THE CO-OPERATIVE UNIVERSITY OF KENYA

Empowering Communities

SERVICE DELIVERY CHARTER

INSTITUTE OF TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING

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 Technical and Vocational Education and Training, 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.	Review of Admission Requirements	– Filled Application Forms – Attachments (Copies of Result Slips)	Free	Within Two (2) Weeks
2.	Registration, Teaching, and Examinations	– Finance Registration – Clean Disciplinary Record	Free	As per Semester Schedules
3.	Appointment of Course Lecturers	Approved Workload & Availability of Quorum	Free	Two (2) Weeks to a New Semester
4.	Issuance of Results Slips	Completion of a Semester	Free	Within Eight (8) Weeks
5.	Issuance of Provisional Transcripts	Completion of an Academic Year	Free	Within Eight (8) Weeks
6.	Classification of Award	All Examination Marks	Free	Within Six (6) Weeks
7.	Clearance for Graduation	Classification & Payment of Graduation Fee	– Diploma – KES. 5,000 – Certificate – KES. 4,000	Within Two (2) Weeks
8.	Issuance of Academic Transcripts	Completion of a Programme	Free	Within Twelve (12) Weeks
9.	Academic Leave/Transfer	Duly Filled Leave/Transfer Form	Free	Within Five (5) Working Days
10.	Student Clearance	Completion of a Programme	Free	Within Four (4) Weeks

NO	SERVICE	REQUIREMENT	CHARGES	TIMELINE
11.	Forwarding Student Disciplinary Matters	Duly Filled Examinations Irregularity Form	Free	Within Fourteen (14) Working Days
12.	Approval of Part-Time Claims	Submission of Marked Scripts, Marking Scheme, UNIPLUS Generated Marksheet, Class Attendance Register, CAT Marks, Invigilation Forms, and Examination Attendance List	Free	Within Six (6) Weeks
13.	Responding to Email Enquiries	Email Enquiry	Free	Within Five (5) Working Days
14.	Marking of Examinations	Examination Booklets	Free	Within Two (2) Weeks after the end of the Semester
15.	Processing and Release of Examination Results	System Marks Processing & Senate Approvals	Free	Within Eight (8) Weeks
16.	Resolution of Public Complaints	Complaint Issue	Free	Within Six (6) Weeks
17.	Developing Website Content	Written Request	Free	Within Five (5) Working Days
18.	Access to Information	Written Request and Compliance with the Access to Information Act	Free	Within 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; and
(vii) Abide by all legal requirements and other obligations that our clients are required to meet to be eligible for services sought.

Vice Chancellor
The Co-operative University of Kenya
P.O. Box 24814-00502, Karen- Nairobi
E-MAILS: vc@cuk.ac.ke /enquiries@cuk.ac.ke
MOBILE: +254 724 311 606

Director
Institute of Technical and Vocational Education and Training
The Co-operative University of Kenya, Main Campus
P.O. Box 24814-00502, Karen-Nairobi
E-MAIL: i-tvet@cuk.ac.ke
MOBILE: +254 724 311 606

www.cuk.ac.ke
@CoopVarsityKE
coop_university
coopvarsityke
The Co-operative University of Kenya

CUK is ISO 9001 : 2015 Certified

CHUO KIKUU CHA USHIRIKA CHA KENYA

Kuwezesha Jumuiya

MKATABA WA UTOAJI HUDUMA

TAASISI YA ELIMU NA MAFUNZO YA UFUNDI NA UFUNDI

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 Elimu na Mafunzo ya Ufundi na Ufundi Stadi, 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.	Mapitio ya Mahitaji ya Kuandikishwa	- Fomu za Maombi Zilizojazwa - Viambatisho (Nakala za Vidokezo vya Matokeo)	Bure	Ndani ya Wiki Mbili (2)
2.	Usajili, Kufundisha, na Mitihani	- Usajili wa Fedha - Rekodi Safi ya Nidhamu	Bure	Kulingana na Ratiba za Muhula
3.	Uteuzi wa Wahadhiri wa Kozi	Kiwango cha Kazi Kilichopitishwa na Uwepo wa Akidi	Bure	Wiki Mbili (2) kabla ya Muhula Mpya
4.	Utoaji wa Hati za Matokeo	Ukamilishaji wa Muhula	Bure	Ndani ya Wiki Nane (8)
5.	Utoaji wa Nakala za Muda	Kukamilika kwa Mwaka wa Masomo	Bure	Ndani ya Wiki Nane (8)
6.	Uainishaji wa Tuzo	Alama zote za Mtihani	Bure	Ndani ya Wiki Sita (6)
7.	Kibali cha Kuhitimu	Uainishaji na Malipo ya Ada ya Kuhitimu	- Stashahada–Shilingi 5,000 - Cheti – Shilingi 4,000	Ndani ya Wiki Mbili (2)
8.	Utoaji wa Nakala za Kitaaluma	Kukamilika kwa Programu	Bure	Ndani ya Wiki Kumi na Mbili (12)
9.	Likizo/Uhamisho wa Kitaaluma	Fomu ya Likizo/Uhamisho Iliyojazwa Kikamilifu	Bure	Ndani ya Siku Tano (5) za Kazi
10.	Kibalio cha Mwanafunzi	Kukamilika kwa Programu	Bure	Ndani ya Wiki Nne (4)
11.	Kuwasilisha Mashauri ya Kinidhamu ya Wanafunzi	Fomu ya Ukiukaji za Mitihani Iliyojazwa Kikamilifu	Bure	Ndani ya Siku Kumi na Nne (14) za Kazi
12.	Kuidhinisha Madai ya Kazi ya Muda	Uwasilishajiwa Hati Zilizotiwa Alama, Mpango wa Kuweka Alama, Karatasi ya Alama Iliyozalishwa na UNIPLUS, ya Mahudhurio Darasani, Alama za CAT, Fomu za Uandikishaji, na Orodha ya Mahudhurio ya Mtihani. Uwasilishaji wa Skripti Zilizosahihishwa, Mwongozo wa Kusahihisha, Jedwali la Alama lililotolewa na UNIPLUS, Sajili ya Mahudhurio ya Darasani, Alama za Majaribio ya Darasani (CAT), Fomu za Usimamizi wa Mtihani, na Orodha ya Mahudhurio ya Mtihani	Bure	Ndani ya Wiki Sita (6)
13.	Kujibu Maswali ya Barua Pepe	Uchunguzi wa Barua Pepe	Bure	Ndani ya Siku Tano (5) za Kazi
14.	Kusahihisha Mitihani	Vijitabu vya Mitihani	Bure	Wiki Mbili (2) baada ya mwisho wa Muhula
15.	Kuchakata na Kutoa Matokeo ya Mtihani	Usindikaji wa Alama za Mfumo na Idhinisho za Seneti	Bure	Ndani ya Wiki Nane (8)
16.	Utatuzi wa Malalamiko ya Umma	Suala la Malalamiko	Bure	Within Six (6) Weeks
17.	Kuunda Maudhui ya Tovuti	Ombi la Kuandika	Bure	Ndani ya Siku Tano (5) za Kazi
18.	Upatikanaji wa Taarifa	Ombi la Maandishi na Uzingatiaji wa Sheria ya Upatikanaji wa Taarifa	Bure	Ndani ya Siku 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.

Makamu wa Chansela
Chuo Kikuu cha Ushirika cha Kenya
S.L.P. 24814-00502, Karen-Nairobi
Barua Pepe: vc@cuk.ac.ke / enquiries@cuk.ac.ke
Simu ya Mkononi: +254 724 311 606

Mkurugenzi
Taasisi ya Elimu na Mafunzo ya Ufundi Stadi
Chuo Kikuu cha Ushirika cha Kenya
S.L.P. 24814-00502, Karen-Nairobi
Barua Pepe: i-tvet@cuk.ac.ke
Simu ya Mkononi: V+254 724 311606

www.cuk.ac.ke
@CoopVarsityKE
coop_university
coopvarsityke
The Co-operative University of Kenya

CUK is ISO 9001 : 2015 Certified