

SERVICE DELIVERY CHARTER

We are committed to professional and ethical service delivery

1. Registration of units				
	Procedure and process	Requirement	Duration	Action by
i	Presentation of the registration forms to the registration personnel. (member of teaching staff)	<ul style="list-style-type: none"> ❖ Registration forms(s). ❖ Result slips or academic certificates for new students. 	Immediately	Registration officer (Member of teaching staff)
ii	Registration officer explains to the students the units on offer for the semester	<ul style="list-style-type: none"> ❖ List of course offering and allocation. ❖ University Calendar. 	Immediately	Registration Officer
iii	Students fill in the units in the registration form.	<ul style="list-style-type: none"> ❖ Registration form 	Immediately	Student
iv	Registration Officer verifies that the form is correctly filled with the units and details of the student dully entered.	<ul style="list-style-type: none"> ❖ Registration form. ❖ Course Offering List. 	Immediately	Registration Officer
v	Registration office signs and stamps the form	<ul style="list-style-type: none"> ❖ Registration form. 	Immediately	Registration Officer
Vi	Student write down their names and signs in the lists of Units	<ul style="list-style-type: none"> ❖ Lists of units registered 	Immediately	Student
2. Missing Marks				
	Procedure and process	Requirement	Duration	Action by
i	Receiving of missing mark query from either: (a) School exams coordinator (b) Student	<ul style="list-style-type: none"> ❖ School's Missing mark query form ❖ Departmental missing Marks' sheet 	As soon as Query Form is received at the Department Student fills in the Missing marks sheet	Departmental Exams' Coordinator Secretary

ii	Exam Coordinator compiles lists of missing marks per unit	❖ School's Exam Query form or the Department Missing marks' sheet	1 day	Exams' Coordinator
iii	Responding to queries and entering the marks on-line, if the marks are available	❖ Mark sheets of various units	2 days	Exams' Coordinator
iii	If the marks are not available, the Exams' coordinator hands over the query to the course (unit) lecturer	❖ Exam Query Form/compiled list of missing marks for the unit	1 day	Unit (Course) lecturer
iv	Course (Unit) lecturer investigates/gets the mark; enter it on-line/hands marks to Exams Coordinator.	❖ Mark sheet/Query Form	2 days	Unit (Course) lecturer
V	Marks is (are) entered and copy of mark sheet/Query form given to the School's Exam Coordinator.	❖ Signed Marks sheet or Query Form.	1 day	Exams' Coordinator

3. Clearance of Students

	Procedure and process	Requirement	Duration	Action by
1.	Presentation of clearance forms by the student to the lecturer or registration officer	❖ Clearance forms	Immediately	Lecturer/Registration Officer
ii	Lecturer/Registration Officer confirms that the student does not owe the department, books etc.	❖ Clearance forms	Immediately	Lecturer/Registration Officer
iii	Lecturer/Registration Officer signs the clearance forms and	❖ Clearance forms	Immediately	Lecturer/Registration Officer

	stamp			
4.Recommendation/Reference Letter				
i	Student presents written request to the Secretary on production of student ID	❖ Written request. ❖ Student ID	Immediately	Secretary
ii	Receipt of the request by Chairman/Lecturer	❖ Written request	Immediately	Chairman
iii	Chairman/Lecturer prepares the letter	❖ Written request	Immediately	Chairman