CHUO KIKUU CHA USHIRIKA CHA KENYA

Kuwezesha Jumuiya

MKATABA WA UTOAJI HUDUMA

TAASISI YA MAFUNZO YA MTANDAONI, UMBALI, NA KIELEKTRONIKI

Chuo Kikuu cha Ushirika cha Kenya (CUK) ni Chuo Kikuu cha Umma kilichoidhinishwa kulingana na sheria za Kenya. Kilianzishwa na Serikali ya Kenya chini ya Sheria ya Vyuo Vikuu ya 2012 na kupokezwa hati ya idhini tarehe 7 Oktoba 2016. Chuo Kikuu hiki ni kituo tajika kwa masomo bora ya ushirika, mafunzo, utafiti na ushauri nchini Kenya.

Ofisi zetu zilizosajiliwa ziko mtaani Karen, Barabara ya Ushirika, S.L.P. 24814-00502, Karen, Nairobi-Kenya na ndio makao makuu ya chuo hiki.

Taasisi ya Mafunzo ya Mtandaoni, Umbali, na Kielektroniki, katika mkataba huu wa utoaji wa huduma, kinaahidi kutumikia wateja wake kwa heshima na kwa kuzingatia maadili ya kazi, utaalamu na utu.

NA.	HUDUMA	MAHITAJI	ADA	RATIBA YA WAKATI
1.	Usajili wa Wanafunzi kwenye LMS	Orodha ya Wanafunzi Waliokubaliwa kutoka UNIPLUS	Bure	Ndani ya Siku Tano (5)
2.	Maandalizi ya Mgawanyo wa Kazi	Orodha ya Usajili wa Kozi kutoka UNIPLUS	Bure	Ndani ya Siku Saba (7) baada ya Makataa ya Usajili
3.	Kuandaa Sehemu ya Kozi kwenye LMS	Mgawanyo wa Kazi/Ratiba ya Masomo	Bure	Ndani ya Siku Tano (5)
4.	Kusasisha Maudhui ya Kozi kwenye LMS	Mgawanyo wa Kazi/Ratiba ya Masomo	Bure	Ndani ya Siku Saba (7)
5.	Uendeshaji wa Masomo ya Mtandaoni	WaendeshajiNyenzo za Kujifunzia Mtaala	Malipo ya Ada	Angalau Masomo Matatu (3) ya Zoom ndani ya Muhula
6.	Ushughulikiaji na Utoaji wa Matokeo ya Mitihani	Ushughulikiaji wa Alama Kwenye Mfumo na Idhini ya Seneti	Bure	Siku Moja (1) baada ya Idhini ya Seneti
7.	Ushughulikiaji wa Madai ya Uendeshaji	Orodha ya Alama kutoka UNIPLUS, Rejista ya Mahudhurio ya Darasani, Madai ya Wahadhiri wa Mtandaoni	Kulingana na Viwango Vilivyoidhinishwavya Uendeshaji	Ndani ya Siku Saba (7) baada ya Kuwasilisha Matokeo
8.	Utatuzi wa Malalamiko ya Umma	Suala la Malalamiko	Bure	Ndani ya Sik Thelathini (30)
9.	Upatikanaji wa Taarifa	Ombi la Maandishi na Kuzingatia Sheria ya Upatikanaji wa Taarifa	Bure	Ndani ya Siku Ishirini na Moja (21) za Kazi

Majukumu ya Mteja:

(i) Watendee kazi wafanyakazi wetu kwa adabu na heshima;
(ii) Hudhuria mikutano iliyoratibiwa kwa wakati;
(iii) Kujibu maombi ya taarifa kutoka kwa idara kwa usahihi na kwa wakati;
(iv) Tupe mabadiliko katika hali yako mara moja;
(v) Kuwasilisha pongezi, mapendekezo, na malalamiko;
(vi) Andika mawasiliano yako (v) hapo juu kwa afisa husika au msimamizi wao ana kwa ana, kupitia barua pepe, simu, sanduku la mapendekezo, au katika rejista iliyotolewa, na
(vii) Zingatia mahitaji yote ya kisheria na majukumu mengine ambayo wateja wetu wanatakiwa kutimiza ili wastahiki huduma zinazotolewa.

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THE CO–OPERATIVE UNIVERSITY OF KENYA

Empowering Communities

SERVICE DELIVERY CHARTER

INSTITUTE OF OPEN, DISTANCE, AND E-LEARNING

The Co-operative University of Kenya (CUK) is a Public University established by the Government of Kenya under the Universities Act of 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.

The Institute of Open, Distance, and E-learning 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.	Registration of Students on LMS	UNIPLUS List of Admitted Students	Free	Within Five (5) Days
2.	Preparation of Workload	UNIPLUS Units Registration List	Free	Within Seven (7) Days after Registration Deadline
3.	Preparing Course Area on LMS	Workload/Teaching Timetable	Free	Within Five(5) Days
4.	Updating of Course Content on LMS	Workload/Teaching Timetable	Free	Within Seven (7) Days
5.	Facilitation of Online Learning	- Facilitators - Learning Materials - Curriculum	Fee Payment	At least Three (3) Zoom Lessons within the Semester
6.	Processing and Release of Examination Results	System Marks Processing & Senate Approvals	Free	One (1) Day after the Senate Approvals
7.	Processing Facilitation Claims	UNIPLUS Generated Marksheet, Class Attendance Register, Online Lecturers' Claims	Per the Approved Facilitation Rates	Within Seven (7) Days after Submission of Results
8.	Resolution of Public Complaints	Complaint Issue	Free	Within Thirty (30) Days
9.	Access to Information	Written Request and Compliance with the Access to Information Act	Free	Within Twenty-one (21) Working Days

Customer obligations:

(i) Treat our staff with courtesy and respect.
(ii) Attend scheduled meetings punctually.
(iii) Respond to requests for information by the department accurately and on time.
(iv) Provide us with changes in your circumstances promptly.
(v) Communicate compliments, suggestions, and complaints.
(vi) Address your communication (v) above to the relevant officer or their supervisor in person, through email, telephone, suggestion box, or in the provided register.
(vii) Abide by all legal requirements and other obligations that our clients are required to meet to be eligible for the services sought.

Vice Chancellor
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