The Co-operative University Of Kenya

SERVICE DELIVERY CHARTER

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.
CUK, 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	- Verbal enquiries within a day - Electronic enquiries within two (2) working days - Postal enquiries within seven (7) working days
	Investigation of crimes, accidents/incidents	Registered complaint/crime in the Occurrence Book (OB)	free	Feedback/Reports
	Providing security checks for visitors to the University.	(i) Provide identification documents. ii) Clarity on purpose and place of intended visit.	free	Within 5 minutes.
	Providing independent assurance to the Audit Committee of the University Council and Management on the implementation and effectiveness of the internal control systems	Statutory	free	Quarterly/as may be required by the University Council/
	Carrying out compliance audits with policies, laws, rules and regulations.	(i) Statutory and approved Audit Work Plan (ii) Availability of relevant documents/records	free	Continuous reports to Management and quarterly reports to the Audit Committee of Council
	Dissemination of the University information to the public	As per the university communication policy	As per prevailing rates	Press releases to the media within 24 hours after an event
	Developing content and updating the University website	As per the university communication policy	free	Within 24 hours upon
	Resolution of Public complaints	Filed complaints (verbal/written)	As per CAJ Guidelines	As per CAJ guidelines
9	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
10	Evaluation and maintenance of safety and security equipment and tools	Maintenance schedule	Free	Routinely; every six (6) months
11	Conduct of emergency preparedness verification/ safety drillss	Emergency preparedness schedule	Free	As per schedule (at least twice a year)
12	Attendance to sick students/ emergencies in the students' Halls at night	Emergency alerts/reports	Free	Immediately the alert/report is received
13	Verifying the reliability and integrity of financial data	i) Availability of relevant documents/ records ii)Approved Audit Work Plan	Free	Continuous reports to Management and quarterly reports to the Audit Committee of Council
14	Provision of reliable ICT hardware and software-enabled services	Have the authorization to use the requested hardware and/or software	Free	Continuous reports to Management and quarterly reports to the Audit Committee of Council

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15	To issue receipts for all fees and charges collected	To present an authentic deposit slip	Free	Immediate
16	To disburse money for student activities as per policy	To make claims or requests 2 weeks in advance	Free	Within four (4) days
17.	To provide updates on fee balances	To provide name, year of study, program and Registration number	free	On-demand through the students portal
18.	Staff Recruitment, Placement and Promotion	As per advertisement	free	Within 3 months of the close of the advertisement
19.	Students' accommodation	On availability basis	Requisite fee payment	On admission
20.	Medical Care Services for Students and Staff	Be bonafide students/staff of the University	free	Prompt
21.	Payment of goods and services supplied	Public procurement Act (2015) and other statutory guidelines	As per Public procurement Act (2015)	Within 90 days after invoicing/ 30 days for special groups
22.	Processing of payments	Duly filled supporting documents	free	Offered 8 am -5 pm during working days
23.	Retreat and conference facilities	Relevant bookings	As per approved rates	7 days in a week
24.	Catering services to students	PAYE services	As per the approved Menu	i) Breakfast: 6.30 am - 10.00 am ii) Lunch: 11.30 am - 3.00 pm iii) Supper 5.00 pm - 8.00 pm
25.	Preparation of Contracts/ MoUs	Presentation of required legal documents and/information	Free	Within five (5) working days
26.	Research and consultancy services	As per terms of reference	As per terms of reference	As per terms of reference
27.	Establishment of collaborations, linkages and partnerships	Signing of the Memorandum of Understanding/Service charters/ memorandums of association	As per Linkages policy/Determined by case to case basis	Within 3 months
28.	Up-scaling of research and innovation products through licensing, joint venture and assignment	Compliance with CUK Intellectual Property Policy	Determined by case by case basis/ payment of required fee as per IGU policy	Within 3 months
29.	Admission of students	i) Diploma C-; ii) Degree C+; iii) Master Degree - Bachelor's degree at 1st or 2nd Upper Class or other qualification considered equivalent by Senate, and; iv) PhD - and relevant Master's degree	Application fee: i) Diploma: Kshs. 500; ii) Bachelors Kshs. 1,500; iii) Masters and PhD Kshs. 2,000	Within 8 weeks after the close of an advert
30	Teaching and examinations	i) Registration to relevant Programme ii) Class attendance iii) Proof of payment of tuition and other fees	As per the CUK fee payment policy	As per semester

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31	Issuance of Results Slips	On successful completion of a semester	Free	Twenty (20) working days after the senate board of examiners
32	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
33	Issuance of Academic Certificates	Successful completion of academic programmes	Free	Within Thirty (30) working days after the award As approved by University Senate
34.	Conferment of Awards	Successful completion of academic programmes	Payment of graduation fee as per the graduation announcemen	As approved by University Senate
35.	Handling of students disciplinary cases	Appropriately submitted cases	free	Completed within 30 days
36.	Postgraduate supervision	i) Successful development and presentation and approval of a proposal 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
37.	Postgraduate thesis examination	i) Final thesis signed by the student and supervisor ii) Appointment of Examiners	Upon payment of the appropriate examination fee	As per the Postgraduate Handbook
38.	Library services	i) Attendance to library ii) Reference/Enquiries	Free for students and staff	i) Registration within 24 hours ii) Continuous - from 8.00am to 10.00 pm on weekdays and 8.00 am to 5.00 pm on Saturdays
39.	Counselling and Psycho-Social Support	Be a registered student or an employee/Referrals or voluntary presentation	Free	Continuous
40.	Comprehensive HIV and AIDS Prevention, Care and Support	Referrals or voluntary presentation	Free	Continuous
41.	Prevention and Management of Alcohol and Drug Abuse	Referrals or voluntary presentation	Free	Offered 8 am - 5 pm during working days

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CUK is ISO 9001 : 2015 Certified