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|  | Document ref: CU/SOP/DOCS/47 | Issue Date: 28th November 2019 |
| | Issue No: 01 | Revision No: 00 |
| Document Title: STANDARD OPERATING PROCEDURE FOR UNIVERSITY CAREER SERVICES | | |

CHUKA UNIVERSITY

Standard Operating Procedure


For

University Career Services CU/SOP/DOCS/47

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.

| Action | Name & Signature | Position | Date |
|-------------|--|--|------|
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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.

Amendment Record Sheet

| Amendment Date | Issue No. | Revision No. | Page No. | Subject of Review /Modification | Revised By | Approved By |
|-----------------------|------------------|---------------------|-----------------|--|-------------------|--------------------|
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2.0 GENERAL

2.1 Purpose

The purpose of this procedure is to ensure that the services offered in the Office of Career Services are dealt with effectively and efficiently to ensure compliance with the International Standard and the University's and the Government's statutory stipulations, policies, procedures and regulations.

2.2 Scope

This procedure applies to and defines all the processes and activities carried out within the Office of Career Services.

2.3 References

- Kenya Constitution, 2010
- Universities Act No. 42 of 2012
- Ministry of Education Handbook on Establishment of the Office of Career Services 2018
- CU Charter, 2013
- CU Statutes, 2014
- CU Strategic Plan, 2017-2022
- CU Students' Information Handbook (Current)
- ISO 9001:2015 Standard, Clauses 4 to 10
- CU ISO Quality Management System Manual, 2017

2.4 Abbreviations

AA = Administrative Assistant
DOCS = Directorate Office of career services
DVC (ARSA) = Deputy Vice-Chancellor (Academic, Research & Student Affairs)
OCS = Office of Career Services
SCA = Student Career Ambassador
VC = Vice-Chancellor

2.5 Definitions


Student Career Ambassador: Students who are trained to champion career development among students, represent the OCS and the university during career functions.

Graduate Tracker: It is a survey system that tracks and records information on alumni job market absorption and relevance of the programme done in the job market.

Entrepreneur Incubation: This is a programme that offers students who are willing to be entrepreneurs' training and support in terms of mentorship.

2.6 Responsibility

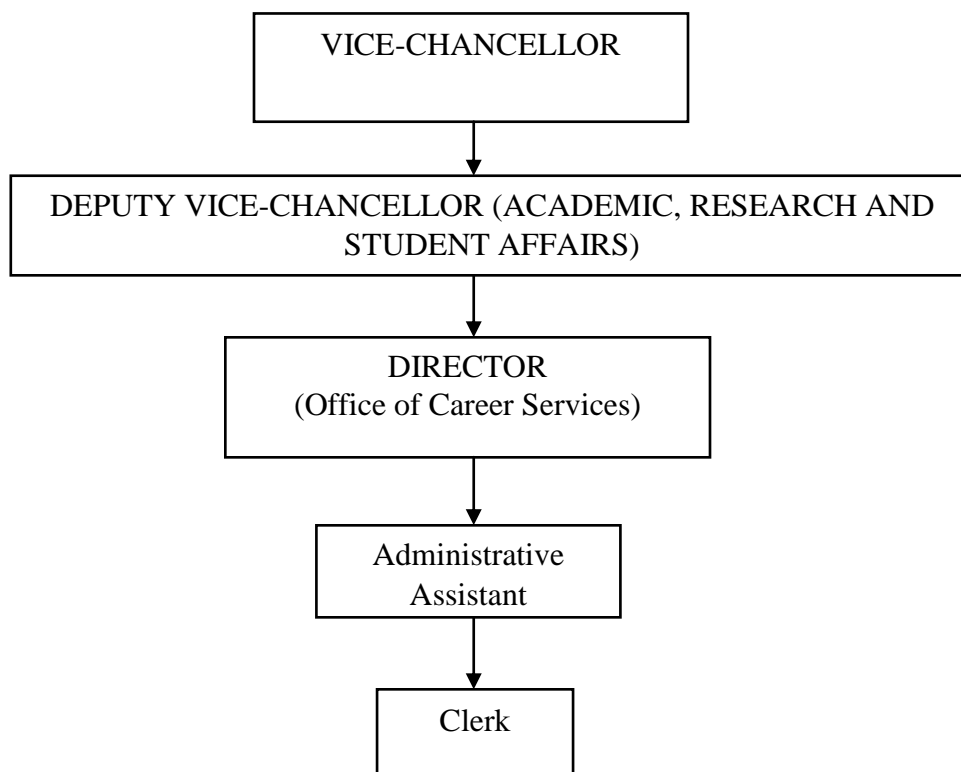
The Director, Office of Career Services has the primary responsibility of ensuring that this procedure is implemented and remains adequate for its intended purpose and for providing

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information from which the documentation for the processes can be compiled and for initiating action to keep them up to date. All departmental staffs are responsible for implementing and ensuring that these procedures are followed.

3.0 ADMINISTRATIVE STRUCTURE

The administrative structure for the Office of Career Service is as shown below:




4.0 PROCESSES

4.1. Overview

The Office of Career Services is responsible for the career development of students while in the University. The core activities of the Office include:

- i) Career Counselling Services
- ii) Academic Advising
- iii) Graduate Tracker Services and Networking Coordination
- iv) High School Career Fairs and Recruitment.
- v) Career Days
- vi) Create and Encourage Entrepreneur Incubator
- vii) Training Career Student Ambassadors

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4.2 Process for Career Counselling Services

4.2.1 Source

Students (University's and High Schools')

4.2.2 Required inputs

- Staff
- Students
- Student Career Ambassadors

4.2.3 Expected outputs

- Informed career choices
- Registered clients in the visitors' book
- Report on the number of clients attended to

4.2.4 Receiver(s)

Top Management;

4.2.5 Procedure details

| No. | Description | Output | Responsibility |
|-----|---|--|---|
| 1. | Receive a request from students or Student Career Ambassadors | Visitors' book. Or a letter in case of school groups | Administrative Assistant |
| 2. | Record details on the visitors book | Visitors book record | Administrative Assistant |
| 3. | Career counselling begins or is scheduled on request | Visitors book record | Director OCS/ Administrative Assistant |
| 4. | Short notes are made for follow up | Confidential follow notes | Director OCS/ AA |
| 5. | Referral is made when necessary for further inquiry | Remarks in the visitors book | Director OCS |

4.3 Process for Academic Advising

4.3.1 Source


Faculty/Department Students

4.3.2 Required inputs

- Calendar of events
- Academic Advisers
- Participants

4.3.3 Expected outputs

- Departmental Academic advising
- Informed Students
- Attendance sheets
- Reports

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4.3.4 Receiver(s)

Top Management, Departmental Academic Advisers, Students

4.3.5 Procedure details

| No. | Description | Output | Responsibility |
|-----|---|---|---------------------------------------|
| 1. | A notice of a meeting at the beginning of the academic year | Written notice of a meeting | Administrative Assistant |
| 2. | A meeting at with the Departmental Academic Advisers takes place | Derived Calendar of events for Academic Advising/ Minutes | Director, OCS Academic Advisers |
| 3. | Calendar of events is presented for vetting and Approval | Approved calendar of events | VC/DVC (ARSA) Director, OCS |
| 4. | A notice, programme and invitation letter are prepared for the academic event | Programme for the day | Academic Advisers Cc: Director OCS |
| 5. | On the day of the function, the programme is implemented | Attendance list | Academic Adviser/ Cc: Director OCS |
| 6. | Copies of the attendance sheet, and where applicable an approval are forwarded to the OCS | Attendance list/ copy of Approval where necessary | Academic Advisers Cc: Director OCS |
| 7. | A report of the event's proceedings is written. | Report | Academic Adviser/ Director OCS |

4.4 Process for Graduate Tracker Services and Alumni Networking Coordination

4.4.1 Source

- Alumni Office
- Regulatory bodies

4.4.2 Required inputs


- Calendar of Events
- Alumni
- Participants
- Questionnaire

4.4.3 Expected outputs

- Informed Students
- Reports
- Graduate tracer study report

4.4.4 Receiver(s)

- Students, Top Management, Alumni Office
- Regulatory bodies

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4.4.5 Procedure details

| No. | Description | Output | Responsibility |
|-----|--|---|-------------------------------------|
| 1. | A notification of a meeting to OCS meeting | Written notification. | Alumni Office |
| 2. | A meeting is conducted with the Alumni Association | Minutes of the meeting and prospective events are noted | Alumni Association/ Director OCS |
| 3. | A programme and approval for a particular event is prepared | Programme/ Approval | Alumni Association/ Director OCS |
| 4. | An imprest is raised to request for funding of the event | Filled and approved imprest | VC/DVC (ARSA) Director OCS |
| 5. | Notices, invitations and the programme are send to students and other participants | Notice of invitation | Director OCS |
| 6. | On the day of the function, the programme is implemented | Programme | Alumni Association/ Director OCS |
| 7. | A report of the event's proceedings is written | Report | Alumni Association/ Director OCS |

4.5. Process for High School Career Fairs and Recruitment

4.5.1. Source

- High Schools

4.5.2. Required inputs

- Prospective high school students
- Invitation letter
- Career Mentor

4.5.3. Expected outputs


- Informed high school students
- Report

4.5.4. Receiver(s)

Students, Top Management

4.9.5. Procedure details

| No. | Description | Output | Responsibility |
|-----|--|----------------|----------------|
| 1 | A request is written to request for permission to visit an institution or for an institution to visit the University | Request letter | Director OCS |

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|---|---|--|-------------------------------|
| 2 | The request is recommended and the confirmation of the date is done | Approved request | VC DVC (ARSA) |
| 3 | The OCS receives the approval or notification of the visit through a letter from the Office of the VC | Approval or the letter of approved visit | Vice-Chancellor DVC (ARSA) |
| 4 | A programme is made for the day. | Programme | Director OCS |
| 6 | On the day of the function, the programme is implemented | Programme | Director OCS |
| 7 | A report of the event's proceedings is written | Report | Director OCS |

4.6 Process for Career Days

4.6.1 Source

- Faculties/Departments/Colleges/Schools

4.6.2 Required inputs

- Guest-Speakers for the day
- Participants
- Calendar of events

4.6.3 Expected outputs.


- Informed Students
- Report

4.6.4 Receivers

- Students, Top Management

4.10.5. Procedure details

| SN | Description | Output | Responsibility |
|----|--|--|--|
| 1. | The Career Day is marked on the calendar of events | Set-date for Career Day | Director OCS |
| 2. | A programme is prepared and approved | Approved funds and programme | DVC(ARSA) Director OCS |
| 4. | An imprest is raised to request for funding of the event | Filled, recommended and approved imprest | Vice-Chancellor DVC(ARSA) Director OCS |
| 5. | Notices, invitations, programme are send to participants | Notice and programme | Director OCS |
| 6. | On the day of the function, the programme is implemented | Attendance list | Director OCS |
| 7. | A report of the day's proceedings is written | Report | Director OCS |

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4.7 Process for Creating and Encouraging Entrepreneurial Incubation

4.7.1 Source

Students

4.7.2 Required inputs

- A business idea.
- Participant
- Investor

4.7.3 Expected output

- A Business
- Report

4.7.4 Receivers

Student, Top Management, Investor

4.7.5 Procedure details

| SN | Description | Output | Responsibility |
|-----------|---|--|-------------------------------|
| 1. | A request is written for permission to engage in the incubation of a business ideas | Request letter | Director OCS |
| 2. | The letter is recommended and approved | Approved request | Vice-Chancellor DVC (ARSA) |
| 3. | Interested students with innovative ideas are invited to apply. | Notice | Applicants/ Director OCS |
| 4. | Successful students are notified through a notice and informed when and where the programme will take place | List of successful applicants and notice | Director OCS |
| 5. | Invitation is done to mentors and investors | Invitation letter | Director OCS |
| 6. | On the day of the event the programme is implemented | Programme | Director OCS |
| 7. | A report on the event is prepared and circulated | Report | Director OCS |

4.8 Process for Training Career Student Ambassadors


4.8.1 Source

- Office of Career Services, Students

4.8.2 Required inputs

- Student Career Ambassadors.
- Career Mentor

4.8.3 Expected output

| | | |
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- Student Career Ambassadors
- Report

4.8.4 Receivers

- Students, Top management

4.8.5 Process procedure

| No. | Description | Output | Responsibility |
|------------|---|-------------------------------|-------------------------------|
| 1. | A request is written to request to train Student Career Ambassadors | Request letter | Director OCS |
| 2. | The letter for the training is recommended and approved | Approved request | Vice-Chancellor DVC (ARSA) |
| 3. | Advertisement for students interested in being SCAs is done | Notice/Advert | Director OCS |
| 4. | Shortlisting is done to determine those who qualify | List of qualified SCAs | Director OCS |
| 5. | A notice is done to inform successful applicants. | Notice and list of applicants | Director OCS |
| 6. | A training programme is generated | Programme | Director OCS |
| 7. | On the day of the training the programme is implemented. | Attendance list | Director OCS |
| 8. | A report on the training is prepared | Report. | Director OCS |


5.0 RECORDS

- Career Advising attendance records
- Departmental meeting minutes.
- Alumni Association meeting minutes
- Student Career Ambassadors' records
- Entrepreneurial Incubation reports
- SCAs Training and Events reports
- Approvals for career events

6.0 KEY PERFORMANCE INDICATORS/OBJECTIVES

6.1 Indicators

- Number of students that get career counseling
- Number of Departments that conduct career advising events.
- Number of High schools reached and those that visit the institution for career advice
- Number of SCAs successfully recruited and trained
- Number of entrepreneurial incubation events held
- Analyzed Alumni tracker survey.

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6.2 QUALITY OBJECTIVES

Linked Strategic Objective:

SO 32: Development of Student Support Programmes

SO 34: Production of Holistic Graduates

Quality Objective

1. To implement and plan programmes that will assist 60% students in career development through career counselling and academic advising, entrepreneurial and incubation ideas and training on practical job skills.

Strategy (Actions/Activities required to achieve the objective);

To have a visitor's book where students record their details for easier follow-up.

To make use of the Kenya Universities and Colleges Central Placement Service to better understand the students' strong subjects.

Plan and record programmes and events

| Responsibility | Resource Required | Timeline | Measure of Success (KPIs) |
|----------------|-------------------|----------|---------------------------|
|----------------|-------------------|----------|---------------------------|

| | | | |
|--------------|-------|----------------|----------------------------|
| Director OCS | Staff | As on calendar | No. of Students counselled |
|--------------|-------|----------------|----------------------------|

| | |
|---------------|--------------|
| Review Dates: | Per semester |
|---------------|--------------|

Linked Strategic Objective:

SO 32: Development of Student Support Programmes

SO 34: Production of Holistic Graduates

Quality Objective

2. To keep up with the current market demands including CV writing skills, job market skills by training at least once per semester in different departments by inviting resource persons from industries or corporate world.

Strategy (Actions/Activities required to achieve the objective

Organise training forums on job skills

Train students in effective communication and soft skills

Connect with CEOs and Human Resource persons in a bid to link our students with industries

Sensitize students on counselling services

| Responsibility | Resource Required | Timeline | Measure of Success (KPIs) |
|----------------|-------------------|----------|---------------------------|
|----------------|-------------------|----------|---------------------------|

| | | | |
|--------------|---|---------------|--------------------------------|
| Director OCS | Finances Staff Students Resource Persons | Once Per Year | Number of training forums held |
|--------------|---|---------------|--------------------------------|

| | |
|---------------|----------|
| Review Dates: | Annually |
|---------------|----------|

| | |
|-----------------------------|---|
| Linked Strategic Objective: | SO 32: Development of Student Support Programmes SO 34: Production of Holistic Graduates |
|-----------------------------|---|

Quality Objective

3. To network with Chuka University Alumni and hold at least one university career fair and one high school career day very year.


Strategy (Actions/Activities required to achieve the objective

Build linkage and external network with employment world and institutions

Organize and participate in outreach programmes

Organize and participate in the planning of Career fairs

Respond to invitations from stakeholders to participate in activities

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| Responsibility | Resource Required | Timeline | Measure of Success (KPIs) |
|-----------------------------|---|-----------------|------------------------------------|
| Director OCS | Staff Funding students | Once per year | Number of students in career fairs |
| Review Dates: | Annually | | |
| Linked Strategic Objective: | SO 32: Development of Student Support Programmes SO 34: Production of Holistic Graduates | | |

Quality Objective

4. To create awareness on entrepreneurship opportunities and encourage students to embrace entrepreneurial opportunities through incubation forum at least once per year.

Strategy (Actions/Activities required to achieve the objective)

Organize and participate in planning the entrepreneurship incubation of ideas forum

Identify mentors and invite them to mentor students as they develop their ideas

Encourage students to develop business ideas

| Responsibility | Resource Required | Timeline | Measure of Success (KPIs) |
|-----------------------------|---|-----------------|---|
| Director OCS | Staff Funding Resource persons Mentors/Students | Once in a year | Number of students involved Number of ideas brought on board |
| Review Dates: | Annually | | |
| Linked Strategic Objective: | SO 32: Development of Student Support Programmes SO 34: Production of Holistic Graduates | | |

Quality Objective

5. To train at least 26 career ambassadors every year who will assist in linking the OCS office with students and the Academic Advisers in a bid to curb the challenges that hinder career development

Strategy (Actions/Activities required to achieve the objective)


Recruiting and training students career ambassadors

Identifying challenges hindering career development

| Responsibility | Resource Required | Timeline | Measure of Success (KPIs) |
|-----------------------|------------------------------|-----------------|--|
| Director , OCS | Staff Students Funding | Once per year | Number of students trained as Career ambassadors |
| Review Dates: | Annually | | |

Risk Identification Key

| Likelihood | Consequence | Raw Risk (Likelihood x consequence) |
|---|--|--|
| 1: Low, very unlikely less than 10% chance of occurring | 1: insignificant, consequences are very low, can lead to nil/minor disruptions (1 day), leads to no financial losses | 1 - 3: Low, managed within existing controls, monitor annually |
| 2: Medium, possible 20% - 60% chance of occurring | 2: Moderate, consequences are moderate, disruption can be up to a week, financial loss can be up to \$10,000 | 4 - 6: Medium, evaluate efficiency of existing controls or implement mitigation plan, monitor quarterly or 6 monthly |
| 3: High, likely to almost certain 70% - 100% chance of occurring | 3: Serious, consequences are adverse, can lead to legal prosecutions, media coverage, investigation by statutory body, complete loss of service delivery or financial loss of > \$ 100,000 | 7 - 9: High, implement mitigation plan immediately, escalate to senior management, monitor weekly or monthly |

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Risk Register

Note under monitoring, the following provides responses: What = risk described. Why = prevent/correct consequence. How = mitigations/controls. Who = risk owner.

| Risk name/ Description | Risk Consequences | Likelihood (L) | Consequence (C) | Potential Risk (LXC) | Mitigation/controls (Opportunities Source) | Risk Owner | Monitoring (When) | Actual Risk as @ Jan 2020 | | | | |
|--|--|----------------|-----------------|----------------------|---|-------------------------------------|-------------------|---------------------------|----|-----------|------------|-------|
| | | | | | | | | LA | CA | RI= LA*CA | RR%= RI/PR | EC % |
| In the Graduate Survey the Alumni may give false information and a higher percentage may not take the survey | Assessment and analysis may not be accurate | 3 | 2 | 6 | Creating awareness and sensitizing the Alumni Network on the importance and benefit of accurately taking the survey | Director, Office of Career Services | Yearly | 3 | 0 | 0 | 0 | 100 % |
| Giving inaccurate information concerning course requirements | Making wrong or uninformed decision concerning career choices | 2 | 2 | 4 | Keep up-to-date with information on careers and changing trends | Director, Office of Career Services | Yearly | 2 | 0 | 0 | 0 | 100 % |
| Academic Advising calendar of events not being accomplished | Students not being well advised in terms of career development | 3 | 2 | 6 | Continuous meetings and reminders to the academic advisers | Academic Advisers | Yearly | 3 | 0 | 0 | 0 | 100 % |
| Not being able to protect students' business ideas during entrepreneurial incubation forums for them to patent or get copyrights | Loss of intellectual property | 3 | 3 | 9 | Working with Kenya Industrial Property Institute (KIPI) to help in protecting the students' ideas | Director, Office of Career Services | Yearly | 3 | 0 | 0 | 0 | 100 % |

Key: LA= Likelihood achieved. CA=Consequence achieved. RI=Risk incidences encountered. RR% = Residual Risk. EC%= Effectiveness of Control
 Potent Risk (PR): Refers to potential raw risk that is anticipated. EC% = 100% - RR%

Opportunities Table

| SN | Opportunities | Action Plan | Timeline | Effectiveness Status |
|----|---|---|------------------------------|----------------------|
| 1 | Increased demand for career counselling and career advising | Plan and organize career open dates and school career days | Continuously, Every Semester | 70% |
| 2 | Increased demand and acceptance of entrepreneurship and innovation as a way of job creation | Organize Career Week and give students an opportunity to come up with innovations and entrepreneurship ideas | Career Week-Biannual | 100% |
| 3 | Goodwill from the Ministry of Education Post Training and Skills Development | Work with the Ministry of Education in training and skills development as we monitor the trends in career development | yearly | 60% |
| 4 | Cooperation from Chuka University Alumni Association | Work with Chuka University Alumni Association in linking the students with Industries and networking | Every Semester | 70% |
| 5 | The demand for higher education. | Marketing and advertising university programs | Continuously every semester | 70% |



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APPENDIX: PROCESS MAPS

i) Career Counseling

| RESPONSIBILITY | ACTION |
|--------------------------|--|
| Administrative Assistant | <p style="text-align: center;">Start</p> <p>Receive a request from a student, a group of students/ Student Career Ambassadors</p> |
| Administrative Assistant | The student(s) records his/her details and signs the visitors book. |
| Administrative Assistant | Career Counselling is done and short notes are recorded for follow up. |
| Director OCS | Where necessary referral is made for further inquiry. |
| | End |

ii) Academic Advising.

| RESPONSIBILITY | ACTION |
|---------------------------------------|--|
| Administrative Assistant. | <p style="text-align: center;">Start</p> <p>Prepare a notice for the meeting between the OCS and the Departmental Academic Advisors at the beginning of the Academic Year</p> |
| Director OCS | Hold a meeting with the Academic Advisors to discuss the calendar of events regarding to departmental academic advising in order to set dates |
| Vice-Chancellor DVC (ARSA) | Vet and approve the calendar of events |
| Academic Advisers Cc: Director OCS | Prepare notice, programme and invitation letter for the academic event |
| Academic Adviser/ Cc: Director OCS | Implement the programme for the event of departmental academic advising |
| Academic Adviser | Forward copies of attendance sheet and where applicable an invitation letter of a guest speaker, to the DOCS |
| Academic Adviser/ Cc: Director OCS | Write a report about the event of Academic Advising. |
| | End |

iii) Graduate Tracker Services and Alumni Network.

| RESPONSIBILITY | ACTION |
|------------------------------------|--|
| Alumni Office | <p style="text-align: center;">Start</p> <p>Prepare a notice for a meeting with the OCS</p> |
| Director OCS | Conduct a meeting with the Alumni Association |
| Alumni Association/Director OCS | Prepare a programme and an approval for a particular event |
| Director OCS/ AA | Raise a imprest to request for funding for the event |
| Director OCS/ AA | Prepare notices, invitations and programme to send to the students and the participants |
| Alumni Association/Director OCS | Implement the programme on the day of the function |
| Alumni Association/Director OCS | Write a report of the event |
| | End |



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iv) High School Career Fairs and Recruitment.

| RESPONSIBILITY | ACTION |
|------------------------------|--|
| VC Director OCS | <p style="text-align: center;">Start</p> <p>Receive a request letter requesting to visit the Institution, detailing the number of participants.</p> |
| Vice-Chancellor DVC(ARSA) | |
| Vice-Chancellor | Sent the approved letter to the Director OCS |
| Director OCS/AA | Prepare a programme for the day of the visit |
| Director OCS/AA | Implement the programme on the day of visit |
| Director OCS/AA | Write a report on the proceedings of the visit |
| | End |

v) Career Days.

| RESPONSIBILITY | ACTION |
|------------------------------|--|
| Director OCS | <p style="text-align: center;">Start</p> <p>Mark the day of the Career Day on the calendar corresponding to the day of the event for early preparations</p> |
| Director OCS | |
| Vice-Chancellor DVC(ARSA) | Approve the request and facilitation |
| Director OCS/AA | Prepare notices, invitations and the programme to send to all departments, guests and all participants |
| Director OCS/AA | Implement the programme of the Career Day |
| Director OCS/AA | Prepare a report for the Career Day |
| | End |

vi) Creating and encouraging entrepreneurial incubation.

| RESPONSIBILITY | ACTION |
|------------------------------|---|
| Director OCS | <p style="text-align: center;">Start</p> <p>Write a request letter to the DVC(ARSA) requesting for permission to engage in incubation of entrepreneurial ideas</p> |
| Vice-Chancellor DVC(ARSA) | |
| Director OCS | Write a notice for interested students with innovative ideas to apply |
| Director OCS | Notify successful applicants informing them of when and where the event will take place |
| Director OCS | Write invitations to mentors and investors |
| Director OCS | On the day of the event the applicants are allowed to pitch their ideas |
| Director OCS/AA | Prepare a report on the event |
| | End |

vii) Training Career Student Ambassadors.

| RESPONSIBILITY | ACTION |
|------------------------------|--|
| Director OCS | <p style="text-align: center;">Start</p> <p>Write a request to train a given number of Student Career Ambassadors</p> |
| Vice-Chancellor DVC(ARSA) | |
| Director OCS | Advertise for students willing to be recruited as Student Career Ambassadors |
| Director OCS | Shortlist to determine those qualify for SCA |
| Director OCS | Notify successful applicants informing them of imminent training |
| Director OCS | Prepare a programme for the training |
| Director OCS | On the day of the training, the programme is implemented |
| Director OCS | Prepare a report on the training |
| | End |