



KITALE NATIONAL POLYTECHNIC



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015 STANDARD

OPERATIONS PROCEDURE MANUAL

KNP/PM/ADMIN/02

VERSION: C

REVISION: 1

Authorized by: _____ Principal	Sign: 	Date: <u>25TH OCT 2021</u>
Issued by: _____ Management Representative	Sign: 	Date: <u>25TH OCT 2021</u>



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RECORD OF CHANGE

NO	DETAILS OF CHANGE	DATE
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PROCEDURE NUMBER 1: INTERNAL COMMUNICATION

1.0 GENERAL

1.2 PURPOSE

The purpose of this procedure is to ensure effective and efficient communication within The Polytechnic.

1.2 SCOPE

This procedure applies to all modes of communication within The Polytechnic.

1.3 REREFERENCE

- a) Academic policy
- b) Organogram

1.4 DEFINITION OF TERMS

- a) HOD – Head of Department
- b) KNP –Kitale National Polytechnic
- c) DP admin –Deputy Principal Administration

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal Administration for administration issues and deputy principal academics for academic issues shall ensure that this procedure is strictly adhered to.


1.6 INTERFACES/INTERACTIONS

- a) Finance for facilitation of funds
- c) Procurement for provision of materials
- d) All staff for co-operation

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effective communication	Review Internal Customers Feedback Review Record of acknowledgement, Complaints/ Compliments and evidence of action.

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Timely communications	Review the time when communication was made against the time indicated in the context document (communication). Review complaints/ compliments.
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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools equipment and machines
- b) Personnel
- c) Funds/resources
- d) Facilities


1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationary	Memos
Communication mode	Letters
Delivery book/ notes	Emails
Personnel	Minutes of meetings
Need for communication.	Filled delivery book.
Funds	
Communication mode	
Personnel	
Delivery book	

2.0 METHOD

2.1 The following shall constitute the official modes of communication within The Polytechnic.

- a) Memos
- b) Letters

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- c) telephone calls (when documented)
- d) notices
- e) Emails
- f) meetings
- g) verbal communication (when documented)
- h) Bulk SMS
- i) WhatsApp

2.2 MEMOS


- 2.2.1 Memos at The Polytechnic shall be used to pass information from senior officers to their juniors.
- 2.2.2 Any senior officer with an intention of passing information to his/her junior officer shall write a memo as per the format of the memo
- 2.2.3 The senior officer shall then give the memo to The Polytechnic messenger for onward transmission to the details of the relevant officer/areas.
- 2.2.4 The relevant officers shall be required to take action as per the details of the memo.

2.3 LETTERS

- 2.3.1 Letters at The Polytechnic shall be used to pass information at all levels both vertical and horizontal communication
- 2.3.2 Any member of staff with a need to communicate an official matter shall write a letter and forward it to the relevant authority through their immediate supervisor.
The sender of the letter shall ensure that the details are recorded in the delivery book. For personal letters the sender shall directly forward to the respective officer
- 2.3.3 The sender of the letter shall ensure that the recipient acknowledges receipt of the letter by signing in the delivery book
- 2.3.4 The recipient of the letter shall respond to the details of the letter appropriately.

2.4 TELEPHONE CALLS (WHEN DOCUMENTED)

- 2.4.1 Telephone calls shall be used by any officer to pass information at all levels within The Polytechnic. This shall include the use of the intercom and the official mobile phone.

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2.4.2 For the intercom, the caller shall directly pass the information to the intended person.

2.4.3 For information passed through telephone calls, the documented information shall be maintained as outlined in 2.1 (c) above.

2.5 NOTICES

2.5.1 Notices shall be used to pass information from senior officers to their juniors or across board (horizontal communication)

2.5.2 Any member of staff with the need to pass information shall write a notice and pass it to the institute office messenger for onward transmission to The Polytechnic's notice board and to the principal's secretary for filing.

2.5.3 The Polytechnic messenger shall ensure that outdated notices are withdrawn from all notice boards.

2.6 E-MAILS

2.6.1 E-mails shall be used by any officer to pass information at all levels within The Polytechnic as per the institute ICT policy 2014.

2.7 MEETINGS

2.7.1 Meetings shall be held as per the meeting procedure number 4 in this manual

2.8 VERBAL COMMUNICATION (WHEN DOCUMENTED)

2.8.1 Verbal communication shall be used to pass information at all levels within The Polytechnic.


2.8.2 The originator of the message shall ensure that this is followed by some form of document i.e. (a) (b) as outlined in 2.1 above

2.8.3 This procedure shall be deemed complete upon the recipient taking appropriate action as per the detail of the communication.

2.9 Bulk SMS

Bulk SMS communication shall be used to pass information at all levels within The Polytechnic.

2.9.2 The originator of the message shall ensure that this is followed by some form of document i.e. (a) (b) as outlined in 2.1 above

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2.9.3 This procedure shall be deemed complete upon the recipient taking appropriate action as per the detail of the communication.

2.10 WhatsApp


WhatsApp communication shall be used to pass information at all levels within The Polytechnic.

2.10.2 The originator of the message shall ensure that this is followed by some form of document i.e. (a) (b) as outlined in 2.1 above

2.10.3 This procedure shall be deemed complete upon the recipient taking appropriate action as per the detail of the communication.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Memos
- b) Letters
- c) E-mails
- d) Minutes of meetings
- e) Filled delivery book.

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PROCEDURE NUMBER 2: EXTERNAL COMMUNICATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient communication between The Polytechnic and her customers,

1.2 SCOPE

The procedure applies to all modes of external communication

1.3 REFERENCE

NONE

1.4 DEFINITION OF TERMS

HOD – Head of Department

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure that this procedure is strictly adhered to.

1.6 INTERFACES/INTERACTIONS

a) All departments for cooperation and submission of requests/ information

1.7 PERFORMANCE TARGET


The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effective communication	Review External Customers Feedback(Record of Acknowledgment, Complaints , Compliments)
Timeliness	Review the time of receipt of content & date vis-a-vis record of dispatch and the service charter.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel
- b) Funds/resources
- c) Facilities (computer, printer, phones)

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1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Content/ Information	Filled delivery book, Customers feedback/ Acknowledgment, letters, emails, record of dispatch
Funds	
Communication mode	
Personnel	
Delivery book	

2.0 METHOD

2.1 External communication at The Polytechnic shall involve both incoming and outgoing communication

2.2 The institute receives information/communication from its customers in the following modes

- a) letters
- b) Emails
- c) Telephone calls


2.3 LETTERS

2.3.1 All letters to The Polytechnic shall be received by the secretary to the principal who shall sort them based on the subject content, open and stamp the official letters and record them in the incoming mail register

2.3.2 The principal's secretary shall then forward all the opened and stamped letters to the principal and the personal letters as indicated on the address.

2.3.3. The principal shall read the letters make appropriate recommendation on the way forward and forward them to the secretary for onward transmission to the relevant officers as indicated.

2.3.4 For the personal letters the principal's secretary shall forward them to The Polytechnic messenger who shall place them in the relevant staff pigeon holes(in case of teaching

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staff) or hand over to relevant BOG staff(or place them in the appropriate tray if not delivered).

2.4 E- MAILS

- 2.4.1 The principal’s secretary shall check the official email address for any mail sent on a daily basis.
- 2.4.2 She/he shall then print all the emails and pass them to the principal for appropriate action.
- 2.4.3 The principal shall then read through the E-mails, make appropriate recommendation and forward them to the secretary for onward transmission to the relevant officer(s) as indicated

2.5 TELEPHONE CALLS

- 2.5.1 The respective officers receiving the calls shall be required to act appropriately based on the relayed message.


2.6 MEETINGS

- 2.6.1 The Polytechnic shall conduct meetings with her customers and stakeholders as per the meetings procedure number 4 in the general operations procedure manual.

2.7 OUTGOING COMMUNICATION

2.7.1 LETTERS

- 2.7.1.1. The sender of the letter shall draft the letter and forward it to the principal through the relevant HODs for approval.
- 2.7.1.2 The principal shall read through the letter and approve it based on
- a) Appropriateness of the subject content
 - b) Availability of resources.
- 2.7.1.3 In the event the letter is not approved, the principal shall revert it to the sender with recommendation for amendments.
- 2.7.1.4 The principal’s secretary shall type and address the original copy, make a copy of the signed letter and file it as per the filing procedure number 3 in this manual and hand it over to The Polytechnic’s messenger for dispatch as per the appropriate mode.
- 2.7.1.6 The principal’s secretary shall record the details of the outgoing mail in the outgoing mail register

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2.7.1.7 For outgoing letters which are hand delivered, the principal's secretary shall ensure that

The Polytechnic's messenger records them in the delivery book

2.8 E MAILS

2.8.1 the sender shall draft the email and forward it to the principal through the relevant HOD for approval.

2.8.2 The principal shall read through the draft email and approve it based on

- a) Appropriateness of the subject content
- b) Availability of resources

2.8.3 In the event of the principal disapproving the draft email, he/she shall communicate this to the sender through relevant HOD with recommendations for amendment.

2.8.4 Upon approval, the principal shall forward it to the secretary who shall type and send the E-mail through The Polytechnic official E-mail address and copy the same to the principal's official E-mail address and hand in a copy to the sender.

2.9 TELEPHONE CALLS

2.9.1 Outgoing telephone calls shall be made by authorized officers upon facilitation by the Principal.


The authorized officers' shall include:

- a) The Polytechnic's Principal
- b) The Deputy Principals
- c) The Registrar (admissions)
- d) The Registrar (Administration)
- e) Dean of students
- f) All HODs
- g) The Finance officer

2.9.2 All outgoing calls details shall be recorded in the outgoing calls register

2.12 MEETINGS


2.12.1 The Polytechnic shall hold meeting with her customers and stakeholders as per the procedure on conducting meetings number 4 in the general operations procedure manual.

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2.12.2 The procedure shall be deemed complete upon the relevant officers taking appropriate action as per the details of the communication.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Filled delivery book
- b) Customers feedback
- c) Acknowledgment
- d) Letters
- e) E-mails
- f) Record of dispatch

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PROCEDURE NUMBER 3: FILING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient filing is done at the Polytechnic.

1.2 SCOPE

This procedure applies to all the filing done at The Polytechnic.

1.3 REFERENCES

NONE

1.4 TERMS AND DEFINITIONS

NONE

1.5 PRINCIPAL RESPONSIBILITY

The Registrar Administration shall ensure that this procedure is adhered to.


1.6 INTERFACES/INTERACTIONS

- a) Stores for provision of files
- b) Procurement office for purchase of required files and stationary
- c) All staff for provision of information for filing

1.7. PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Security of information	Comparing the file movement register with the files in the registry. Counterchecking the folio sheet with what is filed
Easy retrieval of information	Review the clarity of labels, cataloging and indexing Monitor time taken to retrieve a file
100% Safety and Security of information store	Physical observation of the security status of the storage area

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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Files Stapler Staple pins Information to be filed Paper punch machine Stationary File movement register and folio sheets.	Clearly labeled, folioed and secured file, Updated file movement register.

2.0 METHOD


2.1 Filing at The Polytechnic shall be done at two levels

- a) Central administration
- b) Departmental level

2.2 IDENTIFICATION OF FILES

2.2.1 All files at The Polytechnic shall be identified through indexing as follows.

- a) The first part shall be KNP denoting Kitale National Polytechnic followed by slash:/KNP/
- b) The second part shall be the department where the file has originated followed by a slash.
- c) the third part shall be the type of file followed by a slash
- d) The forth part shall be the subject content of the file followed by a slash

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e) The last part shall be the volume of the file

EXAMPLE

KNP/ADM/CF/MHE/VOL 1

KNP/MECH/CF/SD/VOL 1

2.3 Filing at the central department shall be done at two categories

a). Confidential files which will contain sensitive files which are assessed by authorized person e.g. employee personal records, Governing Council minutes and staff details at the departmental level.

b). General files contain general information accessible to authorized persons. They include records like circulars from TSC, letters from the various stakeholders, schemes of work at departmental level etc.

2.4 FOLIOING

2.4.1 The Secretary to the Principal shall receive all records, sort as per the subject content.


2.4.2 The secretary to the principal shall then file the records as per the folio number given in the respective file and enter these details in the folio sheet of the file at the end of every day.

2.4.3 The secretary to the principal shall then return the file and keep it in a lockable cabinet for protection from damage,

2.4.4 At the departmental level, the respective HOD shall ensure that all the records received are sorted (for confidential and general records) as per the subject content, give the record a folio number as per the folio sheet in the respective file.

2.4.5 The respective HOD shall then ensure that the records are filed as per the folio number given in the respective file and the folio number details entered in the folio sheet of the file.

2.4.6 All files shall be kept under the custody of the respective HODs in lockable cabinets


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2.5 BORROWING OF FILES

- 2.5.1 In the event that any member of staff of KNP is in need of a file for a specific use, he/she shall contact the principal's secretary for files under the administration or the respective HOD for departmental files.
- 2.5.2 The principal's secretary or the respective HOD shall ensure the borrower records details of the file in the file control register
- 2.5.3 If the borrower cannot be issued with the file, the principal's secretary/respective HOD shall advise the borrower to seek approval for the same from the relevant authority.
- 2.5.4 The procedure shall be deemed complete upon the borrower returning the file and signing off the details from the file control register.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Clearly labeled files
- b) Folioed and secured files
- c) Updated file movement register.

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PROCEDURE NUMBER 4: CONDUCTING MEETINGS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in conducting both online and physical meetings

1.2 SCOPE

The procedure applies to all meetings in KNP.

1.3 REFERENCES

- a) KNP-calendar of events
- b) KNP academic policy 2018 Revised Edition

1.4 TERMS DEFINITION

D/P Admin – Deputy Principal Administration

1.5 PRINCIPAL RESPONSIBILITY

The deputy principal admin for administration issues and deputy principal academics for Academics issues shall ensure adherence to this procedure.

1.6 INTERFACES/INTERACTIONS

- a) All departments for cooperation and information
- b) Students' council for information, participation,


1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Adherence to the meeting agenda	Review agenda against the minutes
Total adherence to the timeliness	Review notices against time of starting and ending (minutes)

1.8 RESOURCES

The resources to be used in the process are listed below:-

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- a) Stationary- computers, foolscaps, pens, printers
- b) Human resource
- c) Finance
- d) Infrastructure

1.9 INPUTS AND OUTPUTS


INPUTS	OUTPUTS
Personnel	Filled attendance sheet
Schedule of meetings	Minutes
Notices	Signed minutes
Agenda	Record of circulation
Attendance sheet	
Minutes of the previous meeting	

2.0 METHOD

- 2.1 Both Online and physical Meetings within The Polytechnic shall be of two types
 - a) Scheduled meetings
 - b) Unscheduled meetings
- 2.2.2 This procedure shall start with the convener of both online and physical meeting communicating to the members of the meeting as per internal communications procedure in the general operations procedures manual at least seven days to the date of either of the meeting .The communication shall detail
 - a) Date of meeting
 - b) Venue/Link
 - c) Time
- 2.2.3 A day before either of the meeting the convener shall ensure that the venue is prepared, minutes of the previous meeting and any other modalities as pertaining the meeting are ready.
- 2.2.4 On the day of either meeting the convener shall
 - a) Call the meeting to order
 - b) Establish the quorum depending on the type of meeting.

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- 2.2.5 In the event of no quorum, the convener of the either meeting shall adjourn the meeting at this point for further consultation.
- 2.2.6 If the quorum is adequate, the convener shall call upon the chairperson to proceed with the meeting as follows
- NB/ the convener of the meeting is the secretary to the meeting unless otherwise stated.
- a) The chairperson shall open the meeting and call upon the members to register.
 - b) Calls upon the secretary to read out the agenda go through the previous meeting's minutes.
 - c) Ensure that members confirm the minutes
 - d) Ensure handling of the matters arising
 - e) Shall ensure deliberation of the agenda of the day
- 2.2.7 Either of the meeting shall be adjourned upon exhaustive deliberation of the day's agenda.
- 2.2.8 The convener of either meeting shall prepare the minutes of the meeting; ensure counter signing of the previous minutes by the chairperson and the secretary and filing as per filing procedure.
- 2.3 Unscheduled online or physical meeting/urgent online/physical meetings**
- 2.3.1 The activity shall start with the need arising for urgent online or physical meeting
- 2.3.2 The convener shall communicate to the respective officers on the need to hold the urgent said meeting.
- 2.3.3 Upon assembling or logging in, the chairman of the committee shall cal the said meeting to order and ensure deliberation of the agenda of the day.
- 2.3.4 The procedure shall be deemed complete upon chairperson adjourning the meeting.
- 3.0 LIST OF APPLICABLE RECORDS/ REPORTS**
- a) Filled attendance sheet
 - b) Minutes
 - c) Record of circulation

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PROCEDURE NUMBER 5: STUDENTS DISCIPLINE

1.0 GENERAL

1.1 PURPOSE

This procedure is to ensure effective, efficient and fair handling of disciplinary issues in KNP.

1.2 SCOPE

This procedure covers all disciplinary cases amongst students in KNP.

1.3 REFERENCES

- a) KNP College rules and regulations
- b) KNP hostel rules and regulations
- c) Laws of Kenya (criminal act)
- d) KNP Academic policy

1.4 DEFINITION OF TERMS

- a) KNP -Kitale National Polytechnic
- b) DP ADMIN – Deputy Principal Administration
- c) DOS - Dean of students
- d) G&C – Guidance and counseling
- e) MOD – Master/mistress on duty
- f) SC – Student council
- g) GC - Governing Council
- h) DC –disciplinary committee


1.5 RESPOSIBILITY

The deputy Principal Admin shall ensure that this procedure is adhered to:

The Deputy Principal Administration shall ensure this procedure is adhered

1.6 INTERFACES/INTERACTIONS

- a) Principal for information and decision making
- b) Disciplinary committee for decision making
- c) Board of Management for information
- d) Students for information

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- e) Students Council for discussion & decision making
- f) Registrar's office for record keeping
- g) Dean's office for information
- h) HODs for information
- i) Security for information and implement
- j) Catering for information
- k) Teaching staff for information

1.6 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Disciplined students	Comparing number of cases handled currently against previous on termly basis.
Fairness	Comparing the action taken with applicable disciplinary tools
Timely handling and resolution	Comparing the action time with applicable disciplinary tools


1.7 RESOURCES

The resources to be used in the process are listed below:-

- 1 Personnel
- 2 Stationary
- 3 Media

1.8 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Disciplined students
Occurrence book	Record of indiscipline cases

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Rules & regulations	
Academic policy	
Class/hostel lists	

2.0 METHOD

2.1 This procedure shall start when the DOS receives disciplinary case either through SC or by individual students and members of staff. The DOS shall determine whether to refer the case to

- a) the deputy principal admin. for disciplinary action
- b) to the head of G&C

This shall depend on the magnitude of the case and the effects to the students or institute.

2.2 Upon receipt of a disciplinary case from the DOS, the DP admin shall determine whether to;

- a) Give a verbal/ written warning
- b) Separate the student(s) from the rest
- c) Refer case to the police

2.2.1 This shall be based on:-


- a) Contravening the laws of the land (police case)
- b) The impact the offence has on the general well being of The Polytechnic.

2.3 In the event of a verbal/written warning, the DP admin shall issue a verbal/written warning to the offender and direct them to write an apology letter in duplicate

2.3.1 Upon receipt of the apology letter, the DP admin shall give it to the registrar's office for filing as per the filing procedure number 3 in this manual

2.3.2 The DP admin shall then note details and nature of the offence in disciplinary book

2.4.I In cases of separation the DP admin shall write a suspension letter detailing the date when the student and the bona fide guardian/parent shall appear to the DC and make adequate copies as per the reprographic procedure.

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2.4.2 The DP admin shall then ensure that copies of the suspension letter are sent to the parents of the student, the students file, DOS, housekeeper, boarding master, G&C Coordinator, cateress, security, relevant HOD, chairperson SC and the student himself/herself

2.4.3 The DP admin shall then ensure that the student is escorted out of The Polytechnic compound by the security personnel

2.4.3 The DP admin shall then inform members of the D.C of the suspension and the date of hearing.

2.4.4 On the scheduled date of hearing the DP Admin shall convene the DC meeting to deliberate on the case

2.4.5 In the event the student has not met the conditions in 2.4 above, the DP admin shall call off the meeting and inform the student and his/her guardian to comply with the specified requirements

2.4.6 If the student meets the condition in 2.4 above the case shall be heard on its own merit and a decision shall be made based on

- a) The seriousness of the case
- b) Prevailing conditions

2.4.7 For cases which the DC cannot resolve, the meeting refers them to the C.O.G. through the principal.


2.4.8 If the GC cannot resolve then, they shall refer it to the director of education for appropriate action

Note: In the event that the Principal/Deputy principal encounters a disciplinary case before its reported to the D.O.S, he/she shall take appropriate disciplinary action and inform the D.O.S for information and documentation

2.5 **Police cases**

2.5.1 The DP admin shall refer cases which contravene the laws of the land to the police and record the details of the case in the disciplinary book


2.5.2 The DP admin shall then communicate to the parents /guardian of the student as per external communications procedure informing them of the offence and action taken,

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- 2.6 In cases of separation or police case, this procedure shall be deemed complete when the DP admin shall communicate as per internal communication procedure number 1 in this manual to the registrar, the DOS and the respective HOD.
- 2.7 For cases referred to G&C department, the G&C coordinator shall assign a counselor to the student depending on the nature of the case.
- 2.7.1 The counselor shall be required to give a progress report to the G&C coordinator after every two weeks until the issue is resolved.
- 2.6.2 In the event the counselor cannot handle the issue he/she shall communicate to the guidance and counseling coordinator as per internal communications procedure who shall take an appropriate action.
- 2.7 This procedure shall be deemed complete upon guidance and counseling coordinator
 Preparing a report and forwarding it to the DOS for information and any recommendations as necessary

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Filled disciplinary book
- b) Evidence of action taken
- c) Minutes of disciplinary committee meeting
- d) Communications

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PROCEDURE NUMBER 6: MANAGEMENT OF PRODUCTION UNITS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in the management of production units.

1.2 SCOPE

This procedure applies to the management of all production units in KNP

1.3 REFERENCES

- a) IGA remuneration schedule
- b) Production unit policy
- c) Academic policy 2018 Revised Edition

1.4 DEFINITION OF TERMS

- a) IGA –income generating activities
- b) PU – Production units
- c) PUC – production unit coordinator
- d) DPUC - departmental production unit coordinator

1.5 PRINCIPAL RESPONSIBILITY

The P.U.C shall ensure that his procedure is adhered to and maintained.


1.6 INTERFACES/INTERACTIONS

- a) Enterprise units for information in regard to income generation
- b) Procurement department for provision of materials
- c) Principal for advice, consultation and approval

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effective income generating activities	Revenue collection

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Prudent absorption of funds allocated-	Review the budget vis-à-vis the expenditure
Competitive products/service-	Review the customers' feedback and the record of income generated.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Equipment (Tools/ machine)
- b) Human resource
- c) Finance
- d) Infrastructure


1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Raw materials	Finished products/Goods
Part time Training Programmes	Customer feedback tools
Training materials	Training
Polytechnic facilities	Quality products
Students	Filled attendance forms
Consultation services	Competent graduates
	Record of Revenue collection
	Satisfied customers

2.0 METHOD

2.1 The production units activities at The Polytechnic shall include:-

- a) Part time training programs
- b) Consultancy services
- c) Hire of The Polytechnic facilities
- d) Production of goods to external customers


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2.2 PART TIME TRAINING PROGRAMS

- 2.2.1 This procedure shall start after students have been admitted for part-time programs as per the admission procedure.
- 2.2.2 The DPUC shall communicate to the students as per internal part-time timetable made as per the time tabling procedure in the curriculum procedures manual.
- 2.2.3 Upon receipt of the timetable the respective DPUC in consultation with the respective HODs shall prepare workload as per the workload procedure in the curriculum procedures manual.
- 2.2.4 The respective DPUC shall ensure the concerned lecturer adequately prepares for and attend to the lessons as per the procedures on course outline, record of work and lesson notes and procedures on conducting theory and practical lessons (where applicable)
- 2.2.5. The respective lecturers shall set, moderate, administer, mark, grade and release exams as per the procedures on the same as stipulated in the curriculum implementation procedures manual.
- 2.2.6 This activity shall be deemed complete on issuance of transcripts to the successful candidates as per the Result Slips and Transcripts issuance procedure in the curriculum implementation procedures manual.

2.3 CONSULTANCY SERVICES

- 2.3.1 This activity shall start when the PUC receives a request from the client as per external communication procedure in this manual for consulting services.
- 2.3.2 Upon receipt of the communication, the PUC shall in consultation with the relevant DPUC and the Principal reply to the customer as per external communication procedure inviting them to sign a contract commitment agreement form
- 2.3.3 The PUC shall ensure that the tasks stated in the contract are accomplished within the agreed schedule as per the commitment agreement signed.
- 2.3.4 This activity shall be deemed complete upon the fulfillment of the contract as per the commitment agreement signed and the completion report written, signed by the resource person or client.

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2.4 HIRE OF THE POLYTECHNIC FACILITIES


- 2.4.1 The activity shall start when PUC receives a request from a client as per external communication for hire of The Polytechnic facility.
- 2.4.2 upon receipt of the communication, the PUC shall in consultation with the registrars reply to the customer as per external communication confirming acceptance or non-acceptance of the request based on the:
- a) Availability of the facility/equipment
 - b) Impact of the intended activity on learning environment
- 2.4.3 Upon acceptance the PUC shall inform the client as per the external communication on terms and payments as per hire of facilities rates. This activity shall be deemed complete upon the use of the facility as per the agreed terms and payment made.

2.5 PRODUCTION OF GOODS

- 2.5.1 The activity shall start when the PUC receives a request from client for goods as per external communication
- 2.5.2 Upon receipt of the communication the PUC shall in consultation with the relevant DPUC and principal invite the client to sign a commitment agreement.
- 2.5.3 The PUC shall ensure that goods stated in the contract are produced within the agreed schedule as per commitment agreement signed.
- 2.5.4 This activity shall be deemed complete upon collection of the goods and signing of the delivery note.


2.6. I.G.A PAYMENT

- 2.6.1 The PUC shall ensure that the PU claim forms are dully filled in accordance with I.G.A remuneration schedule and payment made to the relevant personnel within one week of completion of the services and goods.
- 2.6.2 In case of training the I.G.A form be dully filled monthly as per the IGA remuneration schedule for training purposes and followed as in 2.6.1
- 2.6.3 This procedure shall be deemed complete upon payment to the relevant facilitators in the I.G.A. is made as per the payment procedure

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3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Quarterly and annual Reports
- b) Filled attendance forms
- c) Record of Revenue collection
- d) Customer feedback

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PROCEDURE NUMBER 7: REVIEWING OF THE STRATEGIC PLAN

1.0 GENERAL

2.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient review of the Strategic Plan.

1.2 SCOPE

The procedure shall cover review of KNP strategic plan.

1.3 REFERENCE

- a) Vision 2030 guidelines
- b) Current policy guidelines from MOE
- c) GOK guidelines
- d) Millennium development goals (MDG)

1.4 TERMS AND DEFINITIONS

- a) GC - Governing Council
- b) GOK – Government of Kenya
- c) MOE -Ministry of Education
- d) MDG – Millennium Development Goals
- e) HODs – Head of Department

1.5 PRINCIPAL RESPONSIBILITY


The deputy principal admin shall ensure that this procedure is adhered to.

1.6 INTERFACES/INTERACTIONS

- a) All departments to ensure the strategic plan is reviewed
- b) Deputy Principal Administration for convening a meeting of the SP review committee
- c) Council for review and approval of the SP
- d) Principal for communicating to the Council comments to the chairman of the SP review committee

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

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PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effective review of the strategic plan	See evidence of approvals
Timely review of the strategic plan	Compare the time of expiry of the previous SP against the time when the current SP was approved and became effective.

1.8 RESOURCES

The resources to be used in the process are listed below:-


- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities

1.9 INPUTS AND OUTPUTS


INPUTS	OUTPUTS
Communication on the expiry of the Strategic Plan	Reviewed and approved Strategic Plan Minutes of the SP meetings Evidence of launch of the reviewed SP, records of distribution of copies of the reviewed SP.
previous strategic plan	
Vision, Mission, Core mandate, Core values and Objectives	

2.0 METHOD

- 2.1 This procedure shall start when the Polytechnic receives communication that the strategic plan requires review. The communication shall be from the stakeholders and industries of interest with The Polytechnic
- 2.2 Upon receipt of the communication the deputy principal admin shall convene a meeting of this strategic plan committee as per the meetings procedure no 4 in this manual.


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- 2.3 The strategic planning committee shall consider the need as per the communication in 2.1 above and make recommendations to the principal on the same who shall then forward the same to the BOG for approval.
- 2.3.1 In approving BOG shall consider the concern raised by the stakeholders and interested industries.
- 2.3.2 In the event that the Council does not approve the principal shall communicate the same to the chairman SP committee as per the internal communication procedure in this manual.
- 2.3.3 The chairman of the SP shall then convene a meeting as per the meetings procedure in this manual to discuss the amendments as recommended by the BOG.
- 2.3.4 Upon approval the principal shall then communicate the same to the strategic planning committee through the chairperson as per internal communication procedure in this manual.
- 2.4 The chairperson SP committee shall then convene a meeting as per the meetings procedure number 4 in this manual to review the strategic plan as the communication in 2.1 above
- 2.5 The chairperson of the SP committee shall forward the reviewed SP draft to the principal for ratification based on criteria 2.3.1 above.
- 2.6 In the event, that the draft is not satisfactory, the principal; shall communicate to the chairperson, SP committee with recommendations for amendment.
- 2.7 upon ratification, the principal shall forward the ratified draft SP to the board for approval as per criteria in 2.3.1 above
- 2.8 In the event of disapproval, the board shall make recommendations and communicate to the principal who shall then ensure amendments.
- 2.9 upon approval, the board shall adopt the draft SP as The Polytechnic's strategic plan and this procedure shall be deemed complete

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3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Reviewed and approved strategic plan
- b) Minutes of the SPC meetings
- c) Evidence of launch of the reviewed SP
- d) Records of distribution of copies of the reviewed SP.

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PROCEDURE NUMBER 8: MANAGEMENT OF LEAVE OF ABSENCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in issuance of leave of absence.

1.2 SCOPE

This procedure shall cover all leaves of absence in KNP.

1.3 REFERENCES

- a) PSC Code of conduct
- b) Current Workers manual from the ministry of labor
- c) Academic policy (2018 Revised Edition)

1.4 DEFINITION OF TERMS

- a) PSC – Public Service Commission
- b) AP – Academic Policy 2018 Revised Edition
- c) GC - Governing Council
- d) DP ADMIN – Deputy Principal administration
- e) DOS – Dean of Students
- f) HOS – Head of Section

1.5 PRINCIPAL RESPONSIBILITY

The deputy principal admin shall ensure that this procedure is strictly observed.


1.6 INTERFACES/INTERACTIONS

- a) All teaching and non- teaching staff for submission of leave requests
- b) HODs for verification of leave applications

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Fairness in the management of leave of	Review application of leave of absence against the

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absence	approved leave of absence forms and the requirements (leave schedule and other applicable requirements)
Timely processing of leave	Time of submission of request against time of approval and the stipulated timeline

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Stationary- printing papers, computers
- b) Personnel
- c) Funds

1.9 INPUTS AND OUTPUTS


INPUTS	OUTPUTS
Leave of absence forms	Approved leave of absence
Leave schedule	Communications
	Handing / taking over reports

2.0 METHOD

2.1 Leave of absence for teaching staff

This procedure shall commence upon a member of staff presenting himself/herself to the Deputy Principal Administration and requesting for the leave of absence form and duly complete the form

- 2.1.2 The requesting teacher shall identify a teacher in the same specialization who shall stand in for him/her during his/her absence and the teacher identified shall sign the leave of absence form
- 2.1.3 The requesting teacher shall then forward the form to the respective HOD for information and verification based on availability of the teacher standing in and/or if not available the HOD the necessary arrangement before endorsing the form.
- 2.1.4 The teacher shall then forward the form back to the DP admin for endorsement

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2.1.5 This activity shall be deemed complete when the leave form is signed by the DP admin, the original form given to the applicant, duplicate filed in the leave of absence file and the triplicate in the personal file.

2.1.6 In case of a teacher seeking a maternity or paternity leave, the teacher shall follow the TSC code of regulations.

2.2.0 Leave of absence for Council staff

2.2.1 This activity shall commence upon a member of GC staff presenting himself/herself to the Registrar Administration and requesting for the leave of absence form

2.2.2 The member of GC staff shall fill the leave of absence application form giving personal details, reason for leave and number of days to be away as stipulated in the form.

2.2.4 The GC member of staff shall forward the form to be approved by his/her head of section. In the event that it is approved, the head of section shall identify somebody to stand in. If it is not approved the HOS shall return to the staff with recommendations. Upon approval the HOS shall ensure that the GC member of staff forwards the form to the registrar for endorsement.

2.2.5 This activity shall be deemed complete when the Registrar Administration signs the form and a copy is filed in the personal file.

2.3.0 Leave of absence for students


2.3.1 This activity shall commence when a student presents himself/herself to the dean of students and requests for a leave of absence form

2.3.2 The student shall fill the form in Quadruplicate giving personal details, reason for absence and number of days to be away as stipulated in the form

2.3.3 The student shall take the form to his/her HOD for verification and approval guided by the details filled in the form.


2.3.4 After verification the student shall take the form back to the DOS for endorsement. In the event of maternity leave or course deferment, the DOS shall notify the principal in writing.

2.3.5 This procedure shall be deemed complete when the DOS signs the form and a copy filed in the personal file

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3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Approved leave of absence
- b) Communications
- c) Handing / taking over reports

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PROCEDURE NUMBER 9: REPROGRAPHY

1.0 GENERAL

1.2 PURPOSE

The purpose of this procedure is to ensure that all reprographic activities within KNP are carried out efficiently and effectively.

1.3 SCOPE

This procedure covers all reprographic activities in The Polytechnic.

1.4 REFERENCE

NONE

1.4 DEFINITION OF TERMS

a) **HOD-** Head of Department

b) **CO** –Clerical Officer

1.5 PRINCIPAL RESPONSIBILITY

The DP admin shall ensure that this procedure is followed and maintained.

1.6 INTERFACES/INTERACTIONS

c) All departments for cooperation and effectiveness


d) HODs for approving reprography task from staff

e) CO for recording reprography task in the register and performing the task

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Effectiveness in reprographic	Observe the quality of the printed/ photocopied/scanned/bound document Review customer feedback
Timeliness	Review the time of receipt of the request against the time of delivery of the reprographic document in line with the stipulated timelines. Review customer feedback

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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities/ infrastructure

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Printing papers	Printed documents
Computers	Scanned documents
Scanner	Photocopied documents
Photograph machines	Laminated documents
Lamination and binding materials	Bound documents
Request for reprography	Filled reprography register
Reprography register	

2.0 METHOD


2.1 Reprography within The Polytechnic shall consist of the following activities

- a) Printing and typing
- b) Photocopying
- c) Scanning
- d) Photography
- e) Lamination and binding

2.2 This procedure shall start with the requesting officer presenting a duly filled reprography request form to the respective HOD for approval

2.3 Upon receipt of the request form, the HOD shall approve guided by the following


- a) Official documents only

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- b) Urgency of the task
 - c) Size/volume of the task
- 2.4 In the event that the respective HOD fails to approve the reprographic request form it shall be returned to the requesting officer with recommendations. Upon approval the requesting officer shall then forward the form to the CO
- 2.5 Upon receipt of the task the CO shall record the task in the reprography register and perform the task on first come first served basis unless it's an urgent document as justified by the respective HOD.
- 2.6 The CO shall perform the task in a period not exceeding two days.
- 2.7 This procedure shall end upon the CO handing over the completed work to the requesting officer and ensure that they countersign upon receipt on the reprography register.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Filled reprography register
- b) Requests

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PROCEDURE NUMBER 10: GENERAL CLEANING.

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timeliness and efficiency in compound cleaning within The Polytechnic.

1.2 SCOPE

The procedure applies to all activities of compound cleaning within The Polytechnic.

1.3 REFERENCES

- a) Occupational Health and Safety Guidelines (2008)
- b) KNP Health and Safety policy (2009)
- c) Current Public Health Guidelines

1.4 DEFINITION OF TERMS

- a) M.O – Maintenance Officer
- b) HOSG – Head of section Grounds
- c) F.O –Finance Officer

1.5 PRINCIPAL RESPONSIBILITY

The Registrar Administration shall ensure that this procedure is followed and maintained.


1.6 INTERFACES/INTERACTIONS

- a) All departments for cooperation on cleanliness within their areas
- b) GS for preparation of a monthly schedule
- c) MO for facilitating availability of copies of the monthly cleaning schedule to relevant officers for their information

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Timely cleaning	Review the cleaning schedule against cleaning records

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Effective cleaning	Physical observation of the cleaned areas. Review customers feedback
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1.8 RESOURCES

The resources to be used in the process are listed below:-


- a. Tools equipment and machines
- b. Personnel
- c. Funds
- d. Facilities/ Infrastructure

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Cleaning schedule	Duly filled checklists and monthly cleaning reports
Cleaners	
Duty rosters	Record of issuance of cleaning detergents and tools
Cleaning checklists	
Cleaning equipment and detergents	Clean environment
Water	

2.0 METHOD


- 2.1 This procedure shall start with the HOSG preparing a monthly schedule for the compound cleanliness.
- 2.2 In preparing the schedule, the HOSG shall consider:
 - a) number of personnel
 - b) the workload
 - c) type of work
 - d) urgency
- 2.3 Upon preparation of the schedule, the HOSG shall forward the schedule to the HR for approval based on criteria in 2.2 above

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- 2.4 In the event that the HR does not approve, it shall be returned to the HOSG with recommendations
- 2.5 Upon approval, the GS shall reproduce copies of the same as per reprographic procedure and post the copies to the relevant notice boards.
- 2.6 The MO shall also ensure that the HR, FO, HOSG and the deputy principal get copies for information and references
- 2.7 Compound cleaning shall be conducted as per the schedule, and the HOSG shall ensure daily supervision and give progress report on weekly basis and this procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Duly filled checklists
- b) Monthly cleaning reports
- c) Record of issuance of cleaning detergents and tools

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PROCEDURE NUMBER 11: SECURITY

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness, efficiency and continuity in security of KNP.

1.2 SCOPE

The procedure shall cover all security offered within The Polytechnic.

1.3 REFERENCES

- a) - Current guidelines on security
- b) - Criminal procedure code cap 75

1.4 DEFINITION OF TERMS

- a) CSO - Chief Security Officer
- b) ACSO - Assistant Chief Security Officer
- c) TKNP - The Kitale National Polytechnic
- d) SO - Security Officer

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal (Admin) shall ensure adherence to this procedure.


1.6 INTERFACES/INTERACTIONS

- a) All departments and students for information on security matters
- b) CSO for ensuring availability of a duty roster in liaison with the supervisor of the outsourced company.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% safety of persons and property	Review of daily occurrence book, Signed visitors books and Constant review of cctv cameras.

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Timely reporting of security incidences to relevant officers	Review of the time of occurrence of the incidences against the time of reporting

1.8 RESOURCES

The resources to be used in the process are listed below:-


- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel	Reported insecurity incidences in the occurrence book
Guidelines/ requirements on security	Filled visitors books
Equipment (24 police riot, metal detectors, under search mirrors)	Record of investigations and security reports
Occurrence books, visitors book	

2.0 METHOD

- 2.1 This procedure shall begin with the CSO liaising with the supervisor of the outsourced company to ensure a duty roster is available by the third week of the preceding month.
- 2.2 The CSO shall then forward the duty roster to the D/p admin for information.
- 2.3 Security shall be offered as per the duty roster and shall be divided into:
- 2.4 Security at the gate**
 - 2.4.1 This activity shall begin upon arrival of a visitor at the main entrance to The Polytechnic. The S.O on duty shall request to know the nature of the visit

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- 2.4.1 The S.O shall assess the nature of the visit and record in the visitor's book search the visitor and allow the visitor to proceed in.
- 2.4.2 In the event that the visitor has a vehicle, the visitor shall record the details as per 2.4.2 above and security officer inspect the vehicle and allow in. If the visitor has suspicious goods, the S.O. shall not allow them in.
- 2.4.3 For the visitors leaving The Polytechnic, the security officer shall re-inspect the vehicle, and if found to have unauthorized equipments/goods (without gate pass), the S.O shall enquire from the source, and if not authorized, the visitor shall be a suspect and arrested.
- 2.4.4 If the goods are authorized, the visitor shall sign out in the visitor's book and leave a copy of the gate pass and this activity shall be deemed complete.


2.5 Security at other areas

The security officer shall report on duty 15 minutes to time to the authorized supervisor for briefing

- 2.5.1 The activity shall start upon the officer reporting to the assigned area of work.
- 2.5.2 Before any officer takes up duty, the two S.Os i.e. the incoming and the outgoing shall patrol the area to ascertain that everything is in order, explain to the incoming officer of any changes made and each of them sign in the personal occurrence.
- 2.5.3 In the event of a major occurrence, the authorized supervisor shall notify the CSO for action
- 2.5.4 If there is no major occurrence, the incoming officer shall take up the duty and this procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Filled occurrence book
- b) Filled visitors books
- c) Record of investigations
- d) Security reports

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PROCEDURE NUMBER 12: CUSTOMER CARE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure that customers are effectively and efficiently served at The Polytechnic.

1.2 SCOPE

This procedure applies to customer care services at the entire Polytechnic.

1.3 REFERENCES

NONE

1.4 DEFINITION OF TERMS

- a) Customer – Any person who requires to be served at the institute
- b) KNP - Kitale National Polytechnic
- c) D/P admin – deputy principal administration

1.5 PRINCIPAL RESPONSIBILITY

The deputy principal admin shall be responsible to ensure that this procedure is adhered to


1.6 INTERFACES/INTERACTIONS

- a) Security for receipt of visitors, identification and direction
- b) Main reception for receiving visitors and directing them accordingly.
- c) All staff for effective customer care at their respective areas

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% recording of visitors	Review the visitors book at the gate
Timeliness	Review the filled visitors books against the service charter

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	Review customer feedback tool– compliments / complaints
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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a. Stationary and machines
- b. Personnel
- c. Funds
- d. Facilities/ Infrastructure

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Customers	Filled visitors books
Visitors books	Filled customer register
Customers register	

2.0 METHOD

2.1 Customer care at KNP shall be offered /given at three strategic points which are;

- a) At the main gate
- b) At the reception office
- c) At the various service points.


2.2.0 CUSTOMER CARE AT THE MAIN GATE

2.2.1 This procedure shall begin with the security personnel at the gate receiving visitors and handling them as per the security procedure in this manual

2.2.2 The following steps shall guide the security personnel on duty to receiving the visitors

- a) Act promptly to receive the visitors
- b) Respond to the visitors, warmly and respectfully
- c) Politely request the visitors to give their details in the visitors book

2.2.3 This shall be done to all visitors of KNP

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2.3 CUSTOMER CARE AT THE MAIN RECEPTION

2.3.1 The receptionist shall receive the visitors and request the visitor to give their details in visitors' book.

2.3.3 The receptionist shall then direct the visitor to the relevant office

2.3.4 In the event that the visitor returns to the receptionist not served, she/he shall contact an alternative officer to adequately address the visitor and direct them to the officer

2.4 CUSTOMER CARE AT THE SERVICE POINTS


2.4.1 At the various service points, the officer present shall receive the visitors, inquire the purpose of the visit, record details of the same in the customer care register and address the concern appropriately

2.4.2 In the event that the officer present is not able to address the concern, he/she shall contact an alternative officer and then direct the visitors to them.

2.4.3 The procedure shall be deemed complete upon the Visitor leaving after finally being cleared as per the security procedure in this manual

3.0 LIST OF APPLICABLE RECORDS/REPORTS

- a) Filled visitors books
- b) Filled customer register

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PROCEDURE NUMBER 13: MANAGEMENT OF TRANSPORT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient management of transport in The Polytechnic.

1.2 SCOPE

This procedure applies to the management of all transport activities at The Polytechnic.

1.3 REFERENCES

- a) Traffic Act Cap 403
- b) MOE guidelines on transport 2008
- c) National Transport and Safety Authority (NTSA) Act
- d) NTSA Regulations

1.4 DEFINITION OF TERMS


- a) D/P admin-Deputy Principal administration
- b) F.O- Finance Officer
- c) DDAB -Drivers Daily assignment Book
- d) M.O- Maintenance Officer
- e) TLB-Transport Logistics book

1.5 PRINCIPAL RESPONSIBILITY

The Registrar Administration shall ensure that this procedure is adhered to.

1.6 INTERFACES/INTERACTIONS

- a) Staff for booking for transport
- b) Drivers for recording transport events, determining necessary requirements for the journey and undertaking the assigned transport duties.
- c) Maintenance section for facilitating maintenance of vehicles.
- d) Finance section for facilitating fuelling of vehicles
- e) Procurement Office for procurement of fuel
- f) Academic HODs for availing Departmental transport schedules.
- g) Principal for availing information about the transport schedule for top management.

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1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Adherence to transport schedules	Review of transport schedules (bus booking book, road service license (RSL) and driver's daily assignment book)
Timely repair and maintenance of the vehicles	Review maintenance records schedule and service tag
Adherence to statutory requirements	Review of driver's license, police inspection stickers, insurance, speed governors, authority letter and complaint certificate.
Cost effective transport	Review of fuel consumption reports against the budget


1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Requisition for vehicle	<ul style="list-style-type: none"> • Filled work ticket • Incident reports • Report from driver for vehicle
Work ticket	
Repair and maintenance requisitions	
Driver	

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Legal requirement	defects <ul style="list-style-type: none"> • Maintenance reports • Filled TLB • Updated vehicle repair and maintenance register
Fuel card	
Vehicle repair and maintenance schedule/register	
Insurance cover	
Driving license	


2.0 METHOD

2.1 Transport at the institute shall be offered in the following categories:


- a) Staff and student transport
- b) Management staff
- c) Goods and services transport
- d) Repair and maintenance management(refer)

2.2 Staff and Student transport

- 2.2.1 Any member of staff in need of transport facilities to execute special duties shall book for the same in the transport logistics book at the Registrar (Administration) office
- 2.2.2 The Registrar (Administration) shall avail information on the day's transport bookings as detailed in the T.L.B to the driver
- 2.2.3 The driver shall record the events from the Registrar (Administration) instructions and T.L.B to the driver's daily assignment book
- 2.2.4 The driver shall then determine all the necessary requirements for the journey guided by the following
 - a) Fuel requirements
 - b) Service repair and maintenance requirements as determined by the service tag and the general condition of the vehicle.
 - c) Validity and statutory documents i.e. insurance certificate, inspection certificate, and driving License

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- 2.2.5 If any of the above in 2.2.4. is required, the driver shall inform the Registrar (Administration) on the identifications required immediately for appropriate action
- 2.2.6 In the case of repair and maintenance, the Registrar (Administration) shall inform the M.O to raise a requisition as per the requisition procedure in the procurement procedures manual on the same.
- 2.2.7 The M.O shall make the requisition 2.2.6 above and ensure that the requirements in 2.2.4 are met before the journey proceeds
- 2.2.8 For fuelling and statutory requirements, the Registrar (Administration) in liaison with the P.O shall ensure that these are adequately addressed.
- 2.2.9 The driver shall liaise with the user and make all necessary arrangements which include:
- Time of departure
 - Number of passengers
 - Expected time back
 - Places of visit
- 2.2.10 The driver shall ensure that the journey is authorized by the authorizing officers as indicated in the work ticket by signing against it. This activity shall be deemed complete upon departure and return of the driver and recording the mileage covered in the work ticket.
- 2.3 Top management staff**
- 2.3.1 The activity shall start with the principal's driver reporting at the principal's office to take up the daily diary's assignment at the beginning of every day.
- 2.3.2 The principal shall avail information about the transport schedule.
- 2.3.3 The principal's driver shall then record the daily assignments on his/her daily assignment book
- 2.3.4 The principal's driver shall determine all necessary requirements of the journey's as per 2.2.4
- 2.3.5 In the event that the above requirements are determined the driver shall raise a requisition as per the requisition number 4 in the procurement procedures manual.
- 2.3.6 This activity shall then proceed as per steps 2.2.6 to 2.2.8

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2.4 Transport of goods

- 2.4.1 This activity shall involve the transport of goods to and from The Polytechnic to the designated areas
- 2.4.2 It shall begin with the user booking for transport at the Registrar (Administration) office
- 2.4.3 The Registrar (Administration) shall record the user application in the TLB and immediately communicating the same to the concerned drivers as per procedure on internal communication upon the driver reporting to the D/P's admin office.
- 2.4.4 The driver shall record the daily assignment in the DDAB
- 2.4.1 The driver shall then determine all necessary requirements of the journey as per step Number 2.2.4 and prepare for the journey as per step number 2.2.5 to 2.2.10.
- 2.4.2 The driver shall liaise with the Registrar (Administration) to prepare the gate permit as per the procedure on security number 11 in this manual for all outgoing goods
- 2.4.3 The activity shall be deemed complete upon the driver having the delivery book signed by the recipient.


2.5 Repair and maintenance management

This shall be done as per the procedure on repair and maintenance in this manual

- 2.6 The procedure shall be deemed complete upon the M.O. ensuring all defects are rectified

3.0 LIST OF APPLICABLE RECORDS/ REPORTS

- a) Filled work ticket
- b) Incident reports
- c) Report from driver for vehicle defects
- d) Maintenance reports
- e) Filled TLB
- f) Updated vehicle repair and maintenance register

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PROCEDURE NUMBER 14: CUSTOMER COMPLAINTS AND COMPLIMENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and efficient handling of customer complaints and compliments in KNP.

1.2 SCOPE

This procedure shall apply to all handling of customer complaints and compliments within KNP

1.3 REFERENCE

a) The National Public Complaints Guidelines

1.4 DEFINITION OF TERMS

NONE

1.5 THE PRINCIPAL RESPONSIBILITY

The Deputy Administration shall ensure that this procedure is adhered to:


1.6 INTERFACES/INTERACTIONS

- a) All departments for effective analysis of customer feedback
- b) All students for collection of information
- c) Filing procedure for guidance in regard to filing of complaints/compliments

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
All complaints received are resolved timely and in a satisfactory manner	Review complements and complaints register against evidence of resolution and the service charter
100% recording of all complaints/complements	Review complaints register

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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities


1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Customers	Satisfied customers
Complaints/ Compliments register	Quality service
Stationary	Evidence of analysis
Personnel	Record of complaints and complements
	Communications
	Progress reports

2.0 METHOD

2.1 COMPLAINTS

- 2.1.1 The procedure shall start with a customer raising a complaint through suggestions boxes or by writing to the chairperson of the public complaints committee.
- 2.1.2 Upon receipt of the complaint it shall be filed in the complaints file by the chairman of the committee.
- 2.1.3 The chairman of the public complaints shall classify the complaints accordingly
- 2.1.4 The chairman shall convene a meeting within two weeks depending on the gravity or urgency of the matter.
- 2.1.5 The committee shall resolve the complaints within their mandate and consult the principal where need arises.
- 2.1.6 Upon consultation and resolution the committee shall take necessary action and inform the complainant in writing.

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2.1.7 If the complainant is not satisfied with the resolution of the committee, the committee shall liaise with CAJ on the matter.

2.1.8 In the event of the customer being satisfied with the resolution, the activity shall be deemed complete.

2.2.0 COMPLIMENTS

2.2.1 This procedure shall start with the chairman receiving compliments from the public or customers in form of


- a) Letters
- b) Cards
- c) Suggestions

2.2.2 Upon receipt the chairman shall file the compliments as per the filing procedure of KNP in this manual.

2.2.3 The principal shall direct the chairman of the committee to acknowledge the serving officer and forward the report for reference, appraisal and filing as per the filing procedure in this manual.

3.0 LIST OF APPLICABLE RECORDS/REPORTS

- a) Evidence of analysis
- b) Record of complaints and complements
- c) Communications
- d) Progress reports

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PROCEDURE NUMBER 16: STAFF HOUSING ALLOCATION

1.0 GENERAL

1.1 PURPOSE

To ensure the process of house allocation is done effectively and efficiently.

1.2 SCOPE

This procedure applies to the allocation of staff houses in KNP.

1.3 REFERENCES

- a) KNP Housing Rules and Regulations
- b) BOG staff terms of service
- c) TSC- schemes of service

1.4 DEFINITION OF TERMS

- a) KNP –Kitale National Polytechnic
- b) FO – Finance Officer
- c) DP ADMIN – Deputy Principal administration
- d) HAC- housing allocation committee
- e) MO – Maintenance officer

1.5 PRINCIPAL RESPONSIBILITY

The Deputy Principal administration shall ensure that this procedure is followed and maintained.


1.6 INTERFACES/INTERACTIONS

- a) Store section for inspection of vacant houses
- b) Finance department for surcharging officers as per recommendations
- c) Maintenance section for repair of houses as per recommendations

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% adherence to the KNP housing policy	Review applications, approvals, evidence of

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	surcharging against the provisions in the housing policy. Review Customers' feedback
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1.8 RESOURCES

The resources to be used in the process are listed below:-


- a) Tools equipment and machines
- b) Personnel
- c) Funds
- d) Facilities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Vacant houses	Vacant house inspection report
Personnel	Filled house applications
House application form	Taking over certificates
House occupation register	Updated store inventory
Stationary	Filled house occupation register
	Record of surcharging
	Communications
	Minutes of committee meetings

2.0 METHOD


- 2.1 This procedure shall start when a house falls vacant as a result of the occupant informing the HAC chair of the intended vacation
- 2.2 Upon receiving information about a vacant house to be, the chairman HAC shall instruct the stores keeper to inspect the house and give clearance to the outgoing staff.
- 2.3 In the event that something is missing or vandalized the store keeper shall record and cost the item
- 2.4 The store keeper shall then forward the results of the inspection to the chairman HAC, who shall instruct the F.O to surcharge the outgoing officer before clearance

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- 2.5 The Chairman HAC shall in liaison with the M.O ensure repair of the house as per repair and maintenance procedure in this manual
- 2.6 The chairman HAC shall then declare the house vacant as per internal communications procedure in this manual for interested staff to apply.
- 2.7 Upon receipt of the duly filled application and convene a meeting of the committee to allocate house based on the scoring. This shall be done upon lapse of the deadline.
- 2.8 The chairman shall then communicate as per internal communication procedure number 1 in this manual to the applicant who has been awarded the house within a week.
- 2.9 The person awarded the house in liaison with the store keeper shall then ensure that everything is okay as per the inventory. Upon concurrence the winner of the house shall sign the inventory and taking over certificate and also sign KNP housing rules and regulation.
- 2.10 This procedure shall be deemed complete upon the staff being handed over the key upon signing of the house occupation register.

3.0 LIST OF APPLICABLE RECORDS / REPORTS

- a) Vacant house inspection report
- b) Filled house applications
- c) Taking over certificates
- d) Updated store inventory
- e) Filled house occupation register
- f) Record of surcharging
- g) Communications
- h) Minutes of committee meetings

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PROCEDURE NUMBER 17: PC DOCUMENT PREPARATION, IMPLEMENTATION AND EVALUATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure timely and effective Preparation, Implementation and Evaluation of FY PC document at the Polytechnic.

1.2 SCOPE

This procedure applies to all the preparation, implementation and evaluation of FY PC document.

1.3 REFERENCES


- a) FY Annual PC Guidelines.
- b) FY KNP Budget
- c) FY KNP Procurement Plan
- d) KNP Strategic Plan
- e) FY Commissions Guidelines
- f) Reporting Manual

1.4 TERMS DEFINITIONS

- a) KNP – Kitale National Polytechnic
- b) FY – Financial Year
- c) PC – Performance Contract
- d) PCC - Performance Contracting Coordinator
- e) PSPMMU –Public Service performance management and Monitoring Unit
- f) QAO – Quality Assurance Officer
- g) ARCC – Audit Risk and Compliance Committee
- h) GPCIS – Government Performance contracting Information System

1.5 PRINCIPAL RESPONSIBILITY

The Performance Contracting Coordinator (PCC) shall be responsible to ensure that this procedure is followed.

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1.6 INTERFACES/INTERACTIONS

- a) Procurement officer for provision of stationery
- b) Communication procedure for guidance in regards to communication
- c) Target holders, for setting and submission of PC targets.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the performance Contracting basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Submission of set targets	Check dates in the PC circulars submission against stipulated and Review of moderation tools against set dates
	Review of reports submission and received feedback.
	Review of final PC score


1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Printing machine
- b) Computers
- c) Cabinets
- d) Stationery
- e) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
PC preparation -KNP FY approved Budget, -KNP FY Approved Procurement Budget, -- -FY PC Guidelines, -Current Circulars, -Signed KNP Strategic plan -Approved targets	-Signed PC document

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Implementation <ul style="list-style-type: none"> - Guidelines from Commissions - Approved Work-Plans templates - Approved Reporting Templates 	<ul style="list-style-type: none"> - Performance Reports <ul style="list-style-type: none"> a) Annual Reports b) Quarterly Reports
Evaluation <ul style="list-style-type: none"> - KNP FY approved Budget, -KNP FY Approved Procurement Budget, -FY PC Guidelines, -Current Circulars, -Signed KNP Strategic plan - Self Evaluation score sheet -Quarterly AND Annual performance extracted from the GPCIS -Variable evidences for the FY. 	<ul style="list-style-type: none"> -Performance Report Score

2.0 METHOD

2.1 This procedure shall start upon receiving the PC guidelines from the PSPMMU for the indicated FY as per the internal communication procedure to remind target holders of targets submission.


2.1.2 In issuing the notice, the PCC shall be informed by the PC guidelines.

2.1.3 Upon receipt of this communication, the respective Target holders shall bring the notice to the attention of the departmental staff and Committee members.

2.2 PC PREPARATION

2.2.1 The respective Target holders shall then


- a) Guided by the PC guidelines read through the instructions that should be followed by the end of the FY.
- b) Prepare draft targets for the committee.
- c) Produce a draft copy of the questions
- d) Prepare a marking scheme for the draft questions.

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- 2.2.2 The respective Target Holders shall then submit the soft copy/ hard copy of the draft document to the PCC one week upon receipt of the communication.
- 2.2.3 The PCC shall record receipt of the same by recording in the draft Target Register.
- 2.2.4 The PCC shall communicate to all target holders the date of meeting 10 days before PC Committee meeting.
- 2.2.5 The PCC shall prepare the draft copy for the PC Committee meeting.
- 2.2.6 Upon expiry of 10 days the PCC shall present the draft document to the PC Committee meeting under the guidance of the principal as the chairman.
- 2.2.7 The PCC prepares the Final agreed targets.
- 2.2.8 The PCC shall then submit the soft copy and hard copy of the draft document to the principal one week upon making corrections of the draft copy document.
- 2.2.9 The Principal shall communicate to all ARCC Members 5 days before the meeting.
- 2.2.10 Upon receipt of this communication, the principal shall bring the notice to the attention of the ARCC Members and the Full KNP Council 7 days before the meeting for adoption. If the PC draft document meets the requirements described in 2.1 above, the Full KNP Council shall adopt and approve the draft document for negotiation.

2.3 NEGOTIATIONS OF PC DOCUMENT

- 2.3.1 This procedure shall start upon receiving the communication from the MOE for the indicated FY as per the internal communication procedure to remind institutions of the negotiation procedure, requirement and date of meeting.
- 2.3.2 Upon receipt of this communication, the principal shall bring the notice to the attention of the KNP Negotiation and Vetting Committee 10 days before the scheduled day of Negotiation process.
- 2.3.3 If the PC draft document meets the requirements described in 2.1 above, the MOE shall adopt and approve the Institutional draft document for vetting process.
- 2.3.4 Upon approval of the Institutional draft document by the Negotiation Panel the Chairman/lady shall forward the received agreed Negotiated document, signed minutes of deliberations in softcopies to the PSPMMU for vetting process.

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2.3.5 The PCC shall upload the approved negotiated PC document to the PSPMMU online system as per the given Manual for Vetting process.

2.4 VETTING OF PC DOCUMENT

2.4.1 This procedure shall start upon receiving the communication from the PSPMMU for the indicated FY as per the internal communication procedure to remind institutions of the Vetting process, requirement and date of meeting.

2.4.2 Upon receipt of this communication, the principal shall bring the notice to the attention of the KNP Negotiation and Vetting Committee 7 days before the scheduled day of Vetting process.

2.4.3 If the KNP PC vetted document meets the requirements described in 2.1 above, the PSPMMU shall adopt and approve the Institutional vetted document for Review process.

2.4.4 Upon approval of the Institutional vetted document by the Vetting Panel the Chairman/lady shall forward the received agreed Vetted document in softcopies to the PSPMMU and the PCC shall update the changes online for Review process.

2.5 REVIEW


2.5.1 Upon approval of the Institutional reviewed document by the PSPMMU Review Panel the Chairman/lady shall forward the agreed Reviewed document to PSPMMU for signing process.

2.5.2 The KNP PCC shall download and prepared a physical binded copy of the reviewed PC document for the FY for signing Purposes.

2.6 SIGNING OF PC DOCUMENT

2.6.1 This procedure shall start upon receiving the communication from the PSPMMU for the indicated FY as per the internal communication procedure to remind institutions of the Signing Process.

2.6.2 Upon receipt of this communication, the Principal shall bring the notice

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to the attention of the KNP Negotiation and Vetting Committee 10 days before the scheduled day of signing process. The procedure shall be deemed complete when the Reviewed PC document is presented for signing.


2.7 PC IMPLEMENTATION

The procedure shall start with the PCC Circulating the signed FY PC document to all the target holders for purpose of implementation.

- 2.7.1 The target holder will organize quarterly meetings to deliberate on the sub targets within the FY and prepare quarterly reports then submit 3 days after the end of every quarter to the principal to allow the PC coordinator to compile and prepare quarterly reports for the Polytechnic Council Committee deliberations.
- 2.7.2 The PCC shall take 4 days to compile and submit the Quarterly Performance reports through the Online system before the end of every Quarter.
- 2.7.3 The PCC will update the principal 5 days after the end of every quarter on status of performance report submission.
- 2.7.4 This Activity will end after performance report submissions to allow the PCC prepare Physical files every quarter as the Polytechnic awaits Evaluation process.

2.8 EVALUATION AND MODERATION

- 2.8.1 This procedure shall start upon receiving the PC circular from the PSPMMU for the indicated FY as per the internal communication procedure to remind target holders of Evaluation and Moderation Process.
- 2.8.2 Upon receipt of this communication, the principal shall bring the notice to the attention of the KNP Negotiation and Vetting Committee 7 days before the scheduled day of Evaluation and moderation process.
- 2.8.3 If the KNP PC Reviewed document meets the requirements described in 2.1 above, the PSPMMU shall scrutinize the evidences, Moderate the self-Evaluation score and sign the Institutional Final score sheet for ranking process.


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2.8.4 Upon signing of the institutional Final score sheet the PSPMMU Panel shall forward the PC ranking scores to the Principal Secretary for release to the Public.

2.8.5 Once the Final score is release to the Public the process deemed complete and the cycle starts again for the next FY.

3.0 LIST OF APPLICABLE RECORDS AND REPORTS

- a) Annual and quarterly Reports.
- b) Self-Evaluation score Report
- c) FY Evaluation Reports by the PSPMMU

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PROCEDURE NUMBER 18: CLEARANCE OF STAFF AND STUDENTS

1.0 GENERAL

1.1 PURPOSE

This procedure is to ensure effective and efficient clearance of staff and students at KNP

1.2 SCOPE

This procedure applies to clearance of all staff and students of KNP

1.3 REFERENCES

- a) PSC code of conduct
- b) Current Workers manual from the ministry of labor
- c) KNP Academic policy (2018 revised edition)
- d) KNP rules and regulations

1.4 DEFINITION OF TERMS

- a) H.O.D- Head of department
- b) D/P Admin - Deputy Principal administration
- c) PSC- Public Service Commission

1.5 PRINCIPAL RESPONSIBILITY


The D/P Admin shall ensure that this procedure is strictly adhered to.

1.6 INTERFACES/INTERACTIONS

- a) All departments/ sections for clearance of exiting staff
- b) Principal for final clearance of exiting staff and issuance of a letter of release
- c) Lecturers for clearance of final year students
- d) Registrar for endorsement of cleared forms for final year students
- e) D/P Academics for endorsement of cleared forms and issuance of a release letter to cleared students.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

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PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% clearance by relevant departments	Review the dully filled clearance forms
Returning of all the Polytechnic's items possessed by the existing staff/ students	Review the clearance forms against the list of items returned and financial records

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools Equipment and Machines
- b) Personnel
- c) Funds
- d) Facilities


1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Blank clearance forms	Filled clearance forms
Existing staff/ students	Release letter
Stationary	Leaving Certificates
	Communications
	Evidence of items returned
	Financial records

2.0 METHOD

2.1.0 Clearance of staff

- 2.1.1 This procedure shall commence upon a member of staff presenting himself/herself to the principal's secretary and requesting for clearance forms

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2.1.2 The member of staff shall then forward the clearance to the various HOD s and sections for clearance. The departments in clearance shall consider pending work and institute property. In the event of the above not being met the staff member is not cleared.

2.1.3 Upon clearance by all the HODs and HOS the members of staff shall finally forward the clearance to the principal for final clearance as per criteria in 2.1.2

2.1.4 The procedure shall be deemed complete upon the principal giving a release letter to the member of staff.

2.2 Clearance of discontinued students

2.2.1 This activity shall start when the student has been discontinued and issued with clearance form by the D/P acad.

The student shall have the form duly filled.

2.2.2 This activity shall be deemed complete when the student receives a release letter from the DP acad.

2.3 Clearance for the final year students


2.3.1 This activity shall commence one week before start of final examinations when the registrar shall prepare and forward the clearance forms for final year students to the respective HOD

2.3.2 The HOD shall avail the file containing the clearance forms to the respective teachers and HOS to clear the students guided by the criteria in 2.2.2 above.

2.3.3 The HOD shall then forward the file containing signed clearance forms to the registrar as per internal communication for endorsement of the cleared forms and further endorsement by the D/P acad.


2.3.4 The forms not cleared shall not be endorsed until fully cleared.

2.3.5 The registrar shall communicate to the HOD for further communication to cleared students to pick their leaving certificates from the registrar and the procedure shall be deemed complete.

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3.0 LIST OF APPLICABLE RECORDS/REPORTS

- a) Filled clearance forms
- b) Release letter
- c) Leaving Certificates
- d) Communications
- e) Evidence of items returned
- f) Financial records

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PROCEDURE NUMBER 19: HANDLING OF ATTACHEES AND TEACHING PRACTICE TEACHERS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficient and effective attachment of attaches and teaching practice lecturers to the Polytechnic,

1.2 SCOPE

This procedure applies to all attaches and teaching practice teachers to the Polytechnic

1.3 REFERENCES

- a) PSC code of ethics
- b) PSC code of regulations

1.4 TERMS DEFINITION

- a) ILO – Industrial Liaison Officer

1.5 PRINCIPAL RESPONSIBILITY

The ILO on attaches and Deputy Academics on teaching practice, shall ensure this Procedure is followed and maintained.

1.6 INTERFACES/INTERACTIONS


1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT

1.8 RESOURCES

The resources to be used in the process are listed below:-

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1.9 INPUTS AND OUTPUTS


INPUTS	OUTPUTS
Application Letters	Attachment reports
Logbooks	Recommendation letters
Insurance Covers	

2.0 METHOD

- 2.1.1 This procedure shall start upon the receipt of attachés application for industrial attachment at the POLYTECHNIC as per external communication procedure number 2 in the operations manual.
- 2.1.2 The ILO shall liaise with the HODs of the respective department to ascertain the availability of vacancies.
- 2.1.3 If the vacancy is not available the ILO shall communicate the unavailability to the applicants as per the external communication procedure number 2 in the general operations procedures manual.
- 2.1.4 If the vacancy is available the ILO shall communicate to the applicant of the same. The ILO shall indicate the requirement as follows
- a) date of reporting
 - b) duration of the attachment period
 - c) availability /non availability of accommodation
 - d) presentation of insurance policy cover on reporting
 - e) Terms and conditions.

2.2 REPORTING

- 2.2.1 The attaché shall report to the receptionist where he/she shall be directed according to the institution's procedure on customer care at the reception.
- 2.2.2 The ILO shall take the attaché to the respective department and introduce the attaché.
- 2.2.3 The attaché shall be oriented to the regulations and working procedure of the department


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2.2.4 The attaché shall be required to record the daily activities in the log book. The log book shall be assessed and signed at least once a week. by the respective supervisor.

2.2.5 Upon completion of the attachment period, the respective HOD shall write a recommendation letter for the attaché and confidential letter to the respective institutions where applicable.

2.2.6 The attaché shall be required to perform clearance as per clearance of students' procedure and this activity shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS/REPORTS

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PROCEDURE NUMBER 20: POLICY FORMULATION/ REVIEW

1.0 GENERAL

1.1 PURPOSE

The purpose of the procedure is to ensure effectiveness, efficiency, consistency, transparency and uniformity in the formulation and review of The Polytechnic's policies.

1.2 SCOPE

The procedure applies to the formulation and review of policies, student's constitutions and regulations in The Polytechnic.

1.3 REFERENCES

- a) Relevant Government policies
- b) Government Agencies policies
- c) Constitution of Kenya, 2010

1.4 TERMS AND DEFINITIONS

C.E.O – Chief Executive Officer

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure this procedure is adhered to.


1.6 INTERFACES/INTERACTIONS

- a) Principal - facilitate and coordinate the formulation and review of The Polytechnic's policies
- b) Governing Council- facilitate and approve the formulation and review of the policies
- c) Policy formulation committee - to review and draft the new policy
- d) Implementers - adopt and implement the reviewed policy

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Adherence to legal requirements	See evidence of approval by the Council

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Clarity of policy	See evidence of review of draft policy and approval
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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Funds
- b) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Personnel	Approved policy Comments Evidence of implementation
Funds	
Stationery and office equipment	
Identified needs/requests	
Current policy	

2.0 METHOD


2.1 This procedure shall start with C.E.O identifying the need to formulate or review a policy initiated by any of the following:-

- a) Government Policy
- b) Stakeholder Input
- c) Corporations Strategic Plan

2.2 Upon need identification, the Principal shall constitute a committee for policy formulation/review guided by:

- a) Relevance of the officers
- b) Guidelines as applicable
- c) Competence and experience


2.3 The committee shall prepare a draft policy document and submit it to the Principal for approval.

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- 2.3 In the event of disapproval of the draft policy the Principal shall return the draft to the committee with recommendations.
- 2.4 Upon approval of the draft the Principal shall circulate it to the stake holders requesting for their inputs within a period of not more than two weeks from the date of the circular.
- 2.5 Upon receipt of the inputs the Principal shall convene a Policy review/formulation committee meeting to come up with a final draft within a period of one week.
- 2.6 Upon finalization, the draft policy shall be presented to the Council for approval.
- 2.7 In approving the policy, the Council shall consider:-
 - a) Relevance
 - b) Current approved Budget
 - c) Government Policies
 - d) Guidelines where applicable
- 2.8 In the event of disapproval, the Council shall make recommendations and return it to the policy committee for review and resubmission.
- 2.7 Upon approval by the Council the policy shall be launched and distributed to the various stakeholders for implementation.
- 2.9 This procedure shall be deemed complete when the policy is distributed to all applicable stakeholders for implementation

3.0 LIST OF APPLICABLE RECORDS/REPORTS

- a) Approved policy
- b) Feedback reports
- c) Implementation reports
- d) Record of circulation
- e) Review reports

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PROCEDURE NUMBER 21: STAFF APPRAISAL AND AWARDS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure that the PSC staff are effectively appraised and Motivated and enable a higher level of staff participation.

1.2 SCOPE

This procedure shall cover Public Service staff.

1.3 TERMS DEFINITION

- a) GC - Governing Council.
- b) DP admin - Deputy Principal Administration
- c) HOD - Head of Department
- d) HOS - Head of Section
- e) HRO - Human resource officer
- f) AC - Awards committee

1.4 REFERENCE

- a) Current Kitale National Polytechnic terms and conditions of service.
- b) Public Service Code of Ethics and Conducts (2003)
- c) Employment Act.

1.5 PRINCIPAL RESPONSIBILITY

Deputy Principal Administration shall ensure that this procedure is strictly adhered.


1.6 INTERFACES/INTERACTIONS

- a) HODs/HOSs to facilitate appraisal of staff in their department /section
- b) Finance Officer, to budget for the outcome of the performance appraisals
- c) The Principal for approval of the appraisal reports and for information in regards to its implementation
- d) Communication of procedures for guidance and regards to communication

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department basing on;

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
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Timely appraisal	Review appraisal report against the timeliness in the PSC HR Policy
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1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Tools, equipment and machines
- b) Personnel
- c) Funds/resources
- d) Facilities


1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Appraisal forms	Recommendations made
Employee job descriptions	Appraisal reports
Set targets	Action taken
Staff to be appraised	Communication

2.0 METHOD

2.1. Appraisal of KNP COUNCIL staff.

- 2.1.1 The procedure shall start with the Deputy Principal issuing the appraisal forms to HOD/HOS.
- 2.1.2 The HOD/HOS shall issue the forms to the staff in their respective sections to fill in as per the PSC appraisal schedule.
- 2.1.3 All PSC employees' shall be expected to fill the forms within seven (7) working days and return them to the HOD who will in turn forward them to Dp Admin.
- 2.1.4 Upon examining the forms, the DP Admin shall summarize the appraisal reports and forward to the awards committee for further consideration.
- 2.1.5 The DP Admin shall forward the appraisal forms to the PSC HRO with recommendations.
- 2.1.6 The procedure shall be deemed complete when the awards committee acknowledging receipt of the award list from the DP Admin.

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2.2 The awards procedure shall start from here as per the awards policy.

3.0 AWARDS PROCEDURE

3.1 The procedure shall start upon the awards committee receiving lists for staff to be appraised from the HRO and the Dp Admin.

3.2 Guided by the awards policy the committee shall award the staff in terms of commendation, vouchers, trophies and monetary.

3.3 The procedure shall be deemed complete when all staff have been appraised and awards report forwarded to the principal.

1.0 LIST OF APPLICABLE RECORDS/REPORTS.

- a) Memo
- b) Appraisal form.
- c) Report.
- d) Awards policy