

**CENTRE FOR INTERNATIONAL PROGRAMMES
AND LINKS**

SERVICE DELIVERY CHARTER

Feb 2018

FORWARD

The Center for International Programmes and Links (CIPL) offers a diverse range of services to international students and visiting staff in the whole university and manages various international communications received from partners. The Centre is established by a statute and practices good governance to ensure our procedures are responsible and efficient. In collaboration with the University of Nairobi(UoN) legal office, establishes and strengthens the collaborations and partnerships between The UoN and other institutions and organizations nationally and internationally by preparing appropriate Memoranda of Understanding(MoUs), Memoranda and Letters of Agreement(MoAs and LoAs). These engagements meet the aspirations of the Vision and Mission of CIPL. Currently CIPL is focused on developing policies' that will support and enabling environment for next level internationalization of UoN.



William Okelo Ogara PhD, MBS

Director Centre for International Programmes and Links

INTRODUCTION

This service charter sets out the scope, responsibilities and service delivery commitments rendered to international students, visiting academic and non academic staff and other stakeholders. The centre is committed to providing quality services and we welcome any feedback on improving our service delivery.

Vision

A leading integrative centre that enhances the University of Nairobi international research, academic and cultural interactions.

Mission

To initiate, promote, facilitate and co-ordinate quality international programmes and links in collaboration with other University units and institutions with similar interest.

Core Values

In our quest to provide timely and quality services, the Centre will be guided by the following core values embedded in the University of Nairobi strategic plan and corporate service delivery charter.

- Freedom of thought and expression
- Innovativeness and creativity
- Good corporate governance
- Team spirit and team work
- Professionalism
- Quality customer service
- Responsible corporate citizenship and strong social responsibility
- Respect for and conservation of the environment

Core Functions of CIPL

- Facilitate and coordinate collaborative international programmes, links and projects.
- Coordinate and provide logistical support to staff and students visits/exchanges under collaborative projects.
- Coordinate, fund-raise for activities of the centre, friend raise, market and promote the objectives of the University in the international sphere.

- Monitor and ensure compliance with the provision of the Memorandum of Understanding and agreements between University of Nairobi and various institutions.
- Provision of a focal point for admission of international students and their activities while undertaking their studies at the University.

Structure and Governance

The Centre is governed by a Management Board and consists of the following members

Director;

Appointed by the Vice Chancellor from among persons holding the rank of Associate Professor or above. The Director is the administrative head of the Centre with overall responsibility of maintaining and promoting efficient management of the Centre.

CIPL Board:

- i. Chairperson: Shall be appointed by the vice chancellor
- ii. One representative from each college nominated by the College Academic Board and in the rank of Senior Lecturer and above and at time of appointment should be actively involved in coordinating an international programme within the college
- iii. Three senate representatives
- iv. Director Graduate School
- v. University Librarian
- vi. Registrar Administration
- vii. Finance officer
- viii. Legal Officer
- ix. Dean of Students
- x. Two other members appointed by the Vice Chancellor
- xi. Registrar Academics/Secretary

Principles of service delivery

In our service delivery, we pledge to offer quality services, accessible and accountable to our clients by:

- Serving our clients with courtesy, respect and dignity;
- Maintaining high standards of professional ethics;
- Providing prompt, responsive, efficient, impartial and equitable services;
- Upholding transparency and accountability
- Espousing principles of natural justice
- Maintaining confidentiality

CIPL Clients

- International Students
- International academic and non academic staff
- Parents
- Suppliers
- Alumni
- The Community
- General public

Partners and Stakeholders

- The Centre's partners and stakeholders comprise
- Alumni associations
- Business partners
- Commission for University Education
- International community
- Linkage partners
- Research collaborators
- Donors

- Employers
- Ministry of Education, science and technology
- Professional bodies
- Parents and Guardians
- Students' organizations

Client Expectations

- Quality and timely services
- Access to relevant information and feedback
- Courteous and timely response to requests, complaints and inquiries
- Recognition and acknowledgement of donors and sponsors;
- Expeditious processing of collaborative agreements;
- Honoring Memoranda of Understanding (MOUs)
- Application of modern Information Communication and Technology (ICT)
- Fairness and equity
- Integrity and reliability
- Customer satisfaction

Client Obligations

The Centre expects its clients and stakeholders to

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us respond to requests appropriately;
- Prompt payment of all dues, fees and levies;
- Support of centre's programmes and activities;
- Observe University rules and regulations; and
- Provide feedback and comments on the service rendered

- Indicate need for special requirements, such as an interpreter or assistance to understand or access services.

Support Services

For efficient management of its functions, the Centre has various support services provided by

- Academic Affairs division
- RPE division
- Legal Office
- Director Corporate Affairs
- Administration Division
- Graduate School
- Centre for Self Sponsored Programmes
- College Principals
- Dean of Students' office
- Students Welfare Authority
- Directorate of Security Service
- Directorate of University Advancement
- Directorate of Corporate Affairs
- Information and Communication Technology Centre
- Legal Office
- Library and information services
- Finance Office
- Director Research and Extension

Commitment to Service Delivery

The Centre pledges to

- Maintain customer service points at which all concerns will be dealt with and necessary advice given;

- Serve clients with dignity, courtesy and respect
- Collaborative agreements and memoranda of Understanding shall be processed within three weeks;
- Provide efficient and effective service;
- Adhere to ethical and equitable service provision;
- Attend to all telephone calls within twenty seconds;
- An acknowledgement of official correspondence shall be immediate and necessary action taken within seven days from the date of receipt;
- Procurements of goods, services and works in a timely manner and in line with government procurement regulations;

Service Hours

Centre for International Programmes and Links is located at the Main Campus 2nd floor, Gandhi Wing Room 213 and is Operational between 8:00 am- 1:00pm and 2:00Pm- 5:00Pm

Feedback

- Complaints, compliments and suggestions should be forwarded to the office of the Director Centre for International Programmes and Links
- Feedback may be channeled via telephone, email or suggestion boxes
- Confidentiality and privacy shall be maintained
- All feedback shall be addressed within seven days

All comments and Feedback on this Service Charter should be addressed to:

The Director, CIPL

P.O. Box 30197, 00100, NAIROBI

Tel: 2214917/318262 Extn. 28113/28135

Email: international@uonbi.ac.ke

Review of the Customer Service Delivery Charter

To ensure efficiency and effectiveness in service delivery, the Centre in consultation with its stakeholders shall review this charter after five years or whenever need arises.