

RONGO UNIVERSITY- ISO 9001:2015 BASED QUALITY MANAGEMENT SYSTEM

ISSUED FOR USE ON:

STUDENT AFFAIRS PROCEDURE MANUAL

REF: RU/ASA/SA/024



QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015

STUDENT AFFAIRS PROCEDURE MANUAL

RU/ASA/SA/024

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PROCEDURE 1: GAMES, SPORTS AND RECREATIONAL ACTIVITIES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in organizing, preparation and engagement of students in games, sports and recreational activities.

1.2 SCOPE

This procedure applies to the organization and management of sports, games and recreational activities involving students at intra-mural and extra-mural levels.

1.3 REFERENCES

- a) RU Quality Manual –RU/MR/QM/002
- b) Kenya Sports Act, 2012.
- c) Rules and Regulations Governing Conduct and Discipline of Students
- d) Any other relevant document

1.4 TERMS, ABBREVIATIONS AND DEFINITIONS

- a) KUSA – Kenya University Sports Association.
- b) DVC (AFP) – Deputy Vice Chancellor (Administration, Finance and Planning).
- c) DVC (ASA) – Deputy Vice Chancellor (Academic and Students Affairs).
- d) DoS – Dean of Students.
- e) SO – Officer In charge of Games and Sports (Includes any other officer in charge of recreation or a co-curricular activity)
- f) Intra–mural –activities within the University.
- g) Extra–mural –activities outside the University.

1.5 RESPONSIBILITY

- a) The DVC(ASA) is responsible for the supervision of this procedure
- b) The officer in charge of Students Affairs is responsible for implantation and adherence to this procedure.

2.0 PROCESS INPUTS

- a) Sports equipment and facilities
- b) Sports/games calendars
- c) Approved budget

d) University Almanac

3.0 METHOD

- 3.1 This procedure shall start with the DoS, designing a programme and budget for students' sports and games, and recreational activities for the entire year.
- 3.2 The DoS shall submit the programme of activities and budget to the DVC (ASA) for consideration and approval.
- 3.3 Upon approval, the DoS shall circulate the programme to the students for information.
- 3.4 The DoS shall, in liaison with team captains, recruit and register the students in the University teams and update the teams' register.
- 3.5 The DoS shall cause the implementation of students' training and practice programs.
- 3.6 The DoS shall ensure issuance of sports materials and equipment and update the equipment issuance register.
- 3.7 The DoS shall ensure supervision and management of events and competitions at intra-mural and extra-mural levels.
- 3.8 The DoS shall, at the end of every semester submit, sports and events report(s) to the DVC (ASA) for information and action where applicable.

4.0 PROCESS OUTPUTS

- a) Sports/events and games programme
- b) Sports/events Budget.
- c) Sports/events teams registers.
- d) Equipment Issuance Register.
- e) Sports /Event Report.
- f) Sports/events equipment and supplies inventory.

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer's name	Date

PROCEDURE 2: COUNSELLING OF STUDENTS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in provision of counselling services for students.

1.2 SCOPE

This procedure applies to counselling of RU Students.

1.3 REFERENCES

- a) RU Quality Manual – RU/QMR/QM/002.
- b) Kenya Counsellors and Psychologists Code of Ethics.
- c) Kenya Counselling Policy
- d) Any other applicable document

1.4 TERMS, ABBREVIATIONS AND DEFINITIONS

- a) DVC (ASA) – Deputy Vice Chancellor (Academic and Students Affairs).
- b) DoS – Dean of Students.
- c) SC – Students Counsellor.
- d) Counselling session – a formal interaction between a counsellor and a client.

1.5 RESPONSIBILITY

- a) The DVC (ASA) is responsible for the supervision of this procedure.
- b) The DoS is responsible for implementation and adherence of this procedure

2.0 INPUTS

- a) Referrals
- b) Students request for counselling
- c) Intake form

3.0 METHOD

- 3.1 This procedure shall start with the SC receiving a student either on voluntary or referral basis.
- 3.2 Upon receiving the student the SC shall establish the concern, fill in the intake form and determine the urgency of the case.

- 3.3 Upon establishing the concern, the SC shall counsel the student in one or more sessions depending on the need and maintain records.
- 3.4 In case of the need for referral for specialized counseling, the SC shall recommend referral through the DoS.
- 3.5 Upon completion of the counseling session the SC shall terminate the counseling session if the concern is addressed.
- 3.6 At the end of each semester, the SC shall prepare a summary confidential report of the cases handled and submit it, through DoS, to the DVC (ASA) for information and action.

4.0 OUTPUTS

- a) Filled Intake form.
- b) Filled referral form/letter
- c) Counselling records
- d) Counselling reports

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer’s name	Date

PROCEDURE 3: REGISTRATION AND DEREGISTRATION OF CLUBS AND SOCIETIES

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in the management of student clubs and societies.

1.2 SCOPE

This procedure applies to management of student clubs and societies in RU.

1.3 REFERENCES

- a) RU Quality Manual – RU/QMR/QM/002
- b) Rules and Regulations Governing the Conduct and Discipline of Students.
- c) Any other relevant document

1.4 TERMS, ABBREVIATIONS AND DEFINITIONS

- a) DVC (ASA)– Deputy Vice Chancellor (Academic and Students Affairs)
- b) DoS – Dean of Students
- c) Club – a formal organisation of a group of students with a defined objectives, interest and activities (include unions, associations)
- d) Societies - an association dedicated to a particular interest or activity.

1.5 RESPONSIBILITY

- a) The DVC (ASA) is responsible for the supervision of this procedure.
- b) The DoS is responsible for implementation and adherence of this procedure

2.0 PROCESS INPUTS

- a) Written request from a student (group of students) to form a club/society
- b) Request by external organisations to form a club/society

3.0 METHOD

3.1 Registration

- 3.1.1 This procedure shall start with the DoS receiving a request for formation of a Club/Society.

- 3.1.2 Upon receipt, the DoS shall advise the students to prepare and present a proposal to form a club as per the rules and regulations governing conduct and discipline of students.
- 3.1.3 Upon receipt of the proposal, the DoS shall forward it to DVC (ASA) for approval based on rules and regulations governing conduct and discipline of students.
- 3.1.4 In the event that the DVC (ASA) does not approve the application, the DoS shall notify the respective applicants with detailed information for such action.
- 3.1.5 Upon approval by the DVC (ASA), the DoS shall issue the club/society with a registration certificate/authority and update the Clubs/Societies Register.
- 3.1.6 The DoS shall request the Club or Society to submit programme(s) of scheduled activities every semester for information and record.

3.2 Deregistration

- 3.2.1 The DoS in consultation with the DVC (ASA) shall deregister a club/society in the event of any of the following:
 - a) Inactivity for a period exceeding four academic years
 - b) Non-compliance with legal requirements
 - c) Non-conformity with the University rules and regulations
 - d) Directive issued by the University Management or Government.
- 3.2.2 In case of deregistration the DoS shall withdraw the registration certificate/authority

4.0 PROCESS OUTPUT

- a) Proposal
- b) Letters
- c) Clubs and Society constitutions.
- d) Copy of Clubs and Societies registration certificates/authority.
- e) Clubs/Societies' register
- f) Clubs/Societies constitution

5.0 DOCUMENT CHANGE HISTORY

Supersedes Revision	Revision – (Clause & Details)	Current Rev.	Reviewer's name	Date

PROCEDURE 4: MANAGEMENT OF STUDENT ELECTIONS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and effectiveness in the management of student elections.

1.2 SCOPE

This procedure shall apply to student elections and induction of student leaders.

1.3 REFERENCES

- a) RU Quality Manual – RU/QMR/QM/002
- b) Universities Act, 2012
- c) Rules and Regulations Governing the Conduct and Discipline of Students
- d) RUSA constitution.
- e) Any other applicable document

1.4 TERMS, ABBREVIATIONS AND DEFINITIONS

- a) DVC (ASA) – Deputy Vice Chancellor (Academic and Student Affairs)
- b) DoS – Dean of Students.
- c) RUSA – Rongo University Students Association.
- d) SEC – Students Electoral Commission.

1.5 RESPONSIBILITY

- a) The DVC (ASA) is responsible for the supervision of this procedure.
- b) The DoS is responsible for implementation and adherence of this procedure.

2.0 INPUTS

- a) Programme of election
- b) University almanac
- c) Resources for elections and induction of student leaders
- d) Approved budget
- e) List of contestants
- f) List of SEC

3.0 METHOD

3.1 Election

- 3.1.1 This procedure shall start with the DoS preparing a programme and budget for elections during the 1st month of the second semester.
- 3.1.2 Upon preparation of the programme DoS shall forward the programme to DVC (ASA) for approval.
- 3.1.3 The DoS shall notify the students of the approved schedule of elections and coordinate the formation of SEC as per the RUSA constitution.
- 3.1.4 The elections shall be managed by the SEC in accordance with the RUSA constitution.
- 3.1.5 Within three weeks after elections DoS shall submit a report on elections to the VC.

3.2 Induction of Students Leaders

- 3.2.1 The DoS shall, through DVC (ASA), submit a programme and budget for induction of new leaders for approval by DVC (AFP).
- 3.2.2 Upon approval, DoS shall cause the induction of student leaders.
- 3.2.3 Within two weeks after induction; DoS shall forward a report to DVC (ASA) for information.

4.0 PROCESS OUTPUTS

- a) List of candidates
- b) List of elected student leaders.
- c) Approved budgets
- d) Election programmes
- e) Filled oath of office form.
- f) Election results.
- g) Induction Attendance record.
- h) Nomination form.
- i) Reports

5.0 DOCUMENT CHANGE HISTORY

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REF: RU/ASA/SA/024(4)

OBJECTIVES REGISTER FOR DEAN OF STUDENTS

OBJECTIVES REGISTER FOR DEAN OF STUDENTS										
Department:	Students affairs									
Rev. Status:										
Issue Date:										
Created By:				Reviewed By:			Approved By:			
S.No	Key Result Area	Strategic Objective	Objective	Strategies	Key Performance Indicator	Resources Required	Timeline	Deliverable	Frequency of M & E	Responsibility
	Academic Excellence	To produce quality and innovative graduates	To develop and implement careers development service policy by December 2019	Develop careers development policy; Approval by Senate and Council; Implement the policy; monitoring.	Careers development service developed policy and implemented	Personnel, budget,	Dec-19	Career development service policy; office established; Reports	Quarterly	DOS
			To develop and implement alumni constitution by December 2019	Develop alumni constitution; Approval by Senate and Council; Implement the constitution; monitoring.	Alumni Constitution developed and implemented	personnel, budget, office	Dec-19	Alumni Constitution, office established; reports	Quarterly	DOS

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RISK REGISTER FOR STUDENT AFFAIRS

RISK REGISTER FOR STUDENT AFFAIRS												
Department	Students affairs											
Rev. Status												
Issue Date:												
Created By:				Reviewed By:			Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunity	Responsibility
	Games, sports and recreation	Bias in recruitment of teams and participants	Conflicts from interested persons and groups;	· Selection Trials and Auditions	2	2	4	Low	Monitor to ensure that teams are selected on merit	Quarterly	Create awareness to selection panel	DOS
		Loss or breakage of equipment	malicious damage; improper use; poor quality of equipment; Theft; Poor storage	Maintain issuance register; Surcharge for replacement; Supervision on use; Inspection at acceptance; Secure stores;	3	2	6	Medium	Reduce duration of loaning the equipment; enhanced supervision	continuous		DOS
		Injuries to participants	Lack of practice; Non adherence to safety procedures and rules; Accidents; Malice from competitors; inappropriate environment	Regular practice; Defensive action; Time out; continuous education on the rules; improving training environment	2	2	4	Low	Use of qualified coaches. Sensitization	continuous	First aid training	DOS
	Counselling of students	Leakage and/or misuse of confident	Poor record storage; Lack of professionalism	Secure storage; Engage professional counsellors	1	1	1	Low	Customer feedback	continuous	Regular training of Counsellors and records clerks	DOS

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Created By:				Reviewed By:			Approved By:					
S.No	Process	Risk	Causes	Existing Controls	Probability	Impact	Risk Rate	Risk Level	Additional Controls	Frequency of M & E	Opportunity	Responsibility
		ial informati on										
	Registration of clubs	Lack of full disclosure on the activities of the club	Ulterior motive; Ignorance	Review of proposals for formation of clubs; Guidelines on formation of clubs	1	2	2	Low	Enhanced supervision; Creation of awareness	continuous	Automation of registration process;	DOS
	Management of students elections	Violation of election rules	Conflict of interest; Candidates with violence attitude; Dissemination of inciteful information; External interests	Awareness and sensitization of contestants and voters; Beef up security; Rules and guidelines on election	2	3	6	Medium	Early preparation and monitoring of the election process	continuous	Electronic voting	DOS