

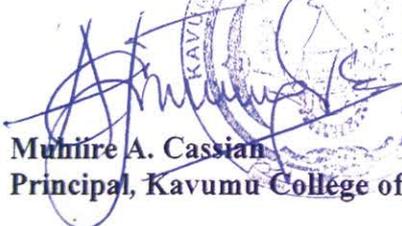
## **Foreword**

It is my pleasure to present to you this Service Charter for the Kavumu College of Education (KCE).

The Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of KCE, and highlights the services offered and requirements therein. It lists the service centers at which our services can be accessed and the guiding legal instruments.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.



**Muhire A. Cassian**  
**Principal, Kavumu College of Education**

The present Service Charter reflects the service provided by KCE to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This Service Charter shows the following elements:

- Vision and Mission statement of the KCE which affirms its commitment to deliver the services with:
  - Integrity
  - Judiciousness
  - Courtesy
  - Understanding
  - Objectivity and impartiality
  - Transparency
  - Accountability
  - Promptness
  - Efficiency and effectiveness.
- Details of the ‘Citizens’, groups/end users or People who are eligible for each service offered by KCE
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services
- Information and dissemination for availability and visibility for services.

This Service Charter is a tool to increase the information available to customers of KCE and sets standards for transparency in public services. It is expected that through Service Charter, KCE’s Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process.

Considering that its services have to be responsive to high expectations from citizens, KCE commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

## **Feedback mechanism**

Realizing that KCE cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement.

Indeed, for a better implementation of this Service Charter, KCE expects continuous interaction with citizens seeking its services. For this, KCE has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys
- Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Service Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, KCE encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that the KCE takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses has been set. The KCE is willing to share a more systematic review of the grievances with its clients. The key following elements will be considered during the implementation process of this Service Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within the KCE and outline the internal grievance redress process for addressing each grievance subcategory.

- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits KCE to identify “real-time” trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, KCE commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies.

To improve continuously the service delivery, KCE is considering using the tools and techniques below in the implementation process of the present charter:

- service delivery review;
- benchmarking with best practice;
- performance management;
- training, learning and knowledge management;
- empowerment or delegation of authority;
- diligent complaints management;
- Information management.

### **Information and communication**

Considering that information is the cornerstone of implementing and monitoring of Service Charter, this Service Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, KCE will seek to use the following channels to ensure maximum availability and visibility of its services to users and stakeholders:

- Public relations/information desk.
- Open day/ Accountability day

- Publication of promotional material:
  - Leaflets,
  - Posters
  - Press releases
- Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained;
- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site:
  - Search engines
  - Public Websites
  - Partner Websites
  - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include researchers, students, private companies, donor agencies and international organizations, local communities and local authorities, general public.

**Commitment to our clients:**

This charter is a commitment by the KCE to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services.

**Expectations from customers:**

In order to serve you better, you can help us improve performance by:

- Treating KCE staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at KCE;
- Providing the KCE with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant departments.

**Contact:**

**KAVUMU COLLEGE OF EDUCATION (KEC)**

**P.O. BOX: 125 Muhanga Southern Province**

***Tel: +250 (0788745362) / (0722723892) (Reception)***

***E-mail: [info@kce.ac.rw](mailto:info@kce.ac.rw)***

We shall acknowledge receipt and respond to all complaints made within 3 working days.

If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

# 1. INTRODUCTION

Kavumu College of Education (KCE) was founded in 2007 following the approval by Cabinet. KCE which currently stands on a 5 hectare is located at Kabgayi, Muhanga District in the Southern Province. It inherited the buildings of Kavumu Teacher Training College (KTTC) which phased out its operations in 2008. The first batch of students started in July 2008.

## **A section of KCE as seen from the side road to the main Entrance**

The College has the prime objective of training highly qualified teachers in Mathematics and Sciences Education. According to our country's vision (Vision 2020) we need to enhance the teaching of Sciences in our schools as Sciences are a pre-requisite for sustainable and long term development.

Kavumu College of Education has, therefore to be well equipped to achieve its objectives as a centre of excellence in the teaching of Mathematics Science and Technology.

The College organisational structure was designed & approved by NCHE, MINEDUC & MIFOTRA in 2007 but it goes on being updated. The College started being allocated Government Budget since 2008

# 2. VISION

To contribute to the sustainable development of Rwanda through the training of qualified human resource.

# 3. MISSION

To train sufficient & professionally competent Science Secondary School Teachers (Diploma A1) to teach Maths & Science (Biology, Chemistry Physics & Computer Sciences) at O' Level, i.e. the last 3 years of the Nine Year Basic Education.

## 4. CORE FUNCTIONS:

### **The core functions of the College are:**

- Teaching and learning: KCE offers a high level and quality teaching in Education and other various fields at different academic cycles

- Community service: KCE endeavours to make a contribution to the community within which it is located as part of its social, community and corporate responsibility

## **5. CORE VALUES:**

The core values promoted by KCE are:

- Equity
- Tolerance and mutual respect
- Scholarship
- Quality
- Accountability
- Academic Freedom

## 6. SERVICES OFFERED BY KAVUMU COLLEGE OF EDUCATION

### 1. Acquiring an Admission and Registration for Programs offered at KEC

<p><b>What is the service?</b> <b>Am I eligible?</b></p>	<p><i>The College admits and registers Government sponsored students and self-sponsored students in the following combinations:</i></p> <ol style="list-style-type: none"> <li>1. <i>Mathematics-Chemistry with Education (MCE)</i></li> <li>2. <i>Biology-Chemistry with Education (BCE)</i></li> <li>3. <i>Mathematics-Physics with Education (MPE)</i></li> <li>4. <i>Mathematics-Computer Science with Education (MCsE)</i></li> <li>5. <i>Mathematics-Biology with Education (MBE)</i></li> <li>6. <i>Physics-Chemistry with Education(PCE)</i></li> <li>7. <i>Physics-Computer Science with Education(PCsE)</i></li> </ol> <p><b>Admission and Registration :</b> <i>For a new applicant to a Diploma AI, he/she should have A Level Certificate From Rwanda National Examination Council or its equivalent with a grade allowing admission to higher education. Registration for continuing students, he/she should have attained a pass mark so as to be promoted to the next level/ year or even to be allowed to repeat that level/ year.</i></p>
<p><b>Department to be approached</b></p>	<p><i>Academic Services Unit specifically office of the Academic Registrar</i></p>
<p><b>When can I access the service?</b></p>	<p><i>Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and Saturday to Sunday: 7: 00 am to 5:00 pm for weekend programme Students</i></p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p><b>Admission:</b> <i>Admission can be accessed 2 months before registration.</i> <b>Registration:</b> <i>The registration period begins 3 months before the semester begins and ends two weeks before the beginning of teaching.</i> <i>For new applicants, they have to wait for the selection process.</i> <i>For continuing students, they register Immediately.</i></p>

<p><b>What, if any, are the costs for accessing the service?</b></p>	<p><i>Free : Admission is free for government sponsored candidates and</i>  <i>5, 000 rwf: for private candidates.</i>  <i>42, 700 RWF : Registration for government sponsored candidates</i>  <i>46, 000Frw: (admission fees included) for private candidates.</i>  <i>The registration is done every new academic year by both new and continuing students (government/private sponsored).</i>  <i>Both private continuing students and new admitted private students pay fixed tuition fees every year.</i></p>
<p><b>What documents are required?</b></p>	<p><b><i>For admission, :</i></b>  <i>- A letter of application,</i>  <i>- A certified copy of both the certificate and academic transcripts required for admission to the a specific programme.</i></p> <p><b><i>For Registration :</i></b> <i>new applicants both private and Government sponsored candidates have to:</i>  <i>- fill a registration form</i>  <i>- present 2 copies of the national ID</i>  <i>- 3 recently taken passport photos</i>  <i>- Receipt of payment of application fee stamped from Finance Unit</i>  <i>- 2 certified copies of the certificate and academic transcripts required for registration to a specific programme</i></p> <p><i>For continuing students, they need to fill the registration form and attach the relevant bank slip stamped by Finance Unit and one passport photo taken recently</i></p>
<p><b>What is the procedure?</b></p>	<p><b><i>Admission:</i></b></p> <ul style="list-style-type: none"> <li><i>• Provided that your application is in order with all relevant documents, you will be required to wait for the selection process which might be 6 months before the registration period.</i></li> <li><i>• Submit your filled registration form with bank slip attached (continuing students) and you are registered immediately.</i></li> </ul>

	<p><b>Registration:</b></p> <ul style="list-style-type: none"> <li>- Filling the registration form at the office of the Academic Registrar</li> <li>- Attach all the required documents and photographs as mentioned above</li> <li>- Submit your filled registration and in less than an hour, you are registered.</li> </ul>
<p><b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b></p>	<p><i>BK (where KCE has an account for payment of application / registration fee/ tuition fees)</i></p>
<p><b>Is there a complaint procedure</b></p>	<p><i>Complaints can be addressed either in writing or in person to the Registrar and Academic Services and when not solved contact the Vice Principal</i></p>
<p><b>Is there any additional information regarding this service that is useful to know</b></p>	<p><i>For further information call on this telephone number: 0788462597 or 0788548234 during office hours.</i></p> <p><i>It is important to note that there is a specified period of registration for various programmes</i></p> <p><i>The registration period is announced on Radio Rwanda and Imvaho Nshya</i></p>
<p><b>Available forms</b></p>	<p><i>Admission letter, Registration form, orientation form, acknowledgement of registration</i></p>
<p><b>Relevant legal documents</b></p>	<p><i>General Academic Regulations</i></p>

## 2. Acquiring Academic Transcript, To Whom It May Concern, Recommendation Letter, Certificate/Diplomas or any other Testimonial from Academic Services

<p><b>What is the service? Am I eligible?</b></p>	<p><i>Acquiring Academic Transcript, To Whom It May Concern, Recommendation Letter, Certificate/Diplomas or any other Testimonial from Academic Services:</i> <i>When you are a registered student for that academic year or you have been a student, you can apply for any one of the documents mentioned above .One is eligible if he/she is a student or was a student at KCE.</i></p>
<p><b>Department to be approached</b></p>	<p><i>Office of the Academic Registrar</i></p>
<p><b>When can I access the service?</b></p>	<p><i>Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and Saturday to Sunday: 7: 00 am to 5:00 pm for weekend programme Students</i></p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how</b></p>	<p><i>- Diplomas and certificates are ready within a month after graduation and in less than an hour of making the request, they are issued and so far it is free.</i> <i>- A maximum one working day for the other documents listed above</i></p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p><i>Free of charge</i></p>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li><i>- Application letter</i></li> <li><i>- A copy of a recent student ID</i></li> <li><i>- One recent passport photo</i></li> <li><i>- Official receipt of payment of required application fee from KCE Finance Unit</i></li> </ul>
<p><b>What is the procedure?</b></p>	<ul style="list-style-type: none"> <li><i>- Submit your application along with all the requirements to the Academic Registrar</i></li> <li><i>- Provided that your application is in order, you will get it after one day of the submission of your application</i></li> </ul>
<p><b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b></p>	<p><i>BK (where KCE has an account for payment of application fee, registration fee etc)</i></p>

<b>Is there a complaint procedure?</b>	<i>Complaints can be addressed either in writing or in person to the Registrar and when not solved, contact Vice Principal.</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call on this telephone number: 0788462597 or 0788548234 during office hours.</i>
<b>Available forms documents</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>General Academic Regulations</i>

### 3. Providing Career Guidance and Advisory Services to Students

<b>What is the service? Am I eligible</b>	<i>Advising on career path and choices depending on student's passion and strengths. Any registered student KCE is eligible</i>
<b>Department to be approached</b>	<i>Career Advisory Sevirces</i>
<b>When can I access the service</b>	<i>Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and Saturday to Sunday: 7: 00 am to 5:00 pm for weekend programme Students</i>
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	<i>One day after the appointment is made</i>
<b>What, if any, are the costs of accessing this service?</b>	<i>Free of charge</i>
<b>What documents are required?</b>	<i>None</i>
<b>What is the procedure?</b>	<i>Make an appointment with the Coordinator of Career Advisory Services to be sure of his/her availability</i>
<b>What, if any, other institutions do I need to visit to access the service? (e.g. For payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaints can be addressed to the Coordinator of Career Advisory Services or direct call on the number provided. If nothing is done they can be forwarded to Vice Principal</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788504218 during office hours.</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

#### 4. Providing Advice on choice of options/departments in KCE

<b>What is the service? Am I eligible</b>	<i>Providing explanations and advice on available departments at KCE, requirements and possible careers available if one chooses a particular department/option.</i>
<b>Department to be approached</b>	<i>Career Advisory Services</i>
<b>When can I access the service</b>	<i>Monday to Friday: 7:00 am to 5:00 pm for Day Time Students and Saturday to Sunday: 7: 00 am to 5:00 pm for weekend programme Students</i>
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	<i>One day</i>
<b>What, if any, are the costs of accessing this service?</b>	<i>Free of charge</i>
<b>What documents are required?</b>	<i>None</i>
<b>What is the procedure?</b>	<i>Appointment with the Coordinator of Career Advisory Services to be sure of his/her availability</i>
<b>What, if any, other institutions do I need to visit to access the service? (e.g. For payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaints can be addressed to the Coordinator of Career Advisory Services or direct call on the number provided. If nothing is done they can be forwarded to Vice Principal</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788504218 during office hours.</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>General Academic Regulations</i>

## 5. Placement of students in internship

<b>What is the service? Am I eligible</b>	<i>Giving information on available internship opportunities and helping students get internships</i>
<b>Department to be approached</b>	<i>Career Advisory Services Department</i>
<b>When can I access the service</b>	<i>Any Time</i>
<b>Time limit to access this service? Or once a request is made or an application is submitted, how long will it take?</b>	<i>One day</i>
<b>What, if any, are the costs of accessing this service</b>	<i>Free of charge</i>
<b>What documents are required</b>	<i>None</i>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- <i>Looking for Schools</i></li> <li>- <i>Placement of Students</i></li> <li>- <i>Supervision</i></li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (eg. For payment of service costs or to get additional documents)</b>	<i>Potential Schools able to receive an internees</i>
<b>Is there a complaint procedure?</b>	<i>Complaints can be addressed to the Coordinator of Career Advisory Services or direct call on the number provided. If nothing is done they can be forwarded to Vice Principal</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788504218 during office hours.</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

## 6. Teaching and learning through Weekend Programme

<p><b>What is the service?</b> <b>Am I eligible?</b></p>	<p><i>Teaching and learning through Weekend programme to anybody who meet the minimum requirements and qualifications. If you are an unqualified teacher in lower secondary schools</i></p>
<p><b>Departments to be approached</b></p>	<p><i>Department of weekend programme</i></p>
<p><b>When can I access the service?</b></p>	<p><i>Saturday to Sunday: 7: 00 am to 5:55 pm</i></p>
<p><b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b></p>	<p><i><b>Admission:</b> Admission can be accessed 2 months before registration.</i> <i><b>Registration:</b> The registration period begins 3 months before the semester begins and ends two weeks before the beginning of teaching.</i> <i>For new applicants, they have to wait for the selection process.</i> <i>For continuing students, they register Immediately.</i></p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<ul style="list-style-type: none"> <li>- 5,000 Rwf: Application fees</li> <li>- 41,000 Rwf : Registration fees</li> <li>- 180,000 Rwf: Tuition fees per semester</li> </ul>
<p><b>What documents are required?</b></p>	<ul style="list-style-type: none"> <li>- Application letter</li> <li>- A copy of a recent student ID</li> <li>- One recent passport photo</li> <li>- Official receipt of payment of required application fee from KCE Finance Unit</li> </ul>
<p><b>What is the procedure?</b></p>	<ul style="list-style-type: none"> <li>- Submit your application along with all the requirements to the Academic Registrar</li> <li>- Provided that your application is in order, you will get it after one day of the submission of your application</li> </ul>
<p><b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b></p>	<p><i>BK (where KCE has an account for payment of application fee, registration fee etc)</i></p>
<p><b>Is there a complaint procedure?</b></p>	<p><i>Complaints can be addressed either in writing or in person to the Registrar and when not solved, contact Vice Principal.</i></p>
<p><b>Is there any additional information regarding this service that is useful to know?</b></p>	<p><i>For further information call on this telephone number: 0788754646 during office hours.</i></p>

<b>Available forms</b>	<i>Admission letter, Registration form, orientation form, acknowledgement of registration</i>
<b>Relevant legal documents</b>	<i>General Academic Regulations</i>

## 7. Complaints about attendance, missing/ correction of grade in class assignment/Final/Re- sit examinations (the Faculty of Education)

<b>What is the service? Am I eligible?</b>	<i>Complaints about attendance, missing/ correction of grade in class assignment/Final/Re- sit examinations: For registered, continuing students in all combinations, having attended all the courses, done class assignments/final/re- sit examinations</i>
<b>Departments to be approached</b>	<i>Head of Department and Dean of Faculty</i>
<b>When can I access the service?</b>	<i>Monday to Friday: 7:00 am to 5:00 pm</i>
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	<i>Immediately; However, when verification is needed , it will take one to three days</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>Free of charge</i>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>- <i>To whom it may concern,</i></li> <li>- <i>Response to application for suspension of Studies etc.</i></li> <li>- <i>Student card</i></li> </ul>
<b>What is the procedure?</b>	<i>Present a request to the Head of Department in person/writing and he/she solves it or continue to the Dean of the faculty</i>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaint can be addressed to the Head of Department and attach support documents; and when it is not solved, contact the Dean of Faculty; and when not served, contact Vice Principal either in writing or in person</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call the phone number: 0788430900 / 0788581816 during office hours</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>General Academic Regulations</i>

## 8. Borrowing of books and news papers

<b>What is the Service am I eligible?</b>	<i>KCE Students, KCE Staff, both administrative and academic and Private individuals who are allowed to borrow books, newspapers.</i>
<b>Department to approached</b>	<i>Library office</i>
<b>When can I access the service</b>	<i>- Monday to Friday :from 7:00am to 9:00 pm- Saturdays and Sunday: from 8:00am-5:00pm - NB Last Saturday of each month is “Umuganda Rusange”: The Library open from 2: 00 pm to 9:00pm</i>
<b>Once a request is made or an application is submitted, how long will it take</b>	<i>3 minutes</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>Free access to all services</i>
<b>What documents are required?</b>	<i>- Student card - Staff card (Administrative/Academic) - ID Card</i>
<b>What is the procedure?</b>	<i>- Submit request for the information/source needed User should have reference of the document needed - The reference is presented to the counter - Free access</i>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure</b>	<i>When there is a complaint, the User can contact the Assistant Librarian either in person or phone or in writing</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788816076/0788435168 during office hours</i>
<b>Available forms</b>	<i>Borrowing form at Library</i>
<b>Relevant legal documents</b>	<i>None</i>

## 9. Returning of books, news papers

<b>What is the Service? Am I eligible</b>	<i>KEC Students, KEC Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations, theses on time</i>
<b>Department to approached</b>	<i>Library office</i>
<b>When can I access the service</b>	<i>Business hours: - Monday to Friday :from 7:00am-10:00pm - Saturdays : from 8:00am-12:30pm - NB Last Saturday of each month is “Umuganda Rusange”: The Library remains closed</i>

<b>Once a request is made or an application is submitted, how long will it take</b>	<i>Immediately</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>None However, if the document is returned late, a fee is payable to the KCE account. For the textbook it is 200 Rwf per day per textbook.</i>
<b>What documents are required?</b>	<i>- Borrowed book - Borrowed news paper</i>
<b>What is the procedure?</b>	<i>- The User should indicate his (her) name and the returning date to the counter - The Assistant Librarian should check the records</i>
<b>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure</b>	<i>When there is a complaint, the User can contact the Director of Library Services either in person, by phone or in writing</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788816076/0788435168 during office hours</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

## 10. Medical service

<b>What is the service? Am I eligible?</b>	<i>Medical services to student</i>
<b>Department to be approached</b>	<i>Nurse</i>
<b>When can I access the service?</b>	<i>Every day</i>
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	<i>24h/24</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>3000 Rwf annual contribution and a card of Health insurance ( Mutuelle de santé)</i>
<b>What documents are required?</b>	<i>Student identity card</i>
<b>What is the procedure?</b>	<i>- Consultation -Referral to specialized hospitals when necessary</i>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaint can be addressed to Dean of students or Nurse</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788497495/0788835056 during office hours</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

## 11. Providing sports, culture and leisure facilities

<b>What is the service? Am I eligible?</b>	<i>Providing sports, culture and leisure facilities to the students and the community: Any issue related with Sports, culture and leisure.</i>
<b>Department to be approached</b>	<i>Student Services unit/Sports and Culture Officer</i>
<b>When can I access the service?</b>	<i>Monday to Friday: 7:00 am to 5:00 pm. Weekend in case of sports or cultural events</i>
<b>Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?</b>	<i>Immediately</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>Free of charge</i>
<b>What documents are required?</b>	<i>None</i>
<b>What is the procedure?</b>	<i>Written request or contact in Charge of Sports and Culture at KCE</i>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaint can be addressed to Student Services unit/Sports and Culture Officer</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788835056 during office hours</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

## 12. Providing Counseling and guidance to students

<b>What is the service?</b> <b>Am I eligible?</b>	<i>Providing Counseling and guidance to students, social life, Personal and academic problems</i>
<b>Department to be approached</b>	<i>Dean of students office</i>
<b>When can I access the service?</b>	<i>Every day and Every hour</i>
<b>Time limit to access this service?or Once a request is made or an application is submitted, how long will it take?</b>	<i>Always and Immediately</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>Free of charge</i>
<b>What documents are required?</b>	<i>Student ID card</i>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• <i>Come to the office</i></li> <li>• <i>Make a verbal request of the service</i></li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaint can be addressed to the Dean of Students and Nurse</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788835056 during office hours</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

### 13. Procedure for receiving payment for services rendered to KCE

<b>What is the Service? Am I eligible?</b>	<i>Individuals, firms and companies who are seeking payment after providing either goods or services to KCE are required to adhere to the steps set out in this procedure.</i>
<b>Department to be approached</b>	<i>Administration and Finance Unit</i>
<b>When can I access the service?</b>	<i>Monday to Friday: 7:00 am to 5:00 pm</i>
<b>Once a request is made or an application is submitted, how long will it take?</b>	<i>Provided that all the requirements have been met, payment for services should not take more than 3 days</i>
<b>What, if any, are the costs for accessing the service?</b>	<i>There is no charge for this service</i>
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• <i>2 copies of the invoice,</i></li> <li>• <i>Delivery note signed by both parties to the contract,</i></li> <li>• <i>Bank guarantee if necessary,</i></li> <li>• <i>Letter of notification,</i></li> <li>• <i>Contract,</i></li> <li>• <i>Purchase order,</i></li> <li>• <i>Copy of the request for quotation</i></li> <li>• <i>Work execution report</i></li> <li>• <i>Bank slip</i></li> <li>• <i>Clearance etc.</i></li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>- <i>Submit all required documents above;</i></li> <li>- <i>Provided that your application is in order payment will be made within 3 days.</i></li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>None</i>
<b>Is there a complaint procedure?</b>	<i>Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Principle of KCE</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call 0788487837 during office hours.</i>
<b>Available forms</b>	<i>None</i>
<b>Relevant legal documents</b>	<i>None</i>

## 14. Procurement

<p><b>What is the Service? Am I eligible?</b></p>	<p><i>Providing assistance to individuals, firms and companies interested in submitting a tender for a contract with KCE in the following areas:</i></p> <ul style="list-style-type: none"> <li>• <i>Publication of the tenders in the media, Preparation of tender documents,</i></li> <li>• <i>carrying out a technical and financial evaluation,</i></li> <li>• <i>Preparation of opening and evaluation reports and notification of the tender award, -ensuring the adequate execution of the contract in collaboration with beneficiary departments,</i></li> <li>• <i>Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of invitations to bid as well as communicating results from evaluation process.</i></li> </ul>
<p><b>Department to be approached</b></p>	<p><i>Administration and Finance Unit</i></p>
<p><b>When can I access the service?</b></p>	<p><i>Monday to Friday: From 7:00 am to 5:00 pm</i></p>
<p><b>Once a request is made or an application is submitted, how long will it take?</b></p>	<p><i>The duration of the tender process will vary depending on the type of tender and availability of technical specifications from user department</i></p>
<p><b>What, if any, are the costs for accessing the service?</b></p>	<p><i>Payment of non- refundable fee to RRA Account for purchase of the tender document</i></p>
<p><b>Cost</b></p>	<p><i>100 Rwf/page</i></p>
<p><b>What documents are required?</b></p>	<p><i>Documents required may include the Trade Register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.</i></p>
<p><b>What is the procedure?</b></p>	<ul style="list-style-type: none"> <li>• <i>Individuals, firms and companies interested in submitting a tender for a contract with KCE should first purchase the tender document from the Procurement unit of KCE by presenting a payment slip issued by BNR or RRA.</i></li> <li>• <i>The bid document sets out the functional, technical and financial specifications and is a basis for bidding</i></li> <li>• <i>Individuals, firms and companies requiring</i></li> </ul>

	<i>assistance at any point during the tendering process may seek advice or any information from the procurement unit of KCE in respect to procurement Law and procedures.</i>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	<i>National Bank of Rwanda (NBR) or Rwanda Revenue Authority for payment of fees or cost of the tender document.</i>
<b>Is there a complaint procedure?</b>	<i>Complaints regarding this service are made in writing to the Principal of KCE. After presentation of a complaint to the Principal, if it is not resolved, you may address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.</i>
<b>Is there any additional information regarding this service that is useful to know?</b>	<i>For further information call telephone: 0788647255 during office hours.</i>
<b>Available forms</b>	<i>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</i>
<b>Relevant legal documents</b>	<i>Law N° 12/2007 OF 27/03/2007 on public procurement, Ministerial order N° 001/08/10/MIN of 16/01/2008 establishing regulations on public procurement and standards bidding documents</i>

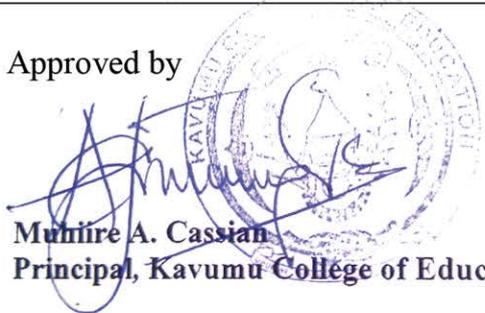
## 15. Administration and Human Resource

<b>What is the service? Am I eligible?</b>	Human Resource Service and Administration, Recruitment, Orientation, Compensation, Staff welfare, Legal compliance, Counseling
<b>Departments to be approached</b>	Directorate of Administration and Finance or Human Resource Officer
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</b>	Immediately, However, when verification is needed, it will take two days maximum
<b>What, if any, are the costs for accessing the service?</b>	Free of charge
<b>What documents are required?</b>	Request /Application letter and it also depends on the type of service
<b>What is the procedure?</b>	Report to secretary, hand in the required documents, present your request then get a feedback immediately , continue to the Director of Administration and Finance or Human Resource Officer if need be, Present your request and get a response immediately
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaint can be addressed to the Human Resource Officer and when it is not solved, contact the Director Administration and Finance either in writing or in person.
<b>Is there any additional information regarding this service that is useful to know?</b>	For further information call 0788587436 during office hours
<b>Available forms</b>	Study leave forms, leave forms, performance evaluation forms etc.
<b>Relevant legal documents</b>	General Statutes for Public Service, KCE Internal Regulations etc.

## 16. Procedure for signing of clearance forms at KCE

<b>What is the Service? Am I eligible?</b>	Students and Staff who need clearance forms at KCE are required to adhere to the steps set out in this procedure.
<b>Department to be approached</b>	<i>Administration and Finance Unit</i>
<b>When can I access the service?</b>	Monday to Friday: 7:00 am to 5:00 pm
<b>Once a request is made or an application is submitted, how long will it take?</b>	Provided that all the requirements have been met, the signing of clearance form should be done within one hour.
<b>What, if any, are the costs for accessing the service?</b>	There is no charge for this service
<b>What documents are required?</b>	<ul style="list-style-type: none"> <li>• Copy of student ID</li> <li>• Clearance form filled</li> </ul>
<b>What is the procedure?</b>	<ul style="list-style-type: none"> <li>• Go to the Secretariat of finance/ departments/ faculties/directorates for staff</li> <li>• Submit all required documents above and wait for your clearance form</li> </ul>
<b>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</b>	None
<b>Is there a complaint procedure?</b>	Complaints regarding this service should be addressed the Director in charge of Administration and Finance of KCE for staff and Registrar for Students
<b>Is there any additional information regarding this service that is useful to know?</b>	For further information call 0788587436 during office hours.
<b>Available forms</b>	Clearance form
<b>Relevant legal documents</b>	None

Approved by



Muhire A. Cassian  
Principal, Kavumu College of Education

Date: 12/02/2013