



Machakos University College

*Imparting Technical
and Business Enterprise Skills*

SERVICE CHARTER

VISION

To be a Model Institution of Higher Learning, Science, Technology and Innovation.

MISSION

To provide high level Manpower through Quality Training, Research, Consultancy and Community service

BACKGROUND

Machakos University College (MUC) was started in 1957 as Machakos Rural Training School. It has grown over time to the current status as Machakos University College.

The college is a Semi Autonomous Government Agency (SAGA). It offers long-term and short-term Technical, Vocational and Business Related Training Programmes, Consultancy, Research, Development, Seminars and Workshops, Production, Repair and Maintenance Services – from artisan certificate to Degree level.

The College is governed by a Council with executive duties delegated to the Principal.

Machakos University College has a resourceful pool of qualified personnel with vast experience, and well equipped workshops for practical training.

LOCATION

Machakos University College (MUC) is situated 1km from Machakos town, along Konza road. It is about 60km from Nairobi city.

MANDATE

The College's mandate is to:

- a. To provide directly, or in collaboration with other institutions of higher learning, facilities for technical, vocational, professional and scientific education and research;
- b. To participate in technological innovation and the discovery,

preservation, transmission of knowledge and to stimulate the intellect participation of students in the economic, social, cultural, scientific and technological development of Kenya;

- c. To conduct examination for such academic awards as may be provided for in the statutes pertaining to the University College;
- d. To examine and make proposals for new faculties, Schools, institutes, departments, resources and research centres, degree courses and subjects of study;
- e. To play a leading role in the development and expansion of the opportunities for higher education and research;
- f. To contribute to industrial and technological development through innovation and technology transfer;
- g. To develop as an institution of excellence in teaching, training, scholarship, entrepreneurship, innovation, research and consultancy services;
- h. To participate in commercial ventures and other activities for the benefit of the institution, the community and stakeholders;
- I To contribute to the agricultural, industrial and technological development of Kenya in collaboration with industrial and other institution through the transfer of appropriate technology; technical and vocational services to the community and in particular foster corporate social responsibility and the practical arts;
- k. To provide programmes, products and services in ways that reflects the principles of equity and social justice;
- l. To facilitate student mobility between different programmes at different training institutions, universities and industry; and
- m. To foster the general welfare of all staff and students.

CORE VALUES

For efficient and effective service delivery, we will be guided by the following core values:-

- Integrity - To deliver on our promises to our stakeholders
- Trust - Build confidence through teamwork
- Responsibility - To always be accountable to the assigned duties
- Professionalism - To be committed to high standards of training and service delivery
- Creativity - Determination to continuously improve
- Equity - To strive to be an equal opportunity College where meritocracy is practiced in all areas.

OUR CUSTOMERS

Our customers include:

- Students
- MUC staff
- Former students
- Parents/guardians
- Ministry of Education
- Other Ministries, Departments and Government Agencies
- Local authorities
- Local community
- Other institutions of higher learning
- Suppliers/contractors
- Non-governmental Organizations and Community Based Organizations
- International organizations
- Industries
- Religious Organizations

OUR SERVICES

Our main services include the following:

- Training in examinations based programmes to full and part time course participants
- Participate in corporate social responsibility activities
- Accommodation and conference facilities
- Provide in and outside catering services
- Repair and maintenance services
- Carry out research and consultancy services in business management, leadership, customer care among others
- Offer sports and recreational services
- Guidance and counselling services to course participants, staff and the local community

OUR SERVICE DELIVERY STANDARDS

Our clients and stakeholders should expect high standards of service delivery. We shall endeavour to provide services as follows:

1. Train in:

- Degree courses as per requirements
 - Diploma courses for 2 to 3 years and examined by KNEC
 - Craft courses for 2 years and examined by KNEC
 - Modular Diploma and certificate courses for 6 months per module and examined by KNEC
 - ATC/CPA/CPS for 6 months per section and examined by KASNEB
- 2 Attend to visitors enquiries in a respectful and timely manner
 - 3 Respond to all enquiries in not more than 5 days
 - 4 Handle students' complaints immediately
 - 5 Solve students' indiscipline cases within 2 weeks

- 6 Give notice of 14 days for meetings to customers, stakeholders and clients.
- 7 Process payment of goods and services within 1 month upon submission of accurate invoices and other supportive documents in line with Procurement Act
- 8 Prepare books of accounts for audit by 1st August yearly
- 9 Carry out emergency repairs immediately and major ones as per schedule
- 10 Complete long term projects within the contract period
- 11 Submit Statutory Remissions as per stipulated time

RIGHTS OF CUSTOMERS

Our customers are entitled to:

- Free enquiry services
- Confidential handling of information
- Access to relevant information and feedback
- Courteous and timely response to requests, complaints and enquiries
- Prompt payment of services and goods delivered as per agreement on submission of all relevant documents
- Professional training as per agreement and laid down syllabi
- Safe, secure and healthy environment
- Use of the College's facilities and services free from harassment by other users
- Entitled to receipts

OBLIGATIONS OF CUSTOMERS

Our customers have a duty to:

- Familiarise and conform to the rules, and regulations of the College
- Respond to inquiries without delay to enable us to give them timely response
- Engage us in constructive criticism
- Treat our staff with courtesy and respect
- Pay up for services rendered and goods delivered
- Uphold professionalism and integrity in their interaction with us
- Give their views on how they perceive our services
- Ensure that any payment made for is receipted
- Be open and honest
- Provide works, goods and services especially by suppliers and contractors according to our specifications.

TRAINING PROGRAMMES

We offer the following courses:-

A DEGREE PROGRAMS

1. Bachelor of Science in Computer Science
2. Bachelor of Science in Electrical and Electronics
3. Bachelor of Science in Hospitality and Tourism
4. Bachelor of Commerce
5. Bachelor of Education in Maths/Business
6. Bachelor of Education in Maths/Physics
7. Bachelor of Education in Home Economics

B DIPLOMA COURSES

1. Automotive Engineering (Motor Vehicle Engineering)
2. Building Technology

3. Civil Engineering
4. Architecture
5. Clothing Technology
6. Electronics Engineering
7. Co-operative Management
8. Food and Beverage Management
9. Electrical Engineering (power option)
10. Mechanical Engineering (production option)
11. Mechanical Engineering (plant option)
12. Information Technology (Modular)
13. Business Management
14. Human Resource Management (Modular)
15. Accountancy
16. Marketing Management
17. Secretarial Studies
18. Supply Chain Management

C CERTIFICATE COURSES

1. Motor Vehicle Mechanics
2. Electrical Installation
3. Electronic Engineering
4. Fabrication and Welding
5. Mechanical Engineering
6. Masonry
7. Carpentry and Joinery
8. Food and Beverage Production, Sales and Service
9. Garment Making
10. Secretarial Studies

11. Sales and Marketing
12. Business Administration
13. Supplies Management

D KASNEB COURSES

1. Certified Public Accountant (CPA Section 1 to 6)
2. Accountants Technician Certificate (ATC I And II)
3. Certified Information Communication Technology (C I C T)

E OTHER COURSES

DIT (Directorate of Industrial Training) courses Grades III, II & I in:

1. Motor Vehicle Electricians
2. Motor Vehicle Mechanics
3. General fitter
4. Arc Welding
5. Gas welding
6. Plumbing
7. Architecture
8. Masonry
9. Carpentry and Joinery
10. Tailoring and Dress Making
11. Electrical Wireman
12. Electrical Fitter
13. Wireman

CONSULTANCY SERVICES

- Customer Care
- Public Relations
- Management and Leadership Skills

- Guidance and Counselling
- Marketing Entrepreneurship
- Communication
- Financial Management and Taxation
- Specialized Engineering Services (Drafting, Design, Refrigeration and Air conditioning)
- Research
- Fault Diagnosis (Motor Vehicle)
- Performance Contracting and Strategic Planning

REVIEW OF THIS SERVICE CHARTER

The College will review this Service Charter regularly as need arises.

FEEDBACK

- Complains, compliments and suggestions should be forwarded to HODs and in case of appeals, to the Principal
- Feedback may be channelled via telephone, letters, e-mail or suggestion boxes
- Confidentiality and privacy shall be respected
- All feedback shall be addressed to within 7days

CONTACT PERSON

The Principal

Machakos University College

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Machakos University College

Citizen Service Delivery Charter

Service rendered	Requirement	User charges	Time lines
Training	As per examination bodies	College Fee Guidelines	As per course specification
Enquires	None	Free	2 days
Customer complaints	None	Free	Within 5 days
Notices for Meetings	As per need	Free	14 days
Processing of Payments	Invoice and other supportive documents	Free	90 days 30
Preparation of books of Accounts	Government policy	Free	By 30 th septeber
Submission of statutory Remissions	Government policy	Free	As required
Admission	Relevant Qualification for the course	500/-Tivet and 1,000/-degree	As per Admission schedule
Replacement of lost student's ID card	Report loss	200/-	One week
Photocopying	Authority to Photocopy	Free	Immediately
Photocopying	Without Authority to Photocopy	2/-	Immediately



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