees as per the prevailing university fees policy.

iv. The minimum grade allowable for credit transfer shall be grade C plain.

22.10 Programme Duration and Structure

i. The Diploma programme shall be offered in four semesters plus Industrial Attachment.

ii. A candidate will be deemed to have passed a semester after having successful completion of all the course units offered.

iii. Courses shall be offered in terms of units with one unit consisting of a minimum of 36 contact hours. For this purpose a one lecture is equivalent to a two-hour tutorial or a three-hour practical period, or an equivalent amount of other assigned study or practical experience or any combination of these that may be approved by the School of Business and Economics.

iv. A candidate wishing to temporarily suspend his/her studies must apply for **academic leave.** The academic leave becomes official only after endorsement by the University Senate. Academic leave cannot extend beyond two (2) academic years and the leave duration will be part of the programme duration. A candidate on leave must renew his/her registration at the beginning of every academic year.

v. A student shall be required to take all the course units offered.

22.11 Registration

i. Candidates shall be required to register within the first three weeks of the semester.

ii. No registration of candidates shall be allowed after the third week of the semester unless approved by the University Academic Board.

22.12 Examination Regulation

i. The examinations shall be moderated and approved by the University senate.

ii. Examinations shall be conducted at the University and its Campuses, Centres and approved centers.

iii. All course units shall be examined during the semester in which they are taken. Such examinations shall be named Ordinary University Examinations.

22.13 Ordinary Examinations

i. Examinations shall consist of Continuous Assessments and Ordinary University Examinations.

ii. Continuous Assessments shall normally comprise written tests and assignments. Continuous assessments shall contribute 30% of the total marks and written Ordinary University Examinations shall contribute 70% of the total marks. Where a course unit consists solely of practical work, it shall be assessed out of 100% by Continuous Assessment.

iii. A candidate who has not attended two thirds of lectures for any given unit shall not be allowed to sit for examinations in that unit.

iv. Unless otherwise stated, Ordinary University Examinations shall consist of written tests covering each unit completed. The time allowed shall be 2 hours per unit.

v. Each unit shall be graded out of 100 marks and he pass mark shall be 40.

vi. A candidate who absents him/herself from a University examination for any course unit without approval by the University shall be deemed to have failed in the unit, with a total mark of zero.

vi. Industrial Attachment is compulsory for all the students. It will be undertaken at the end of the course work. The Industrial Attachment will take a minimum duration of twelve (12) weeks. Assessment shall be marked by the University appointed Supervisor and shall comprise of the following:

Supervisory visits Report: 50%;

Final Internship/ Report: 50%.

    Total   **100%**

Final Grading: Pass Mark - **50%** and the grading shall either be a **Pass** or **Fail.**

- The Industrial Attachment is equivalent to ONE unit.

22.14 Grading System

Each course unit shall be graded out of 100 % and the pass mark shall be 40%. The marks shall be translated into grades as follows:

70% and above	A
60% and above but less than 70%	B
50% and above but less than 60%	C
40% and above but less than 50%	D
Below 40%	E (Fail)

22.15 Supplementary Examinations

i.   Supplementary examinations shall be offered at the end of the academic year after Ordinary University Examinations have been processed by the University Senate.

ii.   A candidate who fails in any unit in an Ordinary University Examination shall be required to sit for supplementary Examination(s) in the failed unit(s).

iii.   The maximum number of units allowed for supplementary examinations is five (5) units in any academic year.

iv.   A candidate who does not present him/herself during the time of supplementary exam will be considered to have failed the supplementary exam with a total score of zero.

v.   A candidate who fails a re-take unit shall be allowed to sit for a supplementary exam.

vi.   The maximum marks in supplementary examinations shall be 40% and shall not include continuous assessment marks.

22.16 Special Examination

If for some good reason a candidate is unable to sit for one or more course unit examination(s), he/she may, on the recommendation of the School of Business and Economics Academic Board, and with the approval of the University Senate, be permitted to take special examinations. Special examinations shall normally be marked out of 100% including continuous assessment.

22.17 Repeat

i.   A candidate who fails six (6) course units in an academic year shall repeat the year.

ii.   A candidate who fails the two supplementary exams shall be allowed to proceed to the next year of study to resit the failed units when they are next offered, such a candidate shall be deemed to have repeated the year of study.

iii. A candidate who fails in three or more supplementary examinations shall re-sit the failed units externally in the subsequent academic year. Such a candidate shall be deemed to have repeated the year of study.

22.18 Discontinuation

i. A candidate who fails seven (7) course units and above in an academic year shall be discontinued from the programme.

ii. A candidate who fails a supplementary of a repeat unit (four attempts) shall be discontinued.

iii. A candidate who fails four (4) attempts shall be discontinued.

22.19 Deregistration

i. A candidate who qualifies to register for any semester but fails to register by the end of the third week of the semester shall be assumed to have deserted the diploma course and shall be deregistered forthwith.

ii. A candidate who without valid cause fails to avail oneself for supplementary examinations shall be de-registered forthwith.

22.20 Appeal for Remarking

i. A candidate who is not satisfied with the grade, which he/she has been awarded in any course unit, may appeal to the Registrar (Academic) for re-marking of the written examination paper in that unit on payment of the appropriate fee, which the University Senate shall determine from time to time.

ii. The grade and marks recommended by the examiner(s) after remarking shall be the final grade and mark awarded to the candidate for the unit.

iii. No appeal for re-marking of any unit shall be entertained in cases where the appeal has been submitted later than one month after the candidate has been notified of the result.

22.21 Examination Irregularities

A candidate who is found guilty of any irregularities during any continuous assessment or any examination shall be subjected to the appropriate penalties as detailed in the University Examination Regulations.

22.22 Graduation Requirements

i. To qualify for the award of the Diploma, a candidate must have taken and passed in all the required units and Industrial Attachment.

ii. Final classification of the Diploma shall be based on the average mark for all the required units, Industrial Attachment which is graded as **PASS** or **FAIL**.

iii. A candidate shall fulfil all the University regulations including payment of the University fees.

22.23 Classification of Diplomas

i. The diploma shall be classified based on the overall average mark. The total marks for the diploma will be averaged to two decimal points to arrive at the final classification.

ii. A candidate who qualifies for the award of a diploma shall be placed in one of the three classes namely Distinction, Credit and Pass.

iii. The final classification shall be based on all the units taken during the period of study

The diploma classification shall be graded as follows:

Overall Average Mark	Classification
70% and above	Distinction
55% and below 70%	Credit
40% and below 55%	Pass

C) Certificate Programmes Common Regulations

22.24 Programme Duration and Structure

i. The certificate course shall be offered in one (2) semesters.

ii. The programmes will comprise of twelve (12) course units.

iii. Courses shall be offered in terms of units with one unit consisting of a minimum of 36 contact hours. For this purpose a one lecture is equivalent to a two-hour tutorial or a three-hour practical period, or an equivalent amount of other assigned study or practical experience or any combination of these that may be approved by the School of Business and Economics.

iv. A student shall be required to take all the course units offered.

22.25 Registration

i. Candidates shall be required to register within the first three weeks of the semester.

ii. No registration of candidates shall be allowed after the third week of the semester unless approved by the university senate.

22.25 Ordinary Examinations

i. Examinations shall consist of Continuous Assessments and Ordinary University Examinations.

ii. Continuous Assessments shall normally comprise written tests and assignments. Continuous assessments shall contribute 30% of the total marks and written Ordinary University Examinations shall contribute 70% of the total marks. Where a course unit consists solely of practical work, it shall be assessed out of 100% by Continuous Assessment.

iii. A candidate who has not attended two thirds of lectures for any given unit shall not be allowed to sit for examinations in that unit.

iv. Unless otherwise stated, Ordinary University Examinations shall consist of written tests covering each unit completed. The time allowed shall be 2 hours per unit.

v. Each unit shall be graded out of 100 marks and he pass mark shall be 40.

vi.   A candidate who absents him/herself from a University examination for any course unit without approval by the University shall be deemed to have failed in the unit, with a total mark of zero.

22.26 Grading System

Each course unit shall be graded out of 100 % and the pass mark shall be 40%. The marks shall be translated into grades as follows:

70% and above	A
60% and above but less than 70%	B
50% and above but less than 60%	C
40% and above but less than 50%	D
Below 40%	E (Fail)

22.27 Supplementary Examinations

i.   A candidate who fails in any unit in an Ordinary University Examination shall be required to sit for supplementary Examination(s) in the failed unit(s).

ii.   The maximum number of units allowed for supplementary examinations shall be three (6) units taken.

iii.   Supplementary examinations shall be offered at the end of the semester after Ordinary University Examinations have been processed by the University Senate.

iv.   The maximum marks in supplementary examinations shall be 40% and shall not include continuous assessment marks.

22.28 Special Examination

If for some good cause a candidate is unable to sit for one or more course unit examination(s), he/she may, on the recommendation of the School of Business and Economics Academic Board, and with the approval of the University Senate, be permitted to take special examinations. Special examinations shall normally be marked out of 100% including continuous assessment.

22.29 Repeat

A candidate who fails four (7) course units in an academic year shall repeat the programme.

22.30 Discontinuation

i.   A candidate who fails five (8) course units and above in a semester shall be discontinued from the programme.

ii.   A candidate who fails a supplementary of a repeat unit (four attempts) shall be discontinued.

iii.   A candidate who fails four (4) attempts shall be discontinued.

22.31 De-Registration

i.   A candidate who qualified to register for the semester but fails to register by the end of the third week of the semester shall be assumed to have deserted the certificate course and shall be deregistered forth will.

ii.   A candidate who without valid cause fails to avail oneself for supplementary examinations shall be deregistered forthwith.

22.32 Appeal for Re Remarking

i.   A candidate who is not satisfied with the grade, which he/she has been awarded in any unit, may appeal to the registrar (academic) for a re-marking of the written examination paper in that unit on payment of the appropriate fee, which the University College shall determine from time to time

ii. The grade and mark recommended by the examiner (s) after remarking shall be the final grade and mark awarded to the candidate for the unit

iii. No appeal for remarking of any unit shall be entered in case where the appeal has been submitted later than one month after the candidate has been notified of the result.

22.33 Examination Irregularities

A candidate who is found guilty of any irregularities during any continuous assessment or University examination shall be subjected to the appropriate penalties as detailed in the University Examination Regulations.

22.34 Graduation Requirements

i.   The Certificate shall be classified based on the overall average mark. The total marks for the certificate will be averaged to two decimal points to arrive at the final classification.

ii. To be considered for the award of a certificate, a candidate must have taken and passed in all the twelve (12) units.

iii. A candidate shall fulfil all the University regulations including payment of the University fees.

22.35 Classification

A candidate who qualifies for the award of the certificate shall be placed in one of the three classes namely:

24. 36 Overall Average Mark   Classification

Overall Average Mark	Classification
70% and above	Distinction
55% and below 70%	Credit
40% and below 55%	Pass

D) Postgraduate Programmes Common Regulations

Post graduate programmes shall be guided by the common regulations that may be accessed using the link below:

https://docs.google.com/document/d/1SNkNe92iHkKaMGG1LsaidofXd9THJRXc/edit?usp=share_link&ouid=105636401156765232308&rtpof=true&sd=true

ODeL Students are advised to access, read through and take note of the provisions in the Online Assessment and Examinations Policy (OAEP) as well as the University wide Examinations Hand Book (EHB) using the links provided below:

https://drive.google.com/file/d/1ACka1o2lF0Ie2I3yK2c0hs9kSVB_tVzd/view?usp=share_link

25. Management of Industrial Attachment

Industrial attachment is a required Unit and must be undertaken by all CUK students. It is aimed at exposing the learner to the workplace experience. It provides a feedback loop to the University on the suitability of its programmes to the market on the basis of the students' supervisors' feedback on their competence, skills, knowledge and attitudes towards work and the workplace environment. Hence, providing a foundation for the future improvement of the academic programs. Students are required to proceed on attachment before beginning their last year of study. Students are expected to take a period of not less than twelve (12) weeks. The students' role when it comes to Industrial Attachment include but not limited to the following:

i. Downloading and printing the industrial attachment introduction letter from the student portal

ii. Upon obtaining an attachment opportunity the learner shall be expected to inform the IODeL Academic Coordinator (directoriodel@cuk.ac.ke) and give details of the place of attachment and contacts of the field supervisor.

iii. Uploading their attachment details on the student portal in the prescribed format no later than 30 days after starting their attachment.

iv. Payment of relevant attachment fee in line with ODeL Fee Structure.

v. Attending duties as assigned at the place of attachment and updating the online logbook accordingly.

vi. Fill in and submit the complete logbook and attachment report to IODeL Academic Coordinator

Procedure for completing attachment forms

Step 1: Log into your student portal account by using your registration number and password

Screen 1: Log on Screen

Step 2: Click on Field Attachment
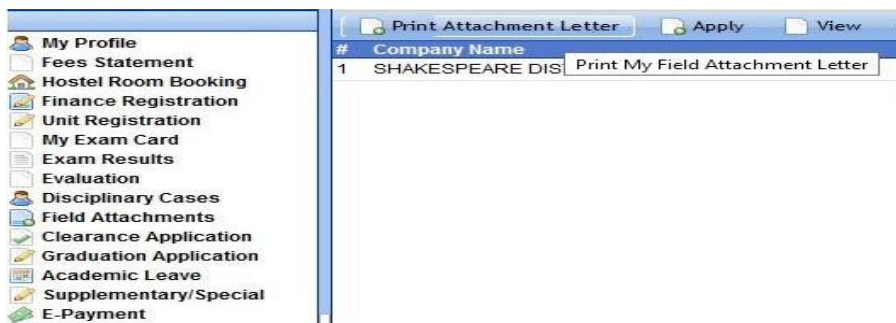
Screen 2: The "Field Attachment" Button

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Step 3: Click on Print attachment letter. You will need the attachment letter to introduce yourself to the attaching organization.

Screen 3: **The "Print Attachment Letter" Button**

Step 4: Click on apply. A window will open that allows you to feed in your attachment details. Ensure you **save and apply for evaluation** to successfully complete this step. Your organization details will then appear when you click on "Field Attachment".

NB: Only students who have registered for Industrial Attachment as a unit will be able to access this page.

Screen 4: Attachment Details Page

NB: Do not fill the **"Your Assigned Assessor"** section, this section will be automatically filled once the University assigns you an assessor.

Screen 5: Post Saving Attachment Details Screen

Step 5: Once you begin attachment, you are required to fill an online logbook. You can be accessed by clicking on the "**Views**" button. It will open a page with the 12 weeks of attachment. Open each week by clicking "**Manage Logbook"** and fill the logbook at the end of every week. Ensure you save your details by clicking on "save logbook''

Screen 6: Logbook & Attendance Management
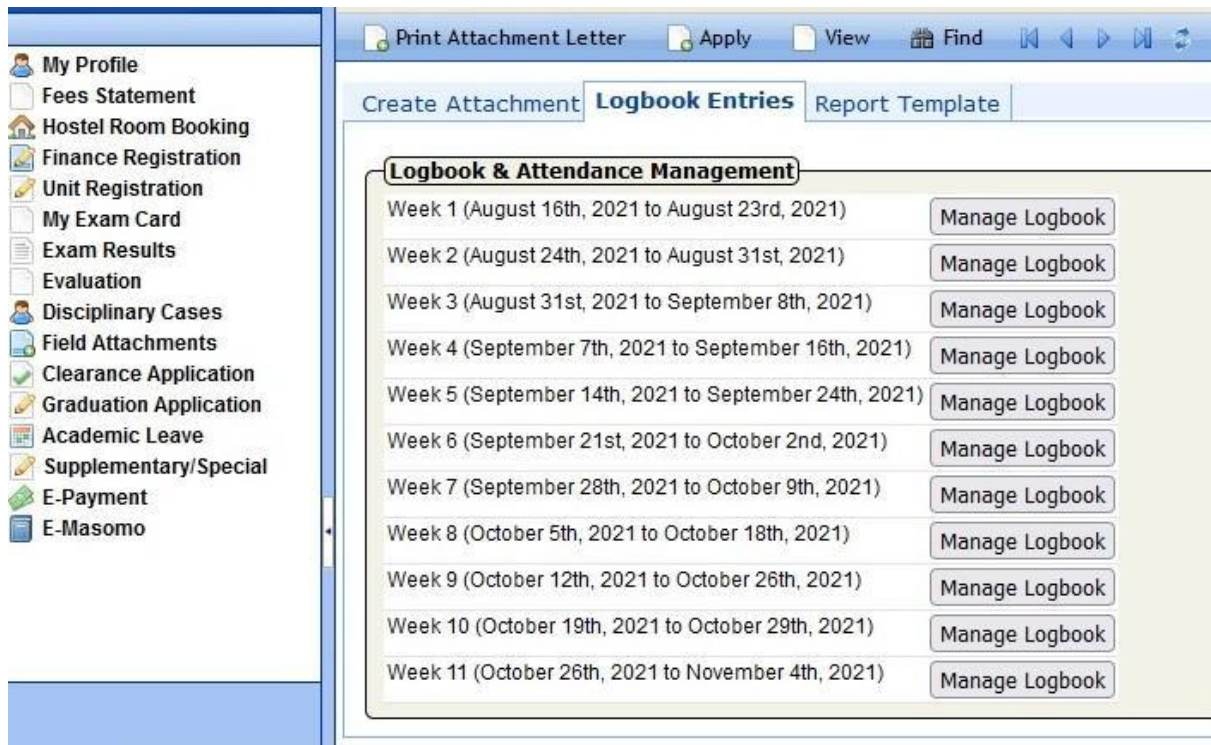
Screen 7: Logbook Entries
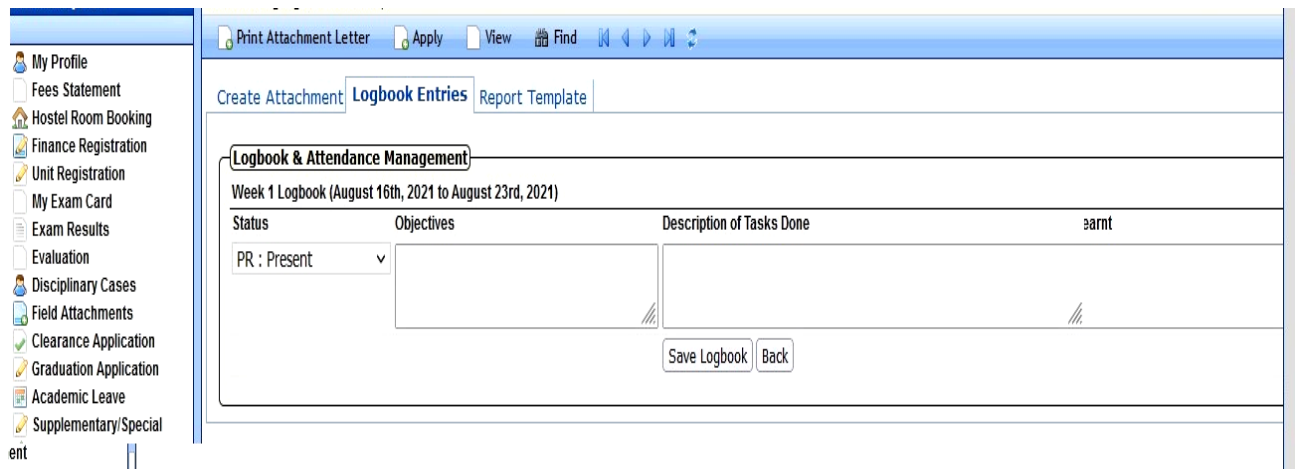
Step 6: At the end of the 12th week of attachment, open the "**reporting template**" and click on "save". This will auto-generate your attachment report.

Screen 8: Report Template

My Profile
Fees Statement
Hostel Room Booking
Finance Registration
Unit Registration
My Exam Card
Exam Results
Evaluation
Disciplinary Cases
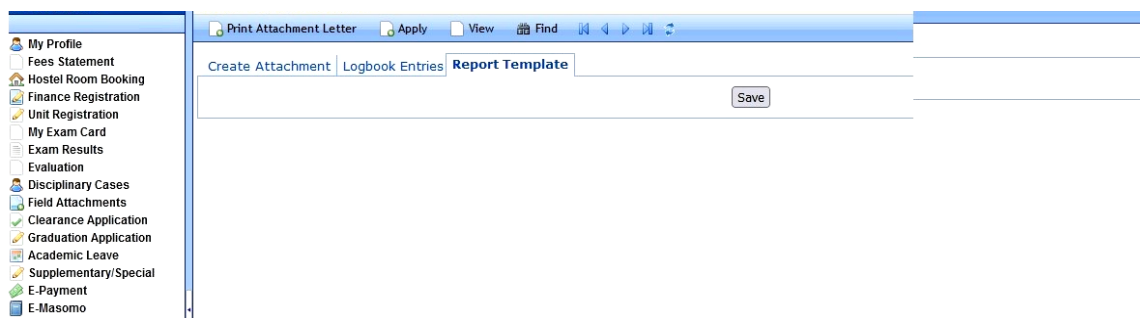Field Attachments
Clearance Application
Graduation Application
Academic Leave
Supplementary/Special
E-Payment
E-Masomo

vii.   To adhere to the host organization's code of conduct without exception.
viii.   By all means possible and necessary, to cultivate a positive public image of CUK.
ix.   Updating the Academic Coordinator on any challenges they may be facing in their places of attachment.
x.   Ensuring that their field supervisor assesses them online via the student portal.

26. Management of Research Projects

Learners shall be expected to carry out a supervised research project in an issue of significant importance to the advancement of enterprises growth and management. The purpose of the research project is to enable the students to effectively apply research methodology knowledge and skills to solve problems related to these disciplines. The following regulations shall apply:

i.   A candidate registered as full-time or part-time student for a degree shall carry out a research project.
ii.   The research project is divided into two: Research Proposal I which is marked as one unit and Research Project II which is also marked as one unit.
iii.   Research project 1 (proposal).The student will be required to defend the proposal at the departmental board. The proposal will be marked as follows; Oral Presentation 30%, Written Examination 70%; Total 100%. A student who fails to submit a research proposal by the end of the semester will be deemed to have failed the unit. Students shall be given one month to defend it as a supplementary.
iv.   Research Project II, students will be required to submit the complete research project report by the end of the semester for examination. The proposal will be marked as follows; Supervisor 50%, and Internal Examiner 50%; Total 100%.
v.   A candidate who fails to submit the research project report by the end of the semester will be deemed to have failed the unit. Students shall be given one month to submit it as a supplementary.
vi.   Candidates expected to follow the guidelines in learners CUK Research project Handbook to write research project

27. Quality Assurance

The Institute commits to put in place appropriate measures to assure quality of programmes

delivered under ODeL. The risk management measures shall be instituted to ensure quality of

ODeL graduates is comparable to that of graduates under regular/face-to-face mode. Quality

Assurance at IODeL shall be coordinated by IODeL Academic coordinator. Such measures shall be and not limited to the follows:

i) New eLearning applicants shall first satisfy the school boards and senate and be admitted by registrar through normal university registration process by the admissions department before being accepted as IODeL student.

ii) Applications for transfer to ODeL mode shall only be approved on condition that the applicant has cleared any pending matters such as fee balance, missing marks, supplementary/special examinations. A complete transcript/result slip for previous academic year/semester shall be submitted before the application can be approved.

iii) Control mechanisms to track participation of elearners and facilitators.

iv) Completion of all activities before being allowed to sit Examination

v) Students shall be required to evaluate the learning experience in each course unit before sitting for summative examination. This shall ensure that all concerns are addressed before preparing subsequent workloads and econtent.

vi) All ODel facilitators shall be drawn from mainstream school databases to ensure that only the teaching staff already approved by school boards and senate are engaged.

vii) ODeL examinations shall be moderated and shall be in comparable standard to those of regular students.

viii) ODeL results shall be approved by senate before release to students

28. Programme and Students Management

i) Each programme under ODeL mode shall run for a maximum of double the period of a regular taught programme. Before proceeding to another academic year, a student must have undertaken all the units of the previous academic year as provided by the respective school regulations. Where a unit requires a prerequisite, the requisite must have been undertaken earlier.

ii) Registration for a new semester shall take place within the first three (3) weeks from the date of opening. Students who for a valid reason shall not have complied shall apply for academic leave, otherwise a students shall be considered to have absconded the semester and shall pay a re-registration fee of **Ksh. 1000** in the subsequent semester. This fee may be reviewed from time to time.

iii) A student shall be required to undertake all the units required in one academic year within two (2) years subject to a minimum of Two (2) units for diploma or certificate; three (3) units for undergraduate and two (2) units for postgraduate programmes.

iv) Any student who fails to register in a semester without a reasonable cause, will have his/her account deactivated and will only be re-activated after payment of an extra fee equivalent to the registration and library fees of the programme.

v) Where a student fails to register due to a reasonable course, he/she shall request for deferment in writing.

vi) Deferment of studies shall be for a maximum of one year and shall not be allowed more than two times for the entire programme duration.

vii) A student shall only defer by the 3rd week of the semester failure to which he/she shall forfeit fees paid in that semester.

29. Management of Learners With Disability (LWD)

In managing LWDs, the Institute shall:

i. Determine the category of students to receive online special education service delivery such as speech language, occupational or physical therapy, the nature of the service, and whether the service is of adequate quality to meet the learners' demands.

ii. Consider Universal Design for Learning (UDL) as an overall framework to design and implement equitable access to content and services in all online learning settings.

iii. Coordinate guardian/sponsors involvement and communication in the online learning of students living with disability

iv. Determine and invest on best practices such as effective online modifications and accommodations, adaptation of diagrams for visually impaired students, evidence-based instructional practices for online teachers and related service providers to meet the learning needs of students with disabilities

v. Identify flexible special education services delivery systems and materials that are designed to be inclusive and consider their scalability, relevance, customization and combine types of media to enhance usability and accessibility

vi. Link up with relevant bodies such as Kenya Society for the Blind (KSB), Kenya National Association of the Deaf (KNAD) and the like, for supplementary support devices.

vii. Work with ICT department to support LWDs when they need modified or different tools to access content

viii. Determine criteria to vet appropriate online vendors and service delivery specialists to ensure LWDs' learning needs are met through the unique properties that online

settings offer, such as ability to personalize instruction; ability to easily demonstrate learning and mastery in multiple ways and ability to offer real-time feedback

ix. Build capacity for online facilitators on contemporary technologies for supporting LWD

x. Continually monitor the progress of LWD and make deliberate effort to support those with challenges.

30. Graduation Procedure

Once the student has completed and passed all the required units, the student shall be eligible for graduation. The student shall be expected to undertake online clearance then apply for graduation so that the name may roll on the graduation booklet. The procedure is illustrated below:

ONLINE STUDENT'S CLEARANCE - GRADUATION MODULE

There are two steps for eligibility for graduation

Step 1: Student Clearance

This step goes through the following approval processes:-

1. Department
2. School/Faculty
3. Library catering
4. Games & Sports
5. Students Affairs
6. Housekeeping
7. Academic Registry/Admissions
8. Finance
9. Examination

This clearance process MUSTbe complete for you to apply for graduation.

How to apply for student clearance

1. Login to student portal https://studentportal.cuk.ac.ke/portal/
2. Go to Clearance Application > click Apply and Continue > Clearance Type: General Application > Submit

Step 2: Graduation Application

Once the approval process from Step 1 is complete click Graduation Application > Click on Apply now.

Confirm Billing for Graduation fees.

Update your Full Names as they will appear on the certificate. Agree to the update and Submit Application.

The portal will give status feedback to confirm the clearance status.

31. Certification

After graduation, the certificates shall be collected in person from the examinations central office after thirty (30) working days from the date of graduation.

Requirements for Issuance of Academic Certificates

a) Must appear in the graduation booklet
b) Must appear in person
c) Must present original National ID card
d) Must Present original student ID card

Late Collection of Certificates

All graduates are encouraged to collect their academic certificates within the first one year after graduation. Otherwise a storage charge of **Ksh. 2, 000** annually shall apply. The storage charge may be reviewed by the University from time to time.

N/B: Certificates once issued shall **NEVER** be replaced.

Transcripts

Official Transcripts are normally issued from respective schools. Students are expected to collect official transcripts after thirty (30) working days on successful completion and passing all units within an academic year.

Replacement of Lost Transcripts

In order to replace a lost transcript, one shall be expected to submit a payment receipt of **Ksh. 500.** The amount may be reviewed by the University from time to time.

N/B: All Students are encouraged to collect their official transcripts within the first one year after graduation. Otherwise a storage charge of **Ksh. 500** annually shall apply. The storage charge may be reviewed by the University from time to time.

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32. Document Review

This document shall be reviewed when need arises but not later than three (3) years after the launch.

33. Implementation Date

The implementation date for this policy shall be undertaken on approval by Senate.

PROF. KAMAU NGAMAU

VICE CHANCELLOR

Date………………15.03.2023…………………………………………………….

APPENDIX I

ODEL STUDENTS REGULATIONS DECLARATION FORM

I ……………………………………………… Reg. No……………………………………………

Hereby declare that I have read and understood CUK ODeL minimum requirements. I further PROMISE TO ABIDE by the requirements.

Student's Name: ……………………………………………………………………………….

Registration No. I.D./Passport/Birth Certificate No……………………………………..

Course/Programme Admitted To…………………………………………………………..

Signature: ………………………………………………………………………………….

Date: …………………………………………………………………………………………

APPENDIX II

TECHNICAL ASSISTANCE LIST

S/No.	Technical Area of Support	Email Contact
1	Admissions and Registration	gkirigi@cuk.ac.ke
2	Unit Registration	lnjira@cuk.ac.ke
3	Fee Issues	lmuthinga@cuk.ac.ke OR
		snjue@cuk.ac.ke
4	Learning Management System Navigation, LMS login Credentials, and Examination Proctoring challenges	aotita@cuk.ac.ke
5	CUK email and student portal issues	gkanja@cuk.ac.ke
6	Examination administration and general academic matters (Unresponsive facilitator, attachment, research project, units missing on LMS)	embaye@cuk.ac.ke
7	Library resources	kkimathi@cuk.ac.ke
8	Results Access technical matters/ Transcripts/Result Slips	lkemunto@cuk.ac.ke
9	General Administrative matters	ilanoi@cuk.ac.ke
10	LMS Resources, and activities	
11	Overall ODeL Responsibility	directoriodel@cuk.ac.ke
		mngala@cuk.ac.ke
12	Overall Academic Responsibility	registraraa@cuk.ac.ke
13	Overall in charge ICT	mkiprop@cuk.ac.ke

CUK is ISO 9001:2015 Certified

IODeL Website: https://www.cuk.ac.ke/IODeL/ IODeL Contact Email: directoriodel@cuk.ac.ke