


|   |                   |                              |
|---|-------------------|------------------------------|
|  | Document Ref.:    | Issue Date:                  |
|   | CU/SOP/ACAD/16-21 | 25 <sup>th</sup> March, 2013 |
|   | Issue No.:        | Revision No.:                |
|   | 02                | 00                           |
| Document Title:<br>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION      |                   |                              |

# CHUKA UNIVERSITY

## Standard Operating Procedure


For

## Teaching and Examination (CU/SOP/ACAD/16-21)

### Document Review Sheet


The signatures below certify that this Standard Operating Procedure has been reviewed and accepted, and demonstrate that the signatories are aware of all the requirements contained herein and are committed to ensuring their provision.

|             | Name & Signature   | Position                       | Date      |
|-------------|--------------------|--------------------------------|-----------|
| Prepared by |                    | Chairpersons of Departments    | 25.6.2012 |
| Reviewed by | Prof. D. K. Isutsa | Deputy Vice-Chancellor (AA)/MR | 01.3.2013 |
| Approved by | Prof. E. N. Njoka  | Vice-Chancellor                | 25.3.2013 |

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

## CONTENTS


|   |           |
|---|-----------|
| <b>COVER PAGE.....</b>  | <b>1</b>  |
| <b>DOCUMENT REVIEW SHEET.....</b>   | <b>1</b>  |
| <b>CONTENTS.....</b>  | <b>2</b>  |
| <b>1.0. AMENDMENT RECORD SHEET.....</b>   | <b>3</b>  |
| <b>2.0. GENERAL.....</b>  | <b>4</b>  |
| 2.1 Purpose.....  | 4         |
| 2.2 Scope.....  | 4         |
| 2.3 References.....   | 4         |
| 2.4 Abbreviations.....  | 4         |
| 2.5 Definitions.....  | 4         |
| 2.6 Responsibility.....   | 5         |
| <b>3.0. ADMINISTRATIVE STRUCTURE.....</b>   | <b>5</b>  |
| <b>4.0. PROCESSES.....</b>  | <b>6</b>  |
| 4.1. Overview.....  | 6         |
| 4.2. Process for Designing and Reviewing of Curricula.....  | 6         |
| 4.2.1. Curriculum design.....   | 6         |
| 4.2.2. Curriculum review.....   | 7         |
| 4.3 Process for Initiating Appointment and Payment of Part-time Lecturers.....  | 7         |
| 4.4. Process for Allocating Courses to Lecturers.....   | 8         |
| 4.5. Process for Requisitioning Teaching Materials.....   | 9         |
| 4.6. Process for Registering Students in Courses.....   | 9         |
| 4.7. Process for Recommending Postgraduate Students for Admission.....  | 9         |
| 4.8. Process for Coordinating and Supervising Teaching.....   | 10        |
| 4.9. Process for Planning and Implementing Academic Field Trips.....  | 10        |
| 4.10. Process for Processing Examinations (Setting, Moderating Drafts, Invigilating, Marking, Submitting Results and Moderating Scripts)..... | 10        |
| 4.10.1. Setting and moderating drafts.....  | 10        |
| 4.10.2. Invigilating examinations.....  | 11        |
| 4.10.3. Marking and submitting results.....   | 12        |
| 4.10.4. External moderation of scripts.....   | 12        |
| 4.11. Process for Implementing Students' Field Attachment.....  | 13        |
| 4.12. Process for Examining Students' Projects.....   | 13        |
| 4.12.1. Postgraduate students.....  | 13        |
| 4.12.2. Undergraduate students.....   | 14        |
| 4.13. Process for Initiating Appointment of External Examiners of Theses.....   | 14        |
| 4.14. Process for Supervising Academic Advising.....  | 14        |
| 4.15. Process for Handling Departmental Complaints.....   | 15        |
| 4.15.1. Complaints on lecturer and student.....   | 15        |
| 4.15.2. Complaints on academic staff.....   | 15        |
| 4.15.3. Non-academic complaints.....  | 15        |
| <b>5.0. RECORDS.....</b>  | <b>15</b> |
| <b>6.0. KEY PERFORMANCE INDICATORS/OBJECTIVES.....</b>  | <b>15</b> |
| <b>APPENDIX: PROCESS MAPS.....</b>  | <b>16</b> |

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

## 1.0 AMENDMENT RECORD SHEET

This Standard Operating Procedure is reviewed regularly to ensure relevance to the systems and process that it defines. A record of contextual additions or omissions is given below.

| DATE    | ISSUE NO. | REVISION NO. | AGE O. | SUBJECT OF REVIEW /MODIFICATION  | REVISED BY CODS | APPROVED BY MR |
|---------|-----------|--------------|--------|--|-----------------|----------------|
| 1.3. 13 | 02        | 00           | LL     | Changed Quality Management Representative to Management Representative | CODs            | Prof. Isutsa   |
| 1.3. 13 | 02        | 00           | LL     | Changed Deputy Principal to Deputy Vice-Chancellor                     | CODs            | Prof. Isutsa   |
| 1.3. 13 | 02        | 00           | LL     | Changed procedures to processes  | CODs            | Prof. Isutsa   |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |
|         |           |              |        |  |                 |                |

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

## 2.0 GENERAL

### 2.1. Purpose

The purpose of this procedure is to ensure that processes in the academic departments are managed effectively and efficiently to ensure compliance with this International Standard, the University's and the Government's statutory regulations during service delivery to students.

### 2.2. Scope

This procedure applies to all teaching and administrative activities in the academic departments in CU. The CU Academic Departments include Departments of Agricultural Sciences, Basic Sciences, Business Administration, Education, Environmental Science and Resources Development, and Arts and Humanities.

### 2.3. References

- CU Catalogue, 2013
- CU Charter, 2013
- CU Quality Manual
- CU Statutes 2008
- Current Students' Handbook
- Egerton University Act, 1987
- Egerton University Statutes, 2009
- ISO 9001:2008 Standard Clauses 7.1, 7.2, 7.3, 7.5, 7.6, 8.0
- JAB Cluster Manual
- JAB Document Text Document


### 2.4. Abbreviations

|                  |   |
|------------------|---|
| <b>BUSF</b>      | Board of Undergraduate Studies and Field Attachment           |
| <b>CATs</b>      | Continuous Assessment Tests                                   |
| <b>CF</b>        | Credit Factor   |
| <b>COD</b>       | Chair of the Department                                       |
| <b>CU</b>        | Chuka University  |
| <b>DVC (AA)</b>  | Deputy Vice-Chancellor (Academic Affairs)                     |
| <b>DVC (AFP)</b> | Deputy Vice-Chancellor (Administration, Finance and Planning) |
| <b>HOD</b>       | Head of Department  |
| <b>JAB</b>       | Joint Admissions Board  |
| <b>PC</b>        | Performance Contract  |
| <b>Ph.D.</b>     | Doctor of Philosophy  |
| <b>SSP</b>       | Self-Sponsored Programmes                                     |
| <b>QA</b>        | Quality Assurance   |

### 2.5. Definitions

**Field trips:** An excursion for academic purposes outside the University premises.

**Academic advisors:** Lecturers advising students on academic and career matters.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**Field attachments:** Experience gained in potential employer’s organization/set up to give a student in-depth organizational and administrative experience.

**External examiner:** An examiner who is not an employee of CU, appointed to moderate examinations or evaluate a thesis.

**External lecturers:** lecturers who are employees of CU on part-timer basis

**SSP Students:** Students who do not benefit full from government fees subsidy.

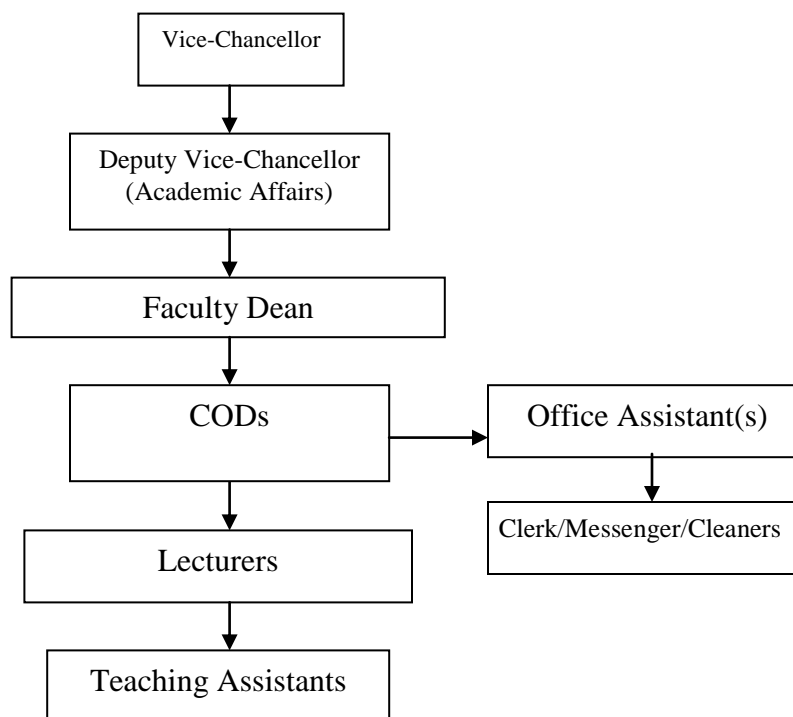
**JAB Students:** Government-sponsored students, who are admitted by the Joint Admissions Board and benefit from Government funding subsidy.


### 2.6. Responsibility

The Chairpersons of Departments have the primary responsibility of ensuring that these processes are implemented and remain adequate for their intended purpose. Each Chairperson of Department has the primary responsibility for providing the information from which the documentation of their processes can be compiled and for initiating action to keep them up to date. All departmental staff members are responsible for implementing and ensuring that this procedure is followed.

### 3.0 ADMINISTRATIVE STRUCTURE

The current administrative structure for the Academic Department is as follows:



|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

## **4.0 PROCESSES**

### **4.1 Overview**


The Academic Departments are responsible for the teaching and examination of academic programmes as required by the Senate under various rules and regulations. The core activities of Academic Departments include:

- (i) Planning, Designing and Reviewing of Curricula
- (ii) Initiating Appointment and Payment of Part-time Lecturers
- (iii) Allocating Courses to Lecturers
- (iv) Requisitioning Teaching Materials
- (v) Registering Students in Courses
- (vi) Recommending Postgraduate Students for Admission
- (vii) Coordinating and Supervising Teaching
- (viii) Planning and Implementing Academic Field Trips
- (ix) Processing Examinations (Setting, Moderating Drafts, Invigilating, Marking, Submitting Results and Moderating Scripts)
- (x) Processing Students for Field Attachment
- (xi) Examining Students' Projects
- (xii) Initiating Appointment of External Examiners of Theses
- (xiii) Supervising Academic Advising
- (xiv) Handling Departmental Complaints
  - a) Complaints on Lecturer and Student
  - b) Complaints on Academic staff
  - c) Non-Academic Complaints

### **4.2 Process for Designing and Reviewing Curriculum for Approval**

#### **4.2.1 Activities in curriculum design**

- (i) Each Department identifies a curriculum that is in demand by clients and through known gaps in training needs.
- (ii) The department organizes a stakeholders' workshop where contributions and views on new market demands are received.
- (iii) A sub-committee comprising expert departmental staff is constituted to design and draft each curriculum.
- (iv) The sub-committee ensures conformance to the prescribed design, consisting of introduction, justification, objectives, admission requirements, duration of study, modes of teaching, examination regulations, course coding, course scheduling, course descriptions, academic staff available and teaching resources required.
- (v) The sub-committee tables each curriculum in a departmental board meeting for evaluation, suggestions and improvements.
- (vi) The sub-committee incorporates corrections and forwards the curriculum to the COD for onward transmission to the Dean of the respective Faculty.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |


- (vii) The Dean tables the curriculum in the Faculty Board meeting where it is discussed and more corrections and suggestions for improvement are received.
- (viii) The suggested corrections are incorporated again after which the curriculum is forwarded to the Director, Board of Undergraduate Studies and Field Attachment (BUGS&FA) for verification and harmonization with other Departments (CU/SOP/BUGS/14).
- (ix) The Director tables the curriculum at BUGS&FA meeting where it is discussed. If it requires corrections, it is sent back to the Faculty and re-tabled.
- (x) Once all requirements have been effected, the Director tables the curriculum in the Senate where it is adopted and discussed.
- (xi) The Senate members comment on the curriculum and suggest corrections, which are incorporated by the Dean of the respective Faculty.
- (xii) Once finished, the curriculum is tabled in the Senate for final approval.
- (xiii) If Senate approves the curriculum becomes official and ready for implementation.

#### **4.2.2 Activities in curriculum review**

- (i) The COD initiates curriculum review at the departmental level five years after design or previous review.
- (ii) The COD writes a request letter to the Deputy Vice-Chancellor (Academic Affairs) [DVC (AA)] with details of the curriculum to be reviewed, date of last review, justification and the proposed stakeholders to be invited for the review workshop.
- (iii) After approval by the DVC (AA), the COD sends invitation letters to the various stakeholders, inviting them to participate in the given curriculum review.
  - (a) The invitation letter contains details on curriculum to be reviewed, the date of the review and the venue.
- (iv) A secured copy of the curriculum is sent to the proposed stakeholders upon confirmation of participation either by telephone, email, or letter.
- (v) The COD prepares a facilitation budget and forwards it to the DVC (AA) for approval.
- (vi) After approval, the COD constitutes a departmental sub-committee which oversees the logistics in implementing the workshop.
- (vii) The reviewed is then approved through the same channels as for a new curriculum.

#### **4.3 Process for Initiating Appointment and Payment of Part-time Lecturers**

- (i) The COD identifies external lecturers two months to the beginning of a semester.
- (ii) The COD invites interested lecturers to submit applications and testimonials within 1 week from the date of invitation.
- (iii) The Office Assistant opens a file for keeping the application packages as they are received from the external lecturers.
- (iv) The COD recommends qualified candidates and forwards the application packages to the Dean of the Faculty 1 month to the beginning of the semester.
- (v) The Dean of Faculty recommends the lecturers and forwards the application packages to the DVC (AA) 2 weeks to the beginning of the semester.
- (vi) The DVC (AA) approves qualified candidates and forwards to the Registrar (A&P) 2 weeks to the beginning of the semester.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (vii) The Registrar (A&P) issues the qualified lecturers appointment letters, indicating reporting date and terms of service, 1 week to the beginning of the semester.
- (viii) The appointed part-time lecturer reports to work and the COD arranges orientation in the first week of the semester.
- (ix) The part-time lecturer teaches and examines the allocated course(s) for the entire semester (17 weeks).
- (x) The part-time lecturer submits marked scripts to the COD within 2 weeks after the end of examination period.
- (xi) The part-time lecturer fills Claim Forms and lodges them within 4 weeks after the end of examination period.
- (xii) The Claim Forms are signed in turns by the COD, Dean, DVC (AA), Registrar (A&P) and Finance Officer within 1 week from the date of lodging.  
The Claim Forms are lodged together with the following attachments:
  - Duly filled Claim Form for teaching (CU/DEPT/FORM/1)
  - Filled claim form for facilitation (CU/DEPT/FORM/2)
  - Original letter of appointment.
  - Class attendance sheet (CU/DEPT/FORM/3) (signed by class representative, the lecturer and COD).
  - Examination attendance and invigilation form (CU/EXTT/FORM/2)
  - Examination incident form, if any (CU/EXTT/FORM/3)
  - Examination movement form (CU/EXTT/FORM/4)
- (xiii) The Finance Officer processes the payment for the Part-time Lecturer (CU/SOP/FIND/24) within 1 week from the date of receiving the Claim Forms.


#### **4.4 Process for Allocating Courses to Lecturers**

- (i) The COD identifies courses for an upcoming semester from the catalogue 1 month before the beginning of the semester.
- (ii) The COD communicates service courses to the relevant departments 1 month before the beginning of the semester.
- (iii) The COD organizes a course allocation meeting for all departmental academic staff.
  - (a) Each lecturer is allocated normal teaching load depending on office responsibilities held. Thus: 9 CFs for non-office bearers; 6 CFs for CODs and 3 CFs for deans/directors). Extra teaching load is allocated based on mutually agreement.
- (iv) The COD sends courses allocated to the Director (Timetabling &Examinations) for preparation of timetables (as per the procedure CU/SOP/EXTT/12).
  - (a) Copies are submitted to the DVC (AA), Director of QA and PC, Dean of Faculty, Finance Officer and department course allocation file.

#### **4.5 Process for Requisitioning Teaching Materials**

- (i) Respective lecturers identify the required teaching materials for the courses allocated two weeks prior to the beginning of the semester.
- (ii) The lecturers submit the list to the COD hosting the programme.



|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (iii) The COD consolidates the lists in consultation with the librarian/technologists.
- (iv) The COD seeks for authority to procure materials from DVC (AFP)
- (v) The COD fills official requisition form (CU/DEPT/REQU/1) and forwards to the DVC (AFP) for approval of procurement of the items.
- (vi) The approved requisition is forwarded to the Procurement Department for acquisition of the materials as per the Procurement SOP (CU/SOP/PROD/25).

#### **4.6 Process for Registering Students in Courses**


- (i) Students collect the individual course registration forms (CU/DEPT/FORM/4) from the Department as soon as they begin the semester.
- (ii) They fill in triplicate personal particulars, codes and titles of the courses that they will take in the semester by referring to the University Catalogue or curriculum documents.
- (iii) The students take the individual course registration forms to the respective lecturers for signing in turns.
- (iv) The students then present the duly filled and signed individual course registration forms to the Head of Department within the first two weeks of the semester.
- (v) The students also fill in class course registration form their names and registration numbers as they appear in the original register and letter of admission and present to their respective lecturers students for signing.
- (vi) The lecturers take and present the class registration forms to the COD.
- (vii) The COD tallies the information in the individual course registration forms with the one in the course schedule and enters the final and correct information in the course registration form. Should the two documents not tally for any reason, the COD searches for the correct information and enters it.
- (viii) The entered information is used to make mark sheets for each of the students.
  - (a) The records are kept in an orderly easy-to-track manner in hard and soft copy format.
- (ix) The harmonised mark sheets are circulated to lecturers for entering in marks at the of the examination period.

#### **4.7 Process for Recommending Postgraduate Students for Admission**

- (i) The COD receives application package from the Director (BPSR).
- (ii) The COD appoints one expert or a panel of experts qualified in the area of interest of the candidate to review the pre-proposal/concept within a period of 5 days.
- (iii) The expert/panel submits a report with comments to the COD.
- (iv) The COD convenes a departmental meeting to discuss the report after which appropriate verdict is passed.
- (v) The verdict is recorded and the COD makes appropriate recommendation on the application form and submits it to the Dean of Faculty alongside a copy of minutes of the departmental meeting for further processing (CU/SOP/FACU/6-10).

#### **4.8 Process for Coordinating and Supervising Teaching**

- (i) Lecturers prepare course outlines using descriptions in the University Catalogue.
- (ii) The lecturers present a copy to the COD in the first week of lectures, for approval.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (iii) Course outlines are issued to all students on the first day of lectures.
  - a. These course outlines are discussed.
- (iv) Teaching is conducted as timetabled and as in the course outline.
- (v) Lecturers administer at least two CATS to the students; the first between the 4<sup>th</sup> and 6<sup>th</sup> week, and the second between 10<sup>th</sup> and 12<sup>th</sup> week.
- (vi) Feedback on the CATs is given to the students within 2 weeks after the date of the administration of the CAs.
- (vii) Teaching is conducted up to the 15<sup>th</sup> week and stopped for examinations to be taken.


#### **4.9 Process for Planning and Implementing Academic Field Trips**

- (i) Lecturers identify courses requiring field trips 1 month before the start of the semester.
- (ii) Each lecturer prepares the budget and itinerary.
- (iii) The lecturers forward to the field trips' coordinator for harmonization.
- (iv) The coordinators forwards to the COD for recommendation.
- (v) The COD forwards to the Dean and Director for onward transmission to the DVC (AA) for comments and approval.
- (vi) The approved budget and itinerary are copied to the Transport and Finance Departments.
- (vii) The COD then writes to the relevant hosts informing them of the required visit.
- (viii) The COD submits the visits' request to the Director (Examinations and Timetabling) 2 weeks to the beginning of the semester for scheduling and distribution of the schedule.
- (ix) The COD waits to receive confirmation from the relevant hosts.
- (x) One month to the field trip day, the lecturer notifies the concerned students for the trip.
- (xi) The lecturer in-charge of the trip fills an imprest and obtains the required funds for the trip (Refer to CU/SOP/FIND/24).
- (xii) The Transport Officer designates a driver and vehicle for each material day as per procedure for Transport Department (CU/SOP/TRAD/31).
- (xiii) The lecturer takes the attendance of students while out on the excursion.

#### **4.10 Process for Processing Examinations (Setting and Moderating Examination Drafts; Invigilating; Marking and Submitting Results; and Moderating Scripts)**

##### **4.10.1 Setting and moderating examination drafts**

- (i) Lecturers set examinations as per the schedule released by the Director (Examination and Timetabling) and attach the course outline.
- (ii) The COD/examinations coordinator receives the set examinations and records each examination in a record book (CU/ DEPT/EXAM/1).
- (iii) COD calls a meeting for teaching staff in the department to conduct internal moderation, a week after submission of drafts.
  - (a) The draft examinations are moderated based on their conformance to examination structure, details, content, language and distribution of marks.
  - (b) The moderator signs on the draft and indicates the date.
  - (c) Examinations which have errors are returned to the concerned lecturers for revision and are resubmitted a day afterwards.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |


- (iv) The examination coordinator writes a letter to the DVC (AA) through the COD for facilitation to take the examination drafts for external moderation. This is accompanied by a letter indicating the course codes and titles for all examinations to be moderated.
- (v) The examination drafts are then taken to the external examiner for moderation.
- (vi) The moderated examinations are collected within 1-2 weeks together with a report.
- (vii) The report is submitted to the COD, who goes through the external examiner's report and communicates any pertinent issues to the concerned lecturers.
- (viii) Examinations requiring major corrections are given back to concerned lecturer for revision and return the next day.
- (ix) The moderated examinations are forwarded to the Director (Examinations and Timetabling) for processing according to procedure CU/SOP/EXTT/12.

#### **4.10.2 Invigilating examinations**

- (i) The chief invigilator/lecturer collects the examination drafts, answer sheets, incident form, attendance sheet (CU/EXTT/FORM/2) and rules and regulations from the Director (Examination and Timetabling) on a date allocated for the examination on the timetable and at least 30 minutes prior to the start of the examination.
- (ii) The respective students assemble and sit in the examination room at least 30 minutes prior to the beginning of examination.
- (iii) The examination drafts and answer sheets are distributed to the seated students.
  - (a) Each examination room with 1-50 students is handled by a minimum of two invigilators. An extra invigilator is provided for every additional 50 students.
  - (b) The course lecturer/instructor is the chief invigilator.
- (iv) The students attempt the examination within the allowed time as per the examination rules and regulations.
- (v) The invigilators collect all the scripts from the students at the end of the allowed time.
- (vi) The invigilators return attendance list and five copies of the examination papers to the Examination Officer in the Director (Examination and Timetabling) Office.
- (vii) If any examination malpractice occurs, it is recorded (CU/EXTT/FORM/3) and reported to the COD for disciplinary action as per procedure CU/SOP/FACU/06-10.

#### **4.10.3 Marking and submitting results**

- (i) Marking of end of semester examinations is done by the lecturer within two weeks of the end of semester examinations, using the marking scheme prepared for such examination.
- (ii) The marked scripts are arranged serially in ascending order.
- (iii) The lecturer fills the official mark sheets (CU/DEPT/FORM/5) provided by the Faculty.
- (iv) The lecturer analyzes performance of the students on the mark sheet.
- (v) The marked scripts accompanied with a question paper, marking scheme, examination attendance sheet and examination movement form (CU/EXTT/FORM/4) are handed over to the examination officer in the department by the last day of the second week following the end of semester examinations.
- (vi) The examination officer confirms the number of scripts, the entries in the mark sheets and other accompanying documents at time of submission of results by the lecturer.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |


- (vii) The examination officer fills in the examinations movement form (CU/EXTT/FORM/4) maintained in the department.
- (viii) The lecturer signs in the submission record book to confirm submission of results.
- (ix) The examination officer files the mark sheets basing on the intake year per programme.
- (x) The examination officer confirms that all mark sheets for the period have been received and hands them over to the COD for signing.
- (xi) In case the examination was for:
  - (a) End of first semester:
    - (i) The examination officer keeps the mark sheets in a lockable cabinet maintained in the department. The key for such cabinets is only accessible to the COD and the examination officer.
  - (b) End of academic year:
    - (i) The examination officer hands over the file containing all the mark sheets for the academic year to the COD.
- (xii) The COD confirms that all the mark sheets have been received and then hands them to the Dean of Faculty three weeks after end of academic year examinations for processing.

#### **4.10.4 External moderation of scripts**

- (i) The COD forwards a list of examination courses and the total scripts per course to the Registrar (Academic Affairs) a month after the end of a given academic year.
- (ii) The Registrar writes to the respective external examiners inviting them for external moderation of scripts at a centralized location.
- (iii) The COD compiles the scripts, mark sheets, internal examiners' marking schemes and examination attendance sheets, which are given to the external examiners.
- (iv) The external examiners moderate the examination scripts, signs on the mark sheets and write confidential reports to the Vice-Chancellor who may forward to the COD for action.
- (v) The confidential report, together with the examination scripts, the mark sheets and examination attendance sheets are handed over to the COD.
- (vi) The COD communicates issues raised by the external examiner to the respective lecturers in a departmental meeting.
- (vii) All the mark sheets are then separated from the rest of the documents and one copy for each mark sheet is made.
- (viii) The original mark sheets are forwarded to the Dean of the respective Faculty, while the copied are filed and kept in the Department as back ups.
- (ix) The examination scripts and the mark sheet copies are then kept in a cabinet, which is under lock and key in the COD's office.
- (x) The Dean of Faculty handles subsequent steps of processing of the examinations following the procedure CU/SOP/FACU/6-10.

#### **4.11 Process for Processing Students for Field Attachment**

- (i) The COD requests students to indicate their preferred institutions of attachment, three months prior to attachment date.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (ii) The COD links the students to potential attachment areas.
- (iii) The COD gives students formal introductory letters and log books for their attachment institutions to use in assessing them.
- (iv) The COD ensures that the students get insurance cover before proceeding to the attachment domicile.
- (v) Students proceed on attachment and communicate back to the department giving details of the institutions/firms where they have been successfully attached.
- (vi) The supervisor (lecturer) supervises the progress of the students at most twice during the attachment period (8 weeks).
- (vii) The attaching organizations clear students at the end of the 8 weeks and send a report to the Department/Director (BUGS&FA).
- (viii) Upon completion, the students write and submit attachment reports to their respective supervisors to evaluate.
- (ix) The supervisors mark the reports and award marks/grades.
- (x) The supervisors submit the results to the CODs through the Director (EXTT).

#### **4.12 Process for Examining Students' Projects**

##### **4.12.1 Postgraduate students**


- (i) The student writes and brings a proposal to the Lecturers/Supervisors assigned by the COD for appraisal during designated timelines depending on the programme.
- (ii) The Lecturers meets with the student to discuss the feasibility of the project and offers appropriate guidance.
- (iii) The Supervisors review the proposal and the student orally presents it in power point to a Panel of Departmental staff, plus any other invited peers.
- (iv) The Panel assesses the presentation and advise the student on the way forward.
- (v) If approved, the student forwards the proposal to the Faculty for a second level of examination (CU/SOP/FACU/6-10).

##### **4.12.2 Undergraduate students**

- (i) The same procedure is followed, except students can draft the proposal and be supervised by one lecturer in groups.
  - (a) If the student fulfils all the requirements, permission is granted to implement the proposal under supervision and guidance of the assigned lecturer.
  - (b) The student completes the project and writes a report following an approved format (CU/DEPT/FORM/6).
  - (c) The COD schedules a date when all the students in a programme orally present their projects using power point to a panel of lecturers and their peers.
  - (d) The panel of lecturers grades the presentation and awards the student marks.

#### **4.13 Process for Initiating Appointment of External Examiners of Theses**

- (i) A postgraduate student completes conducting research, starts writing and correcting a thesis and when certain of the finalization date, submits an intent to submit a thesis form three months prior to the lodging date (CU/BPSR/FORM/===).

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (ii) The postgraduate student completes writing and correcting of the thesis, filling of thesis forward forms (CU/BPSR/==) and submits it to the chief internal examiner (supervisor) to sign and forward to the COD.
- (iii) The internal examiner searches for an expert qualified in the area of the student's research and requests the expert to submit a resume.
- (iv) The internal examiner fills in the thesis forwarding form the name of the recommended external examiner and attaches it to the thesis for onward transmission to the COD.
- (v) If the COD finds the external examiner qualified, the form is approved and forwarded to the Dean of the Faculty for further processing (CU/SOP/FACU/6-10).

#### **4.14 Process for Supervising Academic Advising**

- (i) At the beginning of the programme, the COD appoints an adviser for each programme, who is then referred to as course coordinator/academic advisor.
- (ii) The COD, adviser and the Dean of Faculty review the **adviser's reference guide** (CU/DEPT/ADVI/1) and students' handbook.
- (iii) The COD organizes orientation in the department during the first semester after admission of first year students.
- (iv) The COD keeps records of the advisee's progress and makes appropriate recommendation to the Dean.
  - (a) The Adviser advises the student on programmes requirements, career planning, choice of major career, academic rules and regulations of the University, planning of classes one semester in advance, implications of his/her performance, the process of online registration, getting through any academic or personal crisis, integrating life, career and education goals, and integrating curriculum with career and life goals.
- (v) Where complicated, the academic adviser refers the advisee to appropriate sources of information and services.


#### **4.15 Process for Handling Departmental Complaints**

##### **4.15.1 Complaints on lecturer and student**

- (i) The Office Assistant records all received complaints in a complaints record book (CU/ DEPT/COMP/1)
- (ii) The COD addresses the problem within the given mandate.
- (iii) The COD investigates the matter within 1 week.
- (iv) The COD resolves the matter within 48 hours after investigation.
- (v) If the matter is not resolved, the COD forwards the matter to Dean of Faculty for further action.
- (vi) The COD makes a follow up of the complaint to the complainant to ensure that it is fully resolved.

##### **4.15.2 Complaints on academic staff**

- (i) The COD receives and records all complaints in a complaints record book (CU/ DEPT/COMP/1).
- (ii) The COD calls the concerned lecturer within 24 hours to deliberate on the matter.

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

- (iii) The lecturer acknowledges the resolutions reached with the COD.
- (iv) Where the issue is not resolved, the COD refers the matter to the Dean of Faculty within 24 hours.

#### **4.15.3 Non-academic complaints**


- (i) The COD receives a complaint and records it.
- (ii) The COD investigates the matter and makes recommendations.
  - (a) The COD resolves the matter within 1 week
- (iii) Where the issue is not satisfactory resolved, the COD refers the matter to the Dean of Students in case of students or DVC (AA) in case of lecturers.

## **5.0 RECORDS**

Refer to the Departmental Records Master List (Index)


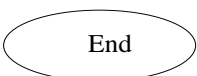
## **6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES**

Refer to the Departmental Annual Work Plan and Charter.


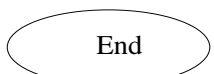
|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**APPENDIX: PROCESS MAPS**


**i) Designing and reviewing of curriculum**

| RESPONSIBILITY             | ACTION  |
|----------------------------|---|
| <b>LECTURERS</b>           | <div style="text-align: center;"> <br/>           ↓<br/>           Identification of curriculum in demand by clients         </div> |
| <b>COD</b>                 | Organization of stakeholders workshop   |
| <b>COD</b>                 | Formation of sub-committee of departmental staff to draft the curriculum  |
| <b>SUB-COMMITTEE CHAIR</b> | Tabling of the draft curriculum in a departmental board meeting   |
| <b>DEPARTMENTAL BOARD</b>  | Acceptance of curriculum ( <b>NO/YES</b> )  |
| <b>SUB-COMMITTEE CHAIR</b> | Forwarding of the revised draft curriculum to the COD   |
| <b>COD</b>                 | Submission of the draft curriculum to the Dean  |
| <b>COD</b>                 | Presentation of the draft curriculum in the faculty board   |
| <b>FACULTY BOARD</b>       | Acceptance of curriculum ( <b>NO/YES</b> )  |
| <b>DIRECTOR (BUSF)</b>     | Verification and harmonisation with other departments   |
| <b>DIRECTOR (BUSF)</b>     | Tabling of the draft curriculum in BUSF   |
| <b>BUSF</b>                | Acceptance of curriculum ( <b>NO/YES</b> )  |
| <b>DIRECTOR (BUSF)</b>     | Tabling of the draft curriculum in the Senate   |
| <b>SENATE</b>              | Acceptance of curriculum ( <b>NO/YES</b> )  |
| <b>DEAN</b>                | Presentation of the draft curriculum in the senate for noting   |
| <b>COD</b>                 | Implementation of the curriculum  |
|                            | <div style="text-align: center;">  </div>   |

**ii) Appointment of part-time Lecturers**

| RESPONSIBILITY               | ACTION   |
|------------------------------|--|
| <b>COD</b>                   | <div style="text-align: center;"> <br/>           ↓<br/>           Identification of external lecturers and requests them to submit application letter and resume         </div> |
| <b>COD</b>                   | Recommendation of qualified candidates to the Dean of the Faculty  |
| <b>DEAN</b>                  | Recommendation of the lecturer and forwarding the application to the DVC (AA) for approval   |
| <b>DVC (AA)</b>              | Approval of qualified candidates and forwarding to the Registrar (AP)  |
| <b>REGISTRAR (A &amp; P)</b> | Issuance of appointment letter   |
| <b>PART-TIME LECTURER</b>    | Picking of the appointment letter from the Registrar (AP)  |
| <b>PART-TIME LECTURER</b>    | Delivery of lecturing service  |
|                              | <div style="text-align: center;">  </div>  |




|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**iii) Payment of part-time Lecturers**

| RESPONSIBILITY            | ACTION  |
|---------------------------|---|
| <b>PART-TIME LECTURER</b> | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Submission of marked examination scripts and filling the claim forms</p> |
| <b>COD</b>                | Signing of the claim forms and forwarding to the dean   |
| <b>DEAN</b>               | Signing of the claim forms and forwarding to the DVC (AA)   |
| <b>DVC (AA)</b>           | Approving of the claim forms and forwarding to the finance office   |
| <b>FINANCE OFFICER</b>    | Processing of the payment   |
| <b>PART-TIME LECTURER</b> | <p>Collection of the payment</p> <p style="text-align: center;">End</p>   |

**iv) Requisitioning teaching materials**

| RESPONSIBILITY                | ACTION  |
|-------------------------------|---|
| <b>LECTURERS</b>              | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Identification of the required teaching materials for the courses allocated, two weeks prior to the beginning of the semester.</p> |
| <b>LECTURERS</b>              | Submission of the list to the COD hosting the programme   |
| <b>COD</b>                    | Consolidation of the lists in consultation with the librarian, technologists or other relevant resource person.   |
| <b>COD</b>                    | Filling of official requisition form (CU/DEPT/REQU/1) and forwarding to the DVC (AFP) for approval of procurement of the items  |
| <b>DVC (AA)/DVC (AFP)</b>     | Advising of the COD to amend the information appropriately before approval OR Approval of requisition and forwarding to the Procurement Department for as per the Procurement SOP (CU/SOP/PROD/25)                  |
| <b>PROCUREMENT DEPARTMENT</b> | Procurement of the items and informing of the COD of their arrival.   |
| <b>COD</b>                    | Requesting various Lecturers/Technologists to ascertain if the respective items procured meet the specifications.   |
| <b>USER LECTURERS</b>         | Approval ( <b>NO/YES</b> )  |
| <b>PROCUREMENT DEPARTMENT</b> | Completion of the procurement process by paying the supplier  |
| <b>LECTURERS</b>              | Collection of the items from the store  |
| <b>LECTURERS</b>              | <p>Use of the items in teaching</p> <p style="text-align: center;">End</p>  |


|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**v) Registering students in courses**

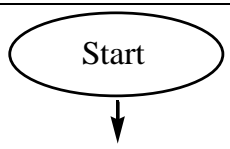
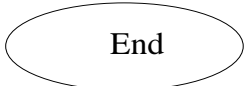
| RESPONSIBILITY | ACTION  |
|----------------|---|
| STUDENT        | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Picking of the registration forms from the department in the first week of each semester</p> |
| LECTURERS      | Signing of the forms  |
| COD            | Signing and forwarding of the forms to the Dean   |
| DEAN           | Signing and filing of one copy and giving the other copy back to the student  |
| STUDENT        | <p>Attendance of courses</p> <p style="text-align: center;">End</p>   |

**vi) Recommending Postgraduate Students for Admission**

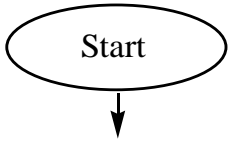


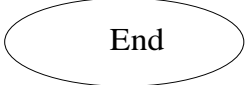
|                                   |   |
|-----------------------------------|---|
| Director (BPSR)                   | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Submission of the application package of interested students</p>   |
| COD                               | Appointment of one expert or a panel of experts qualified in the area of interest of the candidate to review the pre-proposal/concept note within a period of 5 days.   |
| ONE EXPERT/<br>A PANEL OF EXPERTS | Reviewing of the concept note and returning it with comments  |
| COD                               | Receiving of a report with comments from the expert/panel   |
| COD                               | Convening of a departmental meeting to discuss the report after which appropriate verdict is passed. <b>NO/YES</b>  |
| COD                               | The verdict is recorded and the COD makes appropriate recommendation on the application form and submits it to the Dean of Faculty alongside a copy of minutes of the departmental meeting for further processing (CU/SOP/FACU/6-10). |
| Dean/Director (BPSR)              | <p>Processing of the application further</p> <p style="text-align: center;">End</p>   |


|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**vii) Coordinating and Supervising Teaching**

| RESPONSIBILITY   | ACTION   |
|------------------|--|
| <b>LECTURERS</b> |  <p>Preparation of course outlines using descriptions in the University Catalogue.</p>               |
| <b>COD</b>       | Receiving of a copy in the first week of lectures for approval   |
| <b>LECTURERS</b> | Issuance of course outline to all students on the first day of lecture   |
| <b>LECTURERS</b> | Conducting of teaching as timetabled and as in the course outline  |
| <b>LECTURERS</b> | Administering of at least two CATS to the students; the first between the 4 <sup>th</sup> and 6 <sup>th</sup> week, and the second between 10 <sup>th</sup> and 12 <sup>th</sup> week. |
| <b>LECTURERS</b> | Giving of feedback to the students within 2 weeks after the date of the administration of the CATs.  |
| <b>LECTURERS</b> | Conducting of teaching up to the 15 <sup>th</sup> week   |
|                  |  <p>End</p>  |

**viii) Planning and Implementing Academic Field Trips**

| RESPONSIBILITY           | ACTION  |
|--------------------------|---|
| <b>LECTURER</b>          |  <p>Identification of courses requiring field trips from the curriculum and preparation of budget and itinerary</p> |
| <b>LECTURERS</b>         | Forwarding of plans to COD to compile a list of field trips in the department.  |
| <b>COD</b>               | Forwarding the field trips plan and their budgets to the Director (BUSF).   |
| <b>DIRECTOR (BUSF)</b>   | Recommendation, compilation and forwarding of the field trip plans of the departments to the DVC (AA).  |
| <b>DVC (AA)</b>          | Approval of the list of field trip plans of the departments.   |
| <b>COD</b>               | Copying the approved itinerary to the Transport and Finance Officers.    |
| <b>COD</b>               | Writing to relevant hosts informing them of the required visit.   |
| <b>COD</b>               | Submitting the visits' request to the Director (EXTT) at beginning of semester  |
| <b>DIRECTOR (EXTT)</b>   | Scheduling and distributing the schedule of the visits to other CODs.   |
| <b>COD</b>               | Notification of the relevant lecturer(s) of the schedule of Field Trips.  |
| <b>LECTURER</b>          | Notification of the concerned students of the trips.  |
| <b>LECTURER</b>          | Filling of an imprest to obtain the required funds for the trip.  |
| <b>TRANSPORT OFFICER</b> | Designating of a driver and a vehicle for the trip day.   |
| <b>LECTURER</b>          | Accompanying of students on the trip and taking the attendance record of students on the trip.  |
|                          |  <p>End</p>   |

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |


**ix) Processing Examinations (Setting, Moderating, Invigilating, Marking, Submitting & Moderating Scripts)**

**(a) Setting and moderating drafts**

| RESPONSIBILITY                  | ACTION  |
|---------------------------------|---|
| <b>LECTURERS</b>                | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Setting of examinations as per the schedule released by the Director (EXTT) and attaching the course outlines.</p> |
| <b>COD</b>                      | Receiving of the set examinations and recording in a book   |
| <b>COD</b>                      | Calling a meeting to conduct internal moderation, a week after submission of drafts.  |
| <b>EXAMINATION OFFICER (EO)</b> | Applying for facilitation to take examination drafts for external moderation. This is accompanied by course codes and titles for all examinations to be moderated                                   |
| <b>EO</b>                       | Taking of drafts to the external examiner for moderation  |
| <b>EO</b>                       | Collecting of examinations within 1-2 weeks together with a report  |
| <b>EO</b>                       | Submission of report to the COD, who goes through the external examiner's report and communicates any pertinent issues to the concerned lecturers   |
| <b>COD</b>                      | Giving back examinations requiring major corrections to concerned lecturer to revise and return the next day.   |
| <b>COD</b>                      | Forwarding of moderated examinations to the Director (EXTT) for processing according to procedure CU/SOP/EXTT/12.   |
|                                 | End   |

**(b) External moderation of scripts**

| RESPONSIBILITY           | ACTION   |
|--------------------------|--|
| <b>COD</b>               | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Forwarding of a list of courses and the total scripts number per course to the Registrar (AA) a month after the end of a given academic year.</p> |
| <b>REGISTRAR</b>         | Invitation of external examiners for external moderation at a centralized location   |
| <b>COD</b>               | Compilation of the scripts, mark sheets, internal examiner's marking scheme and examination attendance sheets, which are given to the external examiner  |
| <b>EXTERNAL EXAMINER</b> | Moderation of the examination scripts, signing on the mark sheets and writing a detailed report for the attention of the Vice-Chancellor and the COD.  |
| <b>EXTERNAL EXAMINER</b> | Handing the report together with the examination scripts, the mark sheets and examination attendance sheets to the COD.  |
| <b>COD</b>               | Checking the report and communicating the comments raised by the external examiner to the respective lecturers in a departmental meeting.  |
| <b>COD</b>               | Separation of mark sheets from the rest of the documents and making copies.  |
| <b>COD</b>               | Forwarding of original mark sheets to the Dean of the respective Faculty; filing and keeping of copies in the Department as back ups.  |
| <b>COD</b>               | Keeping of scripts and mark sheets in a cabinet under lock and key in the COD's office   |
| <b>DEAN</b>              | Handling of subsequent steps of processing of the examinations following the procedure CU/SOP/FACU/6-10.   |
|                          | End  |


|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**(c) Invigilating examinations**

| RESPONSIBILITY                         | ACTION  |
|--|---|
| <b>CHIEF INVIGILATOR/<br/>LECTURER</b> | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> Collection of the examination drafts, answer sheets, incident form, attendance sheet (CU/EXTT/FORM/2) and rules and regulations from the Director (EXTT) on a date allocated for the examination on the timetable and at least 30 minutes prior to the start of the examination |
| <b>STUDENTS</b>                        | Assembling and sitting in the examination room at least 30 minutes prior to the beginning of examination.   |
| <b>INVIGILATOR</b>                     | Distribution of examination drafts and answer sheets to seated students   |
| <b>STUDENTS</b>                        | Attempting of the examination within the allowed time as per the examination rules and regulations.   |
| <b>INVIGILATORS</b>                    | Collecting of all the scripts from the students at the end of the allowed time.   |
| <b>INVIGILATORS</b>                    | Returning of attendance list and five copies of the examination papers to the Examination Officer in the Director (EXTT)'s Office.  |
| <b>CHIEF INVIGILATOR</b>               | Recording of any examination malpractice (CU/EXTT/FORM/3) and reporting to the COD for disciplinary action as per procedure CU/SOP/FACU/06-10.  |
|  | End   |

**(d) Marking and submitting results**

| RESPONSIBILITY                  | ACTION  |
|---------------------------------|---|
| <b>LECTURER</b>                 | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> Marking end of semester examinations within two weeks from the end of semester examinations basing on the marking scheme prepared for such examination  |
| <b>LECTURER</b>                 | Arrangement of marked scripts serially in ascending order.  |
| <b>LECTURER</b>                 | Filling of the official mark sheets provided by the Faculty.  |
| <b>LECTURER</b>                 | Analyzing of performance of the students on the mark sheet.   |
| <b>LECTURER</b>                 | Handing over marked scripts together with a question paper, marking scheme, examination attendance sheet and examination movement form (CU/EXTT/FORM/4) to the examination officer in the department by the last day of the second week following the end of semester examinations. |
| <b>EXAMINATION OFFICER (EO)</b> | Confirmation of the number of scripts, the entries in the mark sheets and other accompanying documents at time of submission of results by the lecturer.  |
| <b>EO</b>                       | Filling of in the examinations movement form (CU/EXTT/FORM/4).  |
| <b>LECTURER</b>                 | Signing in the submission record book to confirm submission of results.   |
| <b>EO</b>                       | Filing of the mark sheets basing on the intake year per programme.  |
| <b>EO</b>                       | Confirmation that all mark sheets for the period have been received and handing them over to the COD for signing.   |
| <b>COD</b>                      | Confirmation that all the mark sheets have been received and then handing them to the Dean of Faculty three weeks after end of academic year examinations for processing.   |
|                                 | End   |

|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |


**x) Processing Students for Field Attachment**

| RESPONSIBILITY                | ACTION  |
|-------------------------------|---|
| <b>COD</b>                    | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Requesting of students to indicate their preferred institutions of attachment, three months prior to attachment date</p> |
| <b>COD</b>                    | Linking of the students to potential attachment areas.  |
| <b>COD</b>                    | Issuance of students, formal introductory letters and log books for the attachment institutions to use in assessing them.   |
| <b>COD</b>                    | Making sure that the students get insurance cover before proceeding to the attachment domicile.   |
| <b>STUDENTS</b>               | Proceeding on attachment and communicating back to the department giving details of the institutions/firms where they have been successfully attached.  |
| <b>SUPERVISOR (LECTURER)</b>  | Supervising of the progress of the students physically during the attachment period.  |
| <b>ATTACHING INSTITUTIONS</b> | Clearing of students at the end of the 8 weeks and sending a confidential report to the COD/Director (BUSF).  |
| <b>STUDENTS</b>               | Writing and submitting of attachment reports to respective supervisors to mark.   |
| <b>SUPERVISORS</b>            | Marking of the reports and awarding of marks/grades.  |
| <b>SUPERVISORS</b>            | Submission of the results to the COD through the Director (EXTT)  |
|                               | End   |

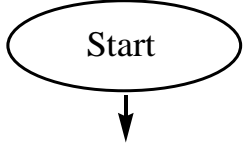

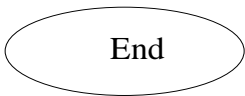
**xi) Examining Students' Projects**

**(a) Postgraduate Students' Projects**

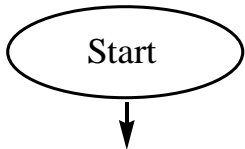

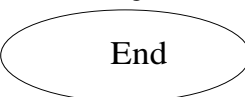
| RESPONSIBILITY  | ACTION   |
|---|--|
| <b>COD</b>  | <p style="text-align: center;">Start</p> <p style="text-align: center;">↓</p> <p>Assigning of supervisors to students</p>                              |
| <b>STUDENT</b>  | Writing of a proposal under the guidance of supervisors  |
| <b>SUPERVISOR</b>                                     | Approving of the proposal after being satisfied with the quality of students work  |
| <b>STUDENT</b>  | Submission of loosely bound copies of the proposal to the department. The proposal must be signed by the student and supervisors.                      |
| <b>DEPARTMENTAL POSTGRADUATE STUDENTS COORDINATOR</b> | Arranging for departmental defense of the proposal   |
| <b>COD</b>  | Moderation of the departmental defense and passing of the presentation (NO/YES)  |
| <b>STUDENT</b>  | Making of necessary corrections and presentation to the faculty for second level defense of the proposal after receiving approval from the supervisors |
|   | End  |


|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**(b) Undergraduate Students' Projects**

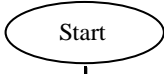
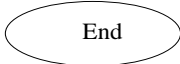
| RESPONSIBILITY                         | ACTION   |
|--|--|
| <b>COD</b>                             |    |
|  | Assigning of supervisor to each student/group of students  |
| <b>STUDENT</b>                         | Writing of a proposal under the guidance of supervisor   |
| <b>SUPERVISOR</b>                      | Approval of the proposal after being satisfied with the quality of students work  |
| <b>STUDENT</b>                         | Implementation of the proposal by collecting data and writing a report following approved format.  |
| <b>LECTURERS</b>                       | Oral examination of students' projects for purpose and awarding of grades  |
| <b>STUDENT</b>                         | Submission of 2 loosely bound copies of typed project reports to the coordinator of the unit after making necessary corrections                                      |
| <b>COORDINATOR OF FIELD ATTACHMENT</b> | Marking of the project report  |
|  |   |

**xii) Initiating appointment of external examiners of theses**

| RESPONSIBILITY          | ACTION  |
|-------------------------|---|
| <b>STUDENT</b>          |                                 |
|                         | Completion and submission of an intent to submit a theses form  |
| <b>STUDENT</b>          | Signing of the theses forwarding forms and submission to the chief supervisor                                       |
| <b>CHIEF SUPERVISOR</b> | Signing of the theses forwarding forms  |
| <b>CHIEF SUPERVISOR</b> | Identification of an experts qualified in the area of the student's research and requesting them to submit a resume |
| <b>CHIEF SUPERVISOR</b> | Filling and signing of the theses forwarding form and submission to the COD   |
| <b>COD</b>              | Approval (NO/YES)              |
| <b>DEAN</b>             | Receiving of the theses and theses forwarding forms for further processing  |
|                         |                                 |

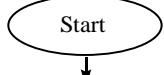
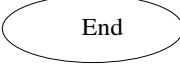
|   |                          |                                    |
|---|--------------------------|------------------------------------|
|    | Document Ref.:           | Issue Date:                        |
|   | <b>CU/SOP/ACAD/16-21</b> | <b>25<sup>th</sup> March, 2013</b> |
|   | Issue No.:               | Revision No.:                      |
|   | <b>02</b>                | <b>00</b>                          |
| Document Title:<br><b>STANDARD OPERATING PROCEDURE FOR TEACHING AND EXAMINATION</b> |                          |                                    |

**Xiii) Supervising Academic Advising**


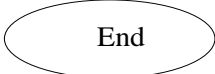
| RESPONSIBILITY          | ACTION   |
|-------------------------|--|
| <b>COD</b>              | <br>↓<br>Appointing of academic advisers   |
| <b>COD/ADVISER/DEAN</b> | Reviewing of adviser's reference guide and the students' handbook  |
| <b>COD</b>              | Organization of orientation in the department during the first semester after admission of first year students.  |
| <b>ADVISER</b>          | Advising of students on career planning and choice, academic rules and regulations, planning of classes, implications of performance, getting through academic or personal crisis, integrating career, education, curriculum with career and life goals. |
| <b>COD</b>              | Keeping of records of the advisee's progress and making appropriate recommendation to the Dean.<br><br><div style="text-align: center;">  </div>                       |

**xiv) Handling Departmental Complaints**

**a) and b) Student and lecturer complaints**

| RESPONSIBILITY  | ACTION  |
|-----------------|---|
| <b>COD</b>      | <br>↓<br>Recording of all lodged complaints by students  |
| <b>COD</b>      | Calls the concerned lecturer  |
| <b>LECTURER</b> | Acknowledges the resolutions reached  |
| <b>COD</b>      | Complaint resolved ( <b>NO/YES</b> )  |
| <b>DEAN</b>     | Communication to the two parties/Following up the matter with higher offices<br><br><div style="text-align: center;">  </div> |

**c) Non-academic complaints**

| RESPONSIBILITY                   | ACTION  |
|----------------------------------|---|
| <b>COD</b>                       | <br>↓<br>Recording of all lodged complaints   |
| <b>COD</b>                       | Investigation of the matter and makes recommendations   |
| <b>COD</b>                       | Resolution of complaint ( <b>NO/YES</b> )   |
| <b>DEAN OF STUDENT DVC (AFP)</b> | Referring the matter to higher offices if complicated. <ul style="list-style-type: none"> <li>• If the matter is about students or</li> <li>• If the matter is about staff</li> </ul> <div style="text-align: center;">  </div> |