

SCHOOL OF HOSPITALITY TOURISM AND LEISURE STUDIES

SERVICE DELIVERY CHARTER

S/No.	Service Offered	In-Charge	Requirements	Charges	Timeframe
1.	Unit Allocation	Chairman of Dept.	<ul style="list-style-type: none"> • Workload • Departmental minutes • Letters of appointment 	Nil	3 months
2.	Registration of units	<ul style="list-style-type: none"> • Chairman of Dept. • Student • Dean 	<ul style="list-style-type: none"> • List of units on offer • Unit Registration form • Nil fee balance 	Nil	1 month
3.	Teaching of units	<ul style="list-style-type: none"> • Time-tabler • Lecturer 	<ul style="list-style-type: none"> • Lecture Hall • Course outline 	Nil	3 months
4.	Student/Lecturer Evaluation	<ul style="list-style-type: none"> • Director Teaching Excellence • Lecturer • Students 	<ul style="list-style-type: none"> • Evaluation forms or any other approved evaluation tool 	Nil	3 months
5.	Examination Processing <ul style="list-style-type: none"> • CATs • Main Exams • Results 	<ul style="list-style-type: none"> • Lecturers • Examination Coordinators 	<ul style="list-style-type: none"> • University Examination Schedule • Attendance list for CAT's • CAT's feedback form • Examination Papers • E10 Forms • Individual Mark-sheets • Consolidated Mark-sheets 	Nil	3 months
6.	Postgraduate Processing	<ul style="list-style-type: none"> • Supervisors 	<u>Proposals</u>	Nil	1 month

	<ul style="list-style-type: none"> Proposals Notices of Submission Thesis 	<ul style="list-style-type: none"> Students Postgraduate Coordinators 	<ul style="list-style-type: none"> Departmental Minutes Turnitin Report Plagiarism Declaration Nil fee balance <p><u>Notice of Submission</u></p> <ul style="list-style-type: none"> Abstract Nil Fee Balance <p><u>Thesis</u></p> <ul style="list-style-type: none"> Nil fee balance 		
7.	Graduation <ul style="list-style-type: none"> Classification 	<ul style="list-style-type: none"> Student Examinations Coordinator 	<ul style="list-style-type: none"> Application Consolidated Marksheet 	Nil	6 months
8.	Research grant	<ul style="list-style-type: none"> Chairman of Department Dean 	<ul style="list-style-type: none"> Application Abstract Letter of Acceptance 	Nil	1 month
9.	Post Graduate Scholarships	<ul style="list-style-type: none"> Chairman of Department Dean Dean Graduate School 	<ul style="list-style-type: none"> Application Letter of Admission Undergraduate Transcripts 	Nil	3 months
10.	Letters of Internship/Recommendation/Completion	<ul style="list-style-type: none"> Chairman of Department Dean 	<ul style="list-style-type: none"> Student ID Application 	Nil	1 day

In case of complaints or compliments about the services delivered please contact

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