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 ii) Electronic enquiries within two (2) working days 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-; 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
6.	Registration, Teaching and Examinations	i) Registration to relevant Programme ii) Class attendance iii) Issuing of Course Outlines 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 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

NO	SERVICE	REQUIREMENT	CHARGES	TIMELINE
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 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 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 ii) Submission of CAT and Examination Marks on the university system 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 ii) Examination Attendance Register iii) Marking Scheme	Free	Two (2) weeks after the end of the last exam
24.	External Moderation of Scripts	i) Marching Scheme 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
The Co-operative University of Kenya
The Co-operative University of Kenya
Coop_University

www.cuk.ac.ke

CUK is ISO 9001 : 2015 Certified