

Service Charter

Foreword

The Board of Common Undergraduate Courses, popularly known by its acronym BCUC, is a department of the University of Nairobi which is mandated with the authority of administering, the teaching, and examination of all common undergraduate courses throughout the entire University. With the launch of this Service Charter, the Board commits itself to embracing efficiency and effectiveness in its service delivery.

As a coordinating unit, the Board works in collaboration with others for it to deliver on its mandate. This fact is recognized by the Statutes. Thus, as a requirement by the Statutes, faculties; schools; institutes; and departments who are the major stakeholders are required to cooperate with BCUC in the delivery of its services.

More importantly, the course housing faculties; schools; institutes; and departments together with the course coordinators will be expected to play their roles of furnishing the Board with the necessary information that is required in the administration and management of common undergraduate courses, while BCUC will play its role in ensuring that service delivery meets quality standards and achieves the timelines set in this Service Charter.

Please communicate with us through the addresses and channels provided at the end of this Service Charter.

Preface

The Board of Common Undergraduate Courses (BCUC) Service Charter sets the scope and the standard of services rendered to our clients, and stakeholders. We are, and will remain committed to the provision of quality service to our clients, and stakeholders. We will continue to play our role in ensuring that the University produces holistic graduates.

In this Service Charter, the Board has stated its quality objectives and reaffirmed its commitment to service delivery. As stated by the Director in his foreword comments, I also want to reiterate that the implementation of this Service Charter will largely depend on all stakeholders playing their roles, since as already stated in the Statutes, the Board works in consultation with the relevant departments, faculties, schools and institutes.

On their part, students will be expected to interact, and deal more with their faculties, school or institute, and the course coordinators whenever they have a problem with any common undergraduate course. Faculties, schools, and institutes are expected to deal with the Board on behalf of their students. However, students should still feel free to come and present their problems to BCUC.

Principles of this Service Delivery

In our service delivery, we pledge to:

- Serve our clients with dignity, courtesy and respect
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision
- Uphold transparency and accountability at all times
- Espouse the principles of natural justice at all times
- Maintain appropriate confidentiality
- Discharge our duties professionally, passionately and with patriotism

Clients of the board

The board's major clients comprise the following:

- Faculties
- Schools
- Institutes
- Departments
- Students
- Employees
- The general public

Partners and Stakeholders

In the provision of its services, the board collaborates with the following partners; and stakeholders:

- University Management
- University Senate

- Faculties; schools; institutes; and departments
- Finance department
- Procurement Unit
- Neighbours

Client Expectations

The following are the least that clients; partners; and stakeholders should expect from the board:

- Quality service
- Prompt processing of examination results
- Safe and healthy environment
- Courteous and timely response to requests and enquiries

Expectations of the board

The board expects its clients; partners; and stakeholders to:

- Treat its staff with respect and courtesy
- Provide sufficient and accurate information to enable its staff respond to requests and enquiries appropriately
- Support its programmes and activities
- Observe the rules and regulations governing common undergraduate courses
- Provide feedback and comments on the services rendered

Support Services

For efficient management of its functions, the board expects quality support services from:

- The University Management
- Faculties; schools; institutes; and departments that house common undergraduate courses

- Faculties; schools; institutes; and departments where students taking common undergraduate courses come from
- Information and Communication Technology Centre (ICTC)
- Center for Open and Distant Learning (CODL)
- University of Nairobi Enterprises and Services Ltd. (UNES)
- Finance department
- Procurement division
- Transport section
- Maintenance section

Commitment to Service Delivery

NUMBER	SERVICE	REQUIREMENT	COST	TIMELINE
1	Ensuring that all students attending classes for Common Undergraduate Courses register with their respective faculties/schools or institutes	Students to register	As determined by faculty/school or institute	As determined by faculty/school or institute
2	Ensuring that all Common Undergraduate Course have coordinators	Beginning of Calendar year	Nil	January of every year
3	Response to queries	Queries received	Nil	7 (Seven) working days

4	Preparation of teaching timetable	A Common Undergraduate Course is scheduled for teaching during a semester	Nil	Two weeks before the beginning of semester
5	Assignment of lecturers to teach at faculties/schools and institutes	Immediately the teaching timetable is circulated	Nil	Before the beginning of semester
6	Take attendance roll-calls to enforce two-thirds requirement for lecture attendance	During lectures by the lecturer	Nil	Immediately after lectures
7	Preparation of examination timetable	A Common Undergraduate Course has been taught during a semester	Nil	Two weeks before the beginning of the examination period
8	Forwarding of examination results to faculties/schools and institutes for all Common Undergraduate Courses except for CCS 001: Communication Skills and in CCS 010: HIV & Aids	Examination has been taken in any Common Undergraduate Course except in CCS 001: Communication Skills done or in CCS 010: HIV & AIDS	Nil	Two weeks from the date of the examination
9	Forwarding of examination results to faculties/schools and institutes	Examination has been taken in CCS 001: Communication Skills or in CCS 010: HIV & AIDS	Nil	Within a month from the date of the examination

Uwajibikaji kwa hati ya utoaji huduma

NAMBARI	HUDUMA	YANAYOHITAJIKA	GHARAMA	MUDA WA UTEKELEZAJI
1	Kuhakikisha kuwa wanafunzi wote wanahudhuria madarasa ya kozi za wanafunzi wote wanajisajili katika vitivo/shule au taasisi zao.	Wanafunzi kujisajili	Kama inavyopend ekezwa na kitivo/shule au taasisi	Kama inavyopendeke zwa na kitivo/shule au taasisi
2	Kuhakikisha kuwa kozi za wanafunzi wote wanaosomea shahada ya kwanza zinao washirikishi	Mwanzo wa mwaka kikalenda	Hakuna malipo	Mwezi wa Januari kila mwaka
3	Kujibiwa kwa maswali	Maswali yaliyopokelewa	Hakuna malipo	Siku saba (7) za kazi
4	Utayarishaji wa ratiba ya ufundishaji	Kozi kwa wanafunzi wote wanaosomea shahada ya kwanza inayopangwa kufunzwa wakati wa semesta	Hakuna malipo	Majuma mawili kabla ya mwanzo wa semesta

5	Uteuzi wa wahadhiri watakaofundish a kwenye vitivo/shule na taasisi	Mara tu ratiba ya ufundishaji inaposambazwa	Hakuna malipo	Kabla ya semesta kuanza.
6	Kubaini wanafunzi waliohudhuria mihadhara ili kuhakikisha kuwa wamehudhuria thuluthi mbili za mihadhara	Wakati wa mihadhaka na ni mhadhiri atakayefanya hili	Hakuna malipo	Baada ya mihadhara
7	Utayarishaji wa ratiba ya mitihani	Kozi kwa wote wanaosomea shahada ya kwanza inapofundishwa katiaka semesta fulani	Hakuna malipo	Majuma mawili kabla ya kuanza kwa mitihani
8	Kupelekwa kwa matokeo ya mitihani kwa vitivo/shule na taasisi kuhusu kozi zote kwa wanafunzi wanaosomea shahada za	Mitihani imefanywa kwenye kozi za wanafunzi wote wanaosomea shahada za kwanza isipokuwa kozi ya CCS 001: Communication Skills na CCS 010:	Hakuna malipo	Majuma mawili baada ya mitihani kufanywa

	kwanza isipokuwa kozi za CCS 001: Communication Skills na CCS 010:HIV & AIDS	HIV AIDS		
9	Kupelekwa kwa matokeo ya mitihani kwa vitivo/shule na taasisi	Mitihani imefanywa kwenye kozi za CCS 001:Communication Skills au CCS 010:HIV and AIDS	Hakuna malipo	Ndani ya muda wa mwezi mmoja baada ya mitihani kufanywa