



THE CO-OPERATIVE UNIVERSITY OF KENYA

P. O. Box 24814-00502 Karen, Kenya

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**DIRECTORATE OF ALUMNI, CAREER SERVICES AND INTERNATIONAL STUDENTS
SERVICE DELIVERY CHARTER**

SERVICE	REQUIREMENT	CHARGES	TIMELINE
Response to inquiries	Clarity of inquiry	Nil	One day for verbal inquiries Two days for electronic inquiries Seven day for postal inquiries
Registration into the alumni association	Past or present student or staff of the university	As prescribed in the Alumni Association Constitution	One day
Sensitization and creation of awareness on the Alumni Association	None	Nil	Continuous
Issue of attachment recommendation letters	Successful completion of all units in preceding academic year(s)	Nil	Seven days from the date of application
Attachment placement for students	Successful completion of all units in preceding academic year(s)	Nil	Seven days from the date of application
Attachment assessment	Attachment placement in a reputable organisation	Ksh 6,948 for Degree students Ksh 1,500 for Diploma students (Amounts are included in semester fees)	9 th week of the semester in which the student is on attachment
Processing of National Industrial Training Authority (NITA) attachment forms	Student proceeding on attachment	Nil	One day



Communication of exchange opportunities	Confirmation of the availability of the exchange opportunity	Nil	One day
Registration of incoming exchange/international students	Acceptance/admission into the University as an exchange student/international student	Nil/fees applicable	as One day
Orientation of incoming exchange/international students	Acceptance/admission into the University as an exchange student/international student	Nil/fees applicable	as As per the University program
Handling of exchange student/international students complaints and suggestions	Acceptance/admission into the University as an exchange student/international student	Nil	One day
Advice and mentoring of exchange students/international students	Acceptance/admission into the University as an exchange student/international student	Nil	As necessary
Reference/Recommendation letters for students seeking foreign opportunities	Present or past students of the University	Nil	One day
Student exchange agreements	Comparable university or institution of higher learning	Nil	As necessary
Academic advice	Present or past student of the University	Nil	Continuous
Career guidance and Counseling	Past or present student of the University	Nil	Continuous
Graduate tracking services	Past students of the University	Nil	Continuous
Establishment, maintenance and monitoring of linkages with industry	Firms of good standing	Nil	continuous

