



## The Co-operative University Of Kenya

### SERVICE DELIVERY CHARTER

## SCHOOL OF CO-OPERATIVES AND COMMUNITY DEVELOPMENT (SCCD)

The Co-operative University of Kenya (CUK) is a Public University established by the Government of Kenya under the Universities Act 2012 and Chartered on the 7th October 2016. The University is a leading center for Quality Co-operative Education, Training, Research and Consultancy in Kenya.

Our registered offices are located at Karen, Ushirika Road, P. O. Box 24814 – 00502 Karen-Nairobi, Kenya which is the Seat of the university. SCCD, in this service delivery charter, commits to serve its clients in respect to work ethics, professional conduct and upholding human dignity.

| NO  | SERVICE  | REQUIREMENT   | CHARGES  | TIMELINE  |
|-----|--|---|--|---|
| 1.  | Response to enquiries/ suggestions                     | Clarity of request or wish and full disclosure of what is required.   | Free   | i) Verbal enquiries within a day<br>ii) Electronic enquiries within two (2) working days<br>iii) Postal enquiries within seven (7) working days |
| 2.  | Developing content and updating the University website | As per the university communication policy  | Free   | Within 24 hours upon approval   |
| 3.  | Resolution of Public complaints                        | Filed complaints (verbal/written)   | As per CAJ Guidelines  | As per CAJ guidelines   |
| 4.  | Access to University Information                       | As per the Access to Information Act, 2016  | As per the Access to Information Act, 2016   | As per the Access to Information Act, 2016  |
| 5.  | Admission of students                                  | i) Diploma C-;<br>ii) Degree C+;<br>iii) Master Degree - Bachelor's degree at 1st or 2nd Upper Class or other qualification considered equivalent by Senate, and;<br>iv) PhD - and relevant Master's degree | Application fee:<br>i) Diploma: Kshs. 500;<br>ii) Bachelors Kshs. 1,500;<br>iii) Masters and PhD Kshs. 2,000 | Within 8 weeks after the close of an advert   |
| 6.  | Registration, Teaching and Examinations                | i) Registration to relevant Programme<br>ii) Class attendance<br>iii) Issuing of Course Outlines<br>iv) Proof of payment of tuition and other fees  | As per the CUK fee payment policy  | As per semester schedules   |
| 7.  | Appointment of Course Lecturers                        | Approved workload   | Free   | One (1) month before the opening of semester  |
| 8.  | Release of Continuous Assessment Test (CAT) Marks      | i) Attendance register<br>ii) Marks   | Free   | One (1) week after students sit each CAT  |
| 9.  | Issuance of Results Slips                              | On successful completion of a semester  | Free   | Twenty (20) working days after the Senate Board of Examiners approval   |
| 10. | Issuance of Academic Transcripts                       | Completion of an academic year  | Free   | Thirty (30) working days after the end of the academic year and senate board of examiners approval  |
| 11. | Issuance of Academic Certificates                      | Successful completion of academic programmes  | Free   | Within Thirty (30) working days after the award   |

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|-----|---|--|--|--|
| 12. | Conferment of Awards                            | Successful completion of academic programmes   | Payment of graduation fee as per the graduation announcement | As approved by University Senate   |
| 13. | Request for Academic Leave, Transfer)           | Duly filled application form   | Free   | Within two (2) working days on receipt of the duly filled form                 |
| 14. | Student Clearance                               | Duly filled clearance forms (online clearance form)  | Free   | Within one (1) working days on receipt of the duly filled form                 |
| 15. | Issuing of Introduction letters                 | Duly filled request form   | Free   | Within two (2) working day upon receipt of the request                         |
| 16. | Issuing of letters for attachment               | Duly filled request form   | Free   | Three (3) months before commencement of attachment                             |
| 17. | Handling of students disciplinary cases         | Appropriately submitted cases  | Free   | Completed within 30 days   |
| 18. | Postgraduate supervision                        | i) Successful development and presentation and approval of a proposal<br>ii) Timely submission of progress reports, presentation in a conference, the thesis by a student as per set timelines/schedules | Upon payment of the semester as per the fees payment policy  | Within two (2) weeks after receiving a project or thesis                       |
| 19. | Postgraduate thesis examination                 | i) Final thesis signed by the student and supervisor<br>ii) Appointment of Examiners   | Upon payment of the appropriate examination fee              | As per the Postgraduate Handbook   |
| 20. | Approval of claim Forms for Part Time Lecturers | i) Return of duly marked examinations scripts<br>ii) Submission of CAT and Examination Marks on the university system<br>iii) Submission of downloaded and duly signed marksheets                        | Free   | Twice in a semester i.e. in the middle of the semester and after marking exams |
| 21. | Attending to students / visitors at the School  | Clarity of the request   | Free   | Immediately  |
| 22. | Responding to enquiries through emails          | Clarity of the request   | Free   | Within two (2) working days  |
| 23. | Marking of Exams                                | i) Examination booklets<br>ii) Examination Attendance Register<br>iii) Marking Scheme  | Free   | Two (2) weeks after the end of the last exam                                   |
| 24. | External Moderation of Scripts                  | i) Marking Scheme<br>ii) Sample Examination Booklets   | As per the External Examination moderation policy            | Within one (1) week after marking of scripts                                   |

The Vice Chancellor  
The Co-operative University of Kenya  
P.O Box 24814-00502 Karen- Nairobi  
E-MAILS: enquiries@cuk.ac.ke/vc@cuk.ac.ke/ admissions@cuk.ac.ke  
MOBILE: +254 724311606

The Dean, School of Co-operatives and Community Development  
The Co-operative University of Kenya, Main Campus  
P.O Box 24814-00502 Karen- Nairobi  
E-MAILS: enquiries@cuk.ac.ke/deansccd@cuk.ac.ke/ admissions@cuk.ac.ke  
MOBILE: +254 724 311 606

@CoopVarsityKE  
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