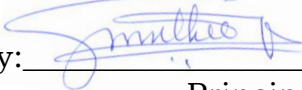


MERU NATIONAL POLYTECHNIC

QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015
HUMAN RESOURCES PROCEDURES MANUAL
MNP/PM/HR/001

Authorized by:  Principal	Date: 16 TH JUNE 2016
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**HUMAN RESOURCES PROCEDURES
MANUAL**

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PROCEDURE NUMBER 1: STAFF RECRUITMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency, effectiveness and consistency in recruitment of staff.

1.2 SCOPE

This procedure applies to all activities related to recruitment of staff in the Polytechnic.

1.3 REFERENCES

- a) Human Resource Policy Manual
- b) Employment Act.

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The Human Resource officer shall ensure adherence to this procedure.

1.6 INTERFACES

- a) The Principal for approval of the recruitment process and facilitation
- b) Head of departments/supervisors to provide technical information on the requirements of the interview

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
To ensure at least 5% of staff recruited is qualified and suitable for the posts	Conducting objective interviews and analyze interviewees performance
To ensure at least 10% of staff is recruited every year so as to meet the demands in staff establishment	Review of the Polytechnic staffing position and fill any vacancies.

1.8 RESOURCES



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The resources to be used in the process are listed below:-

- a) Personnel to carry out the recruitment exercise
- b) Stationery to use in advertisements
- c) Facilitations to enable advertisements
- d) Interview schedules and tools
- e) Venue for carrying out the interviews

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Equipment like stationery, printer, computer,	Complete advert
Personnel	Qualified applicants/successful candidates
Time	Completion of the recruitment process within the given time frame

2.0 METHOD

2.1 Recruitment of Polytechnic staff

- 2.1.1 This procedure shall start upon the Principal/HOD identifying a deficiency of HR in a department.
- 2.1.2 In identifying the need the Principal/HOD/HRO shall consider:-
 - a) workload against the department capacity, and
 - b) Deficiency in a department.
- 2.1.3 In the event that the request is from a HOD, he/she shall forward it to the Principal for approval.
- 2.1.4 In approving the Principal shall consider:-
 - a) Availability of resources,
 - b) Urgency, and
 - c) Workload against the department capacity.
- 2.1.5 In the event of disapproval, the Principal shall communicate to the requesting HOD through the HRO with recommendations.
- 2.1.6 Upon approval or in the event that the need is identified by the Principal, he/she shall present the request to the PGC for further approval.



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- 2.1.7 In approving the request, the PGC shall consider the criteria in 2.1.4 above.
- 2.1.8 In the event of disapproval, the PGC shall advise the Principal appropriately.
- 2.1.9 Upon approval, the Principal shall ensure that the positions are advertised as per the advertisement procedure in the Administration Procedures Manual.
- 2.1.10 The Principal shall constitute a vetting panel guided by the nature of post advertised to shortlist the successful applicants as per the requirements in the advert.
- 2.1.11 On short listing, the HRO through the principal shall as per the external communication procedure in the Administration Procedures Manual invite the shortlisted applicants to attend an interview within 30 days of short listing.
- 2.1.12 The Principal shall constitute an interviewing panel guided by the nature of the post to interview the candidates.
- 2.1.13 Prior to the interview, the HRO shall as per the meetings procedure in the Administration Procedures Manual convene a meeting with the panel to determine the interviewing criteria.
- 2.1.14 The Panel shall then interview the applicants guided by the criteria developed and the advert requirements and inform the interviewees of the results on the same day.
- 2.1.15 Within fourteen days after the interview, the Principal shall issue an appointment letter(s) to the successful applicant(s).
- 2.1.16 On receiving the employee(s) on the reporting day, the HRO shall brief him/her on the expectations in the discharge of duties and also carry out induction and orientation and later hand him/her to the respective HOD(s) for more induction and orientation.
- 2.1.17 The HOD shall induct and orientate the new employee(s) within a week of reporting guided by the job description.



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2.1.18 The HRO shall after a month of engagement furnish the Principal with a progress report of the employee with any necessary recommendations.

2.2 Recruitment of TSC staff

2.2.1 This shall start with an academic HOD identifying a need of more lecturer(s) in his/her department and forwarding the request to the Principal.

2.2.2 In the monthly staff returns to the TSC, the Principal shall highlight any shortages in the various departments.

2.2.3 Upon receipt of authority to recruit from the TSC, the principal through the HRO shall ensure that short listing and recruitment is conducted as per the TSC guidelines and the successful applicant(s) fill the TSC employment form.

2.2.4 The HRO shall then forward the minutes of the interviewing panel to the principal for approval. Upon approval the HRO shall forward the minutes and the completed forms to TSC for employment.

2.2.5 On receipt of communication from TSC, the Principal shall as per the external communication procedure in the Administration Procedures Manual inform the staff of the employment.

2.2.6 Upon receipt of the staff, the Principal shall brief him/her on the expectations in the course of duty, complete the TSC casualty form and forward it to TSC.

2.2.7 The Principal shall then refer the staff to the DP (AA) who shall in liaison with the respective HOD orient and induct the staff within a week.

2.2.8 The respective HOD shall then share the departmental workload to the new lecturer.

NOTE: *After the briefing, the HRO shall open a personal file for the member of staff.*

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of advertisement.



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- 3.2 Evidence of short listing and interviewing,
- 3.3 Appointment letters.
- 3.4 Casualty forms for TSC appointee's



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PROCEDURE NUMBER 2: STAFF DEVELOPMENT

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in staff development.

1.2 SCOPE

This procedure applies to all staff development in the Polytechnic.

1.3 REFERENCES

Human Resource Policy Manual

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Employees - give their requests on the areas they require more knowledge and skills
- b) The Principal - approve study leave.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
To maintain qualified and competent employees through support of at least 5 existing staff every financial year with interest in career progression	Review of employees' qualifications and competency.
To update employees knowledge and skills in their areas of operation	Review of the Polytechnic staff knowledge and skills.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel - carry out the review process



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- b) Stationery - analyze requests
- c) Venue/facilities

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Equipment like stationery, printer, computer,	Requests analysis, training reports
Personnel	More skilled and knowledgeable employees

2.0 METHOD

2.1 General

- 2.1.1 This procedure shall start with any member of staff in the Polytechnic identifying a need for training to improve the competence.
- 2.1.2 Upon identifying the need, the member of staff shall forward the request to the immediate supervisor for approval.
- 2.1.3 In approving the request, the supervisor shall consider:-
 - a) Relevance of the training, and
 - b) Urgency of the training.
- 2.1.4 In the event of disapproval, the supervisor shall communicate to the member of staff with recommendations or reasons thereof.
- 2.1.5 Upon approval, the supervisor (if not the Principal) shall forward the request to the Principal for approval.
- 2.1.6 In approving the request, the Principal shall consider:-
 - a) relevance of skills to the Polytechnic,
 - b) timing of the training, c) cost of the training,
 - c) government regulations, and
 - d) gender and disability mainstreaming (for group training).
- 2.1.7 In the event of disapproval, the Principal shall advice the supervisor with recommendations.
- 2.1.8 Upon approval, the following shall be undertaken:-

2.2 Group Trainings

- 2.2.1 The Principal in consultation with the respective supervisor/HOD shall identify the trainer and the venue guided by:-



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- a) duration of the training,
- b) cost implications, and
- c) competence of the trainer.

2.2.2 Upon identifying the trainer, the Principal shall as per the external communication procedure in the Administration Procedures Manual communicate to the trainer to seek concurrence.

2.2.3 Upon concurrence, the supervisor/group leader shall in consultation with the Principal prepare a budget for the training and present it in the subsequent PGC meeting for approval.

2.2.4 In approving the budget, the PGC shall consider the criteria in 2.6 above and the availability of funds.

2.2.5 In the event of disapproval, the PGC shall advise the Principal accordingly.

2.2.6 Upon approval, the Principal shall authorise the FO to finance the budget and as per the internal communication procedure in the Administration Procedures Manual communicate to the group.

2.2.7 The supervisor/team leader shall ensure that the training is conducted as scheduled and brief the Principal on it within a week after the training.

2.3 Individual trainings

2.3.1 The Principal in consultation with the individual shall identify the trainer guided by:-

- a) duration of the training,
- b) cost implications, and
- c) Competence of the trainer.

2.3.2 Upon identifying the trainer, the Principal shall as per the external communication procedure in the Administration Procedures Manual communicate to the trainer to seek concurrence.

2.3.3 Upon concurrence, the Principal shall present the fees structure in the subsequent PGC meeting for approval.



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- 2.3.4 In approving the budget, the PGC shall consider the criteria in 2.6 above and the availability of funds.
- 2.3.5 In the event of disapproval, the PGC shall advise the Principal accordingly.
- 2.3.6 Upon approval, the Principal shall authorise the FO to process the fee payment and as per the internal communication procedure in the Administration Procedures Manual communicate to the individual.
- 2.3.7 The individual shall then undertake the training, prepare a report on the training and present any certificate(s) issued during the training to the Principal for information.
- 2.4 After at least 6 months of the training, the immediate supervisor shall evaluate the effectiveness of the training.
- 2.5 In the event that the training was not effective, the immediate supervisor shall establish the root cause and advise the Principal.
- 2.6 This procedure shall be deemed complete upon the immediate supervisor ensuring effective corrective action as per the procedure on corrective action in the mandatory procedures manual as per the Principal's recommendations.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of communication.
- 3.2 Evidence of training.



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PROCEDURE NUMBER 3: STAFF APPRAISAL

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in staff appraisal.

1.2 SCOPE

This procedure applies to all staff in the Polytechnic.

1.3 REFERENCES

Human resource policy manual

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The Principal shall ensure adherence to this procedure.

1.6 INTERFACES

- a) The principal for approval of the appraisal budget
- b) Employees to fill in the questionnaires

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% staff appraisal	Analysis of staff appraisal forms
To reduce poor performance and increase exemplary staff performance	Analysis of the appraisal report. Trend analysis.

1.8 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel
- b) Stationery
- c) Finances
- d) Machines/equipment



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1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery and equipment like, printer, computer	Appraisal report, questionnaires, appraisal forms, budget.
Personnel	Trend analysis for improvement or maintenance.

2.0 METHOD

2.1 Appraisal of TSC staff

The Principal shall ensure appraisal of TSC staff as per the TSC code of regulations.

2.2 Appraisal of PGC Staff

2.2.1 This shall start with the HRO communicating to all immediate supervisors in liaison with the staff to set targets within the first month of the calendar year.

2.2.2 In setting the targets the immediate supervisors and staff shall consider

- a) The Polytechnic's objectives,
- b) Results of the previous appraisal as applicable,
- c) Mandate of the department,
- d) Individual abilities, and
- e) Measurability of the targets.

2.2.3 Within the last month of the calendar year, the immediate supervisor shall appraise the staff as per the PGC appraisal form.

2.2.4 Upon appraisal, the immediate Supervisors shall forward the appraisal forms to the Principal for information and recommendations to the PGC.

2.2.5 The Principal shall ensure that the actions arrived at by the PGC are implemented.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Appraisal forms.
- 3.2 Appraisal report



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PROCEDURE NUMBER 4: ADMINISTRATION OF STAFF LEAVE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and efficiency in administration of staff leave.

1.2 SCOPE

This procedure applies to all members of staff in the Polytechnic.

1.3 REFERENCES

- a) Human Resource Manual
- b) Current TSC Code of Regulations
- c) Current KUDHEIHA code of conduct.
- d) Current Labour Laws.

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The HRO shall ensure that this procedure is adhered to.

1.6 INTERFACES

- a) The Principal/DP/DP (AA) - approval as applicable
- b) HOD/Immediate supervisors – for recommendations
- c) Employee – filling the leave form

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% compliance with annual leave schedule	Analysis of leave balances
Ensure compliance with Human Resource Policy manual on administering leaves	Review of leave records

1.8 RESOURCES

The resources to be used in the process are listed below:-



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- a) Personnel
- b) Stationery
- c) Leave schedule

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery and equipment	Leave forms and leave analysis
Personnel	Recommendations and approved leaves

2.0 METHOD

2.1 Leave for TSC staff

This shall be as per the TSC code of regulations.

2.2 Leave for PGC staff

2.2.1 This shall start with a member of staff collecting leave of absence forms from the HRO.

2.2.2 A member of staff may apply for leave of absence under any of the following circumstances:-

- a) training,
- b) illness,
- c) maternity/paternity,
- d) compassion, and
- e) Mandatory leave.

2.2.3 Upon filling in the forms, the member of staff shall submit the form to the immediate supervisor who shall approve it based on the following as applicable:-

- a) duration of the leave,
- b) availability of staff to cover their roles while the member of staff is away,
- c) current Polytechnic's schedule of activities,
- d) outstanding number of leave days, and
- e) urgency of the request.

2.2.4 In the event of disapproval, the immediate supervisor shall advise the member of staff accordingly.



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- 2.2.5 On approval, the staff shall forward the form to the HRO for further approval considering the criteria in 2.2.3 as applicable.
- 2.2.6 In the event of disapproval, the HRO shall advise the supervisor/staff as appropriate.
- 2.2.7 Upon approval by the supervisor, the staff shall forward the request to the HRO for the recommendations and then the HRO shall forward to the principal for authorization/approval.
- 2.2.8 In the event of disapproval, the HRO shall advise the supervisor/staff accordingly.
- 2.2.9 Upon approval, the HRO shall hand over a copy of the approved leave to the staff and the supervisor and retain the original leave form to the employee's file and also to record in the leave register's file.
- 2.2.10 Upon expiry of the leave, the staff shall report to the HRO for a leave clearance form to be cleared by the immediate supervisor and the HRO.
- 2.2.11 In the event that the staff does not report back after expiry of the leave without notice, the immediate supervisor shall establish the reason for delay inform the HRO and take the necessary action.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Leave forms
- 3.2 Leave Register



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PROCEDURE NUMBER 5: STAFF DISCIPLINE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in staff discipline.

1.2 SCOPE

This procedure applies to all staff in the Polytechnic.

1.3 REFERENCES

- a) Human Resource Policy Manual
- b) Current TSC code of regulations.
- c) Current KUDHEHIA code of conduct.
- d) Current Labour Laws.

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The Principal/HRO shall ensure adherence to this procedure.

1.6 INTERFACES

- a) The Principal/DP/DP (AA) – To provide administrative advice.
- b) HODs/supervisors - To provide technical advice
- c) Employee - To give information.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Timely disposal of disciplinary cases	The number of disciplinary cases and report of their disposal
100% compliance to the current TSC code of regulations and ethics.	Review of staff discipline in the Polytechnic
100% compliance with current labour laws.	Review of staff discipline in the Polytechnic

1.8 RESOURCES



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The resources to be used in the process are listed below:-

- a) Personnel
- b) Stationery and equipment

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery, Printer & Computer	Reports/minutes/warning letter Staff Discipline
Personnel	

2.0 METHOD

2.1 Discipline of TSC staff

The Principal shall follow the current TSC code of regulations and code of ethics.

2.2 Discipline of PGC staff

2.2.1 This procedure shall start with an immediate supervisor to a PGC staff either:-

- a) Receiving information on an indiscipline from any member of MNP, or
- b) Identifying indiscipline in the course of duty.

2.2.2 Upon 2.2.1 above, the supervisor shall verify the authenticity of the alleged indiscipline.

2.2.3 In the event that the case is not authentic, the supervisor shall drop it and as per the internal communication procedure in the Administration Procedures Manual inform the originator with reasons thereof.

2.2.4 If the allegation is authentic, the supervisor shall act in any of the following ways based on the magnitude of the indiscipline:-

- a) arbitrate the case, or
- b) Forward the case to the HRO for information and action.

2.2.5 On receipt of information on the indiscipline, the HRO shall act on the case depending on the magnitude of the indiscipline in any of the following ways:-

- a) arbitrate the case, or



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b) issue a verbal or a written warning as applicable. Where the case cannot be resolved by the above actions the HRO forwards the same to the polytechnic disciplinary committee. Upon discussion of the case by the committee a report is prepared and forwarded to the principal for information and action which might involve;

c) Suspending the staff and informing the PGC or

d) Presenting the case to the PGC for information and action.

2.2.6 The PGC shall summon the offender to appear before them for defence.

2.2.7 The Principal shall ensure that the PGC recommendations are implemented and the procedure shall be deemed complete.

NOTE: *For cases of criminal nature, the Principal shall inform the police for necessary action.*

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of meetings.

3.2 Warning letters.



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PROCEDURE NUMBER 6: STAFF SEPARATION

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency, effectiveness and efficiency in staff separation

1.2 SCOPE

This procedure applies to all modes of staff separation in the Polytechnic.

1.3 REFERENCES

- a) Current TSC code of regulations
- b) Current Labour laws

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

PRINCIPAL RESPONSIBILITY

The HRO shall ensure adherence to this procedure.

1.5 INTERFACES

- a) Principal
- b) Employee

1.6 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% compliance with the TSC code of regulations	Review of separation register
100% compliance with current labour laws	

1.7 RESOURCES

The resources to be used in the process are listed below:-

- a) Personnel



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- b) Stationery and equipment for preparation of reports/evidence of the case hearing

1.8 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery, printer & computer	Separation letters
Personnel	Exit reports

2.0 METHOD

2.1 For TSC staff, separation shall be as per the TSC code of Regulations.

2.2 For PGC staff, Separation shall be as follows:-

2.3 Resignation

2.3.1 This shall start with the Principal/HRO receiving a letter of intention to resign from a staff.

Note: *In the event that the employee faults the provision of the PGC staff scheme of service in resigning, the Principal shall act as per the provisions.*

2.3.2 Upon receipt of the resignation letter, the Principal/HRO shall acknowledge receipt of the letter in writing and authorize the staff to clear from the Polytechnic.

2.3.3 The staff shall then clear from the Polytechnic as per the staff clearance procedure number 7 in this manual.

2.4 Dismissal

2.4.1 This shall start with the Principal recommending dismissal of the staff to the PGC.

2.4.2 The Principal shall as per the PGC recommendations issue a dismissal letter to the staff and request him/her to clear from the Polytechnic.

2.4.3 The staff shall then clear from the Polytechnic as per the staff clearance procedure number 7 in this manual.

2.5 Retirement

2.5.1 This shall start with the HRO identifying the member due for retirement at least one year to the retirement time requesting him/her



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to forward his/her pension documents. Then the HRO shall forward the documents to the Principal

2.5.2 Upon receipt, the Principal shall as per external communication procedure in the Administration Procedures Manual forward the documents to the concerned retirement bodies 9 months to the retirement time for necessary action.

2.5.3 At the end of the period of tenure, the staff shall then clear from the Polytechnic as per the staff clearance procedure in this manual.

2.6 Natural attrition

Upon demise of a member of staff, the Principal shall as per the external communication procedure in the Administration Procedures Manual communicate to the next of kin requesting him/her to clear with the Polytechnic.

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of communication.

3.2 Evidence of clearance.



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PROCEDURE NUMBER 7: STAFF CLEARANCE

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in clearance of staff

1.2 SCOPE

This procedure applies to the clearance of staff within the Polytechnic

1.3 REFERENCES

Current Syllabi

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The HRO shall ensure adherence to this procedure.

1.6 INTERFACES

- a) HODs/supervisors – recommendations on the clearance
- b) Employee - clear and surrender the Polytechnic assets.

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Clearance of the exiting employee within seven days.	Analysis of clearance forms Review of staff clearance reports in the polytechnic

1.8 RESOURCES

- a) Personnel
- b) Stationery, Computer and Printer

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery, printer & computer	Reports/recommendation letter
Personnel	



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2.0 METHOD

- 2.1 This procedure shall start with a member of staff collecting a clearance form from the HRO.
- 2.2 The member of staff shall clear with all the Polytechnic's departments as outlined in the form.
- 2.3 In the event that the member of staff owes a department, the respective departmental head shall note the item(s) on the clearance form.
- 2.4 The Principal shall ensure that the member of staff surrenders all the outstanding Polytechnic's dues before final clearance or as per the external communication procedure in the Administration Procedures Manual advise TSC to deduct the dues from the staff's salary in case of TSC staff.
- 2.5 Upon clearance, the Principal shall authorize the FO to process any refunds due to the staff if any.
- 2.6 For TSC staff, the Principal shall prepare a release letter and complete the casualty and forward them to the TSC with a copy of the release letter to the Lecturer.
- 2.7 For PGC staff, the Principal shall issue the staff with a release letter as evidence of clearance from the Polytechnic.
- 2.8 The HRO shall then close the staff personal file and the procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Clearance form.
- 3.2 Release letter.
- 3.3 Casualty for TSC employees.



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PROCEDURE NUMBER 8: GRIEVANCE HANDLING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and efficiency in handling staff grievances.

1.2 SCOPE

This procedure applies handling of staff grievances within the polytechnic

1.3 REFERENCES

- a) Human Resource Policy
- b) Current labour laws
- c) KUDHEIHA code of conduct
- d) Employment Act

1.4 TERMS AND DEFINITIONS

Refer to terms and definitions list

1.5 PRINCIPAL RESPONSIBILITY

The HRO/principal shall ensure adherence to this procedure.

1.6 INTERFACES

Employee – forward grievances

1.7 PERFORMANCE TARGET

The performance shall be measured through the overall performance of the Department based on

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Reduce the time taken in grievance handling from 7 to 3 days	Analysis of grievance register Review of reports
100% compliance to the Employment Act and current labour laws	

1.8 RESOURCES

The resources to be used in the process are listed below:-



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- a) Personnel
- b) Stationery, Computers and printers

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery, printer & computer,	Grievance Resolution Reports
Personnel	Satisfied employees

2.0 METHOD

- 2.1 This procedure shall start with a member of staff registering a grievance with the HRO.
- 2.2 The HRO shall then register the grievance in the grievance handling register.
- 2.3 The Human resource officer shall prepare a report to be forwarded to the Principal.
- 2.4 The Principal shall review the relevant legal requirements and direct the HRO on the action to be taken.
- 2.5 The HRO shall communicate the feedback to the respective member of staff and update the grievance handling register.
- 2.6 The HRO shall then close the staff grievance and the procedure shall be deemed complete.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Grievance register.
- 3.2 Evidence of Communication.