



**THE TECHNICAL UNIVERSITY OF KENYA**

STUDENTS ASSOCIATION OF THE TECHNICAL UNIVERSITY OF KENYA

STUDENT CENTRE POLICY DOCUMENT

**COMMITTEE MEMBERS**

1. Dr. Omondi Oketch - Chairperson
2. Dr. Omosa Ntabo -Vice- Chairperson
3. Dr. Tom Kwanya - Member
4. Fr. Dr. John Ndikaru - Member
5. Mrs. Ruth Kirwa - Member
6. Sh. Mohamud Jama Ali - Member
7. 12 Students Council Members
8. 2 Students Representing Special Interest Groups
9. 6 Students – 2 representing each Faculty
10. 3 Students representing Religious Groups (Catholics, Protestants and Muslims)

## **1.0 TUK STUDENTS' CENTRE POLICY DOCUMENT**

This document spells out how the Students' Centre (SC) of the Technical University of Kenya shall be managed.

### **1.1 VISION OF THE STUDENTS' CENTRE**

To be a top rated Students' Centre service provider

### **1.2 MISSION**

To provide diverse and high quality Student Centre services

### **1.3 PURPOSE**

The Students' Centre of the Technical University of Kenya is a multi-purpose unit which is designed to provide professional, customer focused, exceptional quality, and welcoming services that support a rewarding, relaxing and enjoyable experience.

### **1.4 STATEMENT OF SERVICES**

The Students' Centre is devoted to ensuring provision of high quality services, neutrality and equal opportunity in the delivery of all the services.

### **1.5 CORE VALUES**

- i. Accountability
- ii. Transparency
- iii. Professionalism
- iv. Integrity
- v. Ethical and Morality
- vi. Customer Focused
- vii. Equal Opportunity

## **2.0 FUNCTIONS OF THE STUDENTS' CENTRE**

The Students' Centre shall serve the following functions:

- i. Host the offices of the students governing body.
- ii. Generate income to the SATUK kitty.
- iii. Provide facilities and services that are responsive to the developmental, physical, social, recreational and educational needs of the students and University community.
- iv. Provide convenient, efficient, effective, quality and affordable services.
- v. Provide and maintain a clean, safe and relaxing environment.
- vi. Provide business opportunities at competitive rates to service providers.
- vii. Cultivate entrepreneurial culture among students by motivating them to develop and run their own businesses.

### **3.0 STUDENTS' CENTRE FACILITIES/ SERVICES**

The Students' Centre shall provide an array of services as follows, but not limited to this:-

- a. Fast foods
- b. M-pesa Services
- c. Computer bureau
- d. Photocopying services
- e. Tuck shop (food and beverages, over the counter drugs, personal effects, ice cream etc)
- f. Automatic airtime vending machine
- g. Fruit parlor (selling fruits, fruit salad and fruit juices)
- h. Pool table
- i. Snack Kiosks (selling eggs, smokies etc)
- j. Stationery shop
- k. Gymnasium
- l. Salon
- m. Barber shop

### **4.0 THE GOVERNANCE OF THE STUDENT CENTRE**

4.1 There shall be a Students' Centre Governing Body (SCGB) which shall be responsible for the day-to-day running of the Students' Centre responsible to the Student Welfare Committee.

4.2 The Students' Centre Governing Body shall consist of the following members:-

- |      |                                                    |               |
|------|----------------------------------------------------|---------------|
| i.   | Director of Student Support Services               | - Chairperson |
| ii.  | SATUK Council                                      | - Members     |
| iii. | Speaker                                            | - Member      |
| iv.  | Deputy Speaker                                     | - Member      |
| v.   | Director, Facilities and Infrastructure or nominee | - Member      |
| vi.  | Director, Supply Chain Operations or nominee       | - Member      |
| vii. | The Legal Officer or nominee                       | - Member      |

4.3 The SCGB shall;

- i. Oversee the effective running and management of the Students' Centre
- ii. Contract, review and approve all operations of the Students' Centre such as operating agreements between the Students' Centre and the service provider.
- iii. Consider appeals of decisions, complaints and policy disputes and advice on further action
- iv. Determine rental fees and space lease rates in the student business centre (premises) in consultation with the University Administration.
- v. Review annual operating budget for the Students' Centre.
- vi. Evaluate quality of services provided in the Students' Centre on regular basis and make reports or recommendations to the Students Welfare Committee, an entity provided for in the University Statutes.
- vii. Recommend services that support the wellbeing of students at the Students' Centre

- viii. Ensure proper records of all activities, meetings and financial reports are kept and availed to the relevant units such as SATUK Council and the Student Welfare Committee.

## 5.0 GUIDELINES AND PROCEDURES FOR SPACE ALLOCATION AND UTILIZATION

- i. The SCGB will identify the services to be procured.
- ii. <sup>1</sup>All individuals willing to rent space at the Student Centre may be invited to bid through a tender internally advertised at the University.
- iii. Persons wishing to offer services in the Students' Centre must respond to the procurement advertisement.
- iv. There shall be identification of the suppliers through selection and evaluation of the tender documents.
- v. Tenders shall be awarded through a written contract.
- vi. All lease agreements for the Students' Centre shall be reviewed every Financial Year from 1<sup>st</sup> July to 30<sup>th</sup> June of the following year to ensure that the service providers adhere to the following guidelines:
  - a. That they are catering to the needs of the University community.
  - b. That they are conducting business in accordance with the core values enumerated in this policy and the University policies and procedures.
  - c. The activity does not interfere with the reasonable use of the facility by the University community in its curricular and extra-curricular pursuits.
- vii. Lease agreements shall be valid for a maximum of one financial year from 1<sup>st</sup> July up-to and until 30<sup>th</sup> June of the following year. This notwithstanding the SCGB is not under any obligation to renew leases at the end of the one year period.
- viii. All Leases to the Students Centre tenants shall be awarded based on a competitive bid process.
- ix. The operating hours for the Students' Centre shall be expressly stated in the lease agreement.
- x. Any requests for changes in the operating hours must be made in writing at to the SCGB who will have the authority to make modifications to the schedule. Any such changes shall be communicated to all the users of the centre at least 72 hours in advance of the changes. Alteration of this schedule must be approved by the SCGB.

## 6.0 THE QUALIFICATIONS FOR SERVICE PROVIDERS

The service provider shall:-

- i. Be open to youth\* and/or a *bona fide* student\*\* of the University
- ii. Demonstrate capacity to provide access to timely, adequate and efficient services procured.
- iii. Comply with all the legal requirements for such service provisions in Kenya. Such requirements shall include but not limited to compliance with:-
  - a. the Occupational Safety and Health Act
  - b. Food, Drugs and Chemical Substances Act

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<sup>1</sup> Youth\*: a youth registered with PPRA (Public Procurement Regulatory Authority) and *Bona fide* student\*\*: a student registered at the Technical University of Kenya to undertake a course of study

- c. NACADA
  - d. KRA
  - e. Registered business certificate with (Public Procurement Regulatory Authority) PPRA
- iv. Comply with the University's rules and regulations.

## **7.0 FINANCES**

- i. All income accruing from the Students' Centre shall be deposited and evidenced by slips which shall be presented to the Finance Department at the University and a copy shall be presented to the Finance Secretary of SATUK.
- ii. The monies under this paragraph shall be used as spelt out in the SATUK constitution.
- iii. The accounts shall be open to internal and external auditors for verification and such audited accounts shall be presented to the Students' Congress by the Finance Secretary.

## **8.0 PROCEDURE FOR COMPLAINTS**

- i. All complaints concerning the Students' Centre shall be dealt with by the SCGB.
- ii. Complaints shall be put in writing to the SCGB.
- iii. In the event that no action is taken by the SCGB complaints can be channeled to the Deputy Vice-Chancellor for the time

## **9.0 REVIEW OF THIS POLICY**

The policy shall be reviewed from time-to-time as may be determined by Vice-Chancellor.

## **10.0 OPERATIONAL DATE OF THIS POLICY**

The effective date for the operation of this policy shall be **15<sup>th</sup> June 2016**.