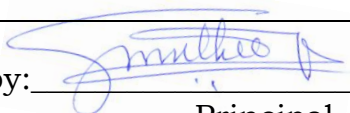
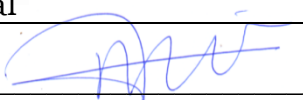

MERU NATIONAL POLYTECHNIC

**QUALITY MANAGEMENT SYSTEM BASED ON ISO 9001:2015
EXAMINATIONS DEPARTMENT PROCEDURES MANUAL
MNP/PM/EO/001**

Authorized by:  Principal	Date: 16 TH JUNE 2016
Issued by:  Management Representative	Date: 16 TH JUNE 2016



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DOCUMENT VERSION CONTROL SHEET

Issue No.	Issue Date	Description of Change	Authored / Revised by	Approved By
Issue 1 Version 0	13-May-2011	Document creation	Examinatio ns Officer	Principal
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PROCEDURE NUMBER 1: REGISTRATION OF TRAINEES FOR EXTERNAL EXAMINATIONS

1.0 GENERAL

1.1 PURPOSE

This procedure shall ensure timeliness and efficiency in registration of trainees for external examinations at the Meru National Polytechnic.

1.2 SCOPE

This procedure applies to the registration of trainees for Examinations with KNEC.

1.3 REFERENCES

- a) Applicable KNEC guidelines.
- b) MOEST Guidelines.

1.4 TERMS AND DEFINITIONS

Refer to the list of Terms and Definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Examinations Officer shall ensure adherence to this procedure

1.6 INTERFACES

- a) Registrar; Trainee admission
- b) Academic HoDs; Collection and submission of registration documents

1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% collection of registration documents	Analysis of registration forms
100% trainee registration	Review of KNEC list and the registration forms
100% Verification of trainee details	Analysis of trainee feedback

1.8 RESOURCES

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



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a) Registration forms

b) Personnel

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Registration forms	Complete and accurate nominal roll
Personnel	Accurate billing
Stationeries	
Mandatory documents (Copies of result slip, Birth certificate, National Identity card and Passport photo)	
Evidence of payment	

2.0 METHOD

2.1 This procedure shall start with the Examinations Officer as per external communications procedure in the Administration Procedures Manual receiving guidelines from the respective examination bodies.

2.2 Upon receipt, the Examinations Officer shall as per internal communications procedure Administration Procedures Manual communicate them to the trainees on the registration requirements.

2.3 Upon receipt of the documents required, the Examinations Officer shall verify whether the documents have met the examining body requirements.

2.4 In the event of any anomaly, the Examinations Officer shall advise the trainee accordingly.

2.5 Upon verification, the Examinations Officer shall assign the index number(s) and enter the details of the trainees in the KNEC registration platform.

2.6 Upon receipt of the nominal roll of the registered trainees from the examining body, the Registrar shall as per the internal communication procedure in the Administration Procedures Manual request the trainees to verify the registration details.

2.7 The Examinations Officer shall liaise with the Principal and the FO to ensure that payments are made to the examining body as per the applicable deadline.



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2.8 The Examinations Officer shall then as per the external communication procedure in the Administration Procedures Manual forward the payments and the hard copies of the required documents to the examining body.

3.0 LIST OF APPLICABLE RECORDS

3.1 Evidence of Communication

3.2 Evidence of verification of trainees' details



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PROCEDURE NUMBER 2: EXAMINATIONS TIMETABLING

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective examination timetabling

1.2 SCOPE

This procedure applies to the internal examinations timetabling for all academic departments in the polytechnic.

1.3 REFERENCES

- a) Applicable Syllabi
- b) Applicable guidelines from examination bodies

1.4 TERMS AND DEFINITIONS

Refer to the List of terms and Definitions

1.5 PRINCIPAL RESPONSIBILITY

The Examinations Officer shall ensure adherence to this procedure

1.6 INTERFACES

- a) Academic HoDs -Class population and list of teachers
- b) DEOs-Submission of examinable subjects
- c) Procurement-Procure exam materials

1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Submission of list of teachers	Review coded list of teachers
100% Submission of coded list of subjects to be examined	Review coded list of subjects
Timely requisition of exam materials in the 4 th week of the term	Review of dates of requisition placement of the exam materials

1.8 RESOURCES

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



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- a) Coded list of Subjects
- b) List of Subjects
- c) Number per class

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Coded list of Subjects	Complete and accurate timetable by 9 th Week
List of Subjects	
Number per class	

2.0 METHOD

- 2.1 This procedure shall start 4 weeks after opening and after work load allocation with the HODs in liaison with the Deputy HODs/HOSs preparing the departmental timetables.
- 2.2 In coming up with the internal exams timetable, the EO shall be guided by:-
 - a) Number of classes in the department,
 - b) Number of subjects to be taught by the department,
 - c) Hours per subject,
 - d) Specific teacher allocated the subjects, and
 - e) Special rooms (workshops, laboratories, computer labs and T.D. rooms) where applicable.
- 2.3 Upon receipt of the examinable subjects, class population and list of teachers, the EO shall make the internal exams timetable.
- 2.4 In making the end of term timetable, the EO shall consider: -
 - a) availability and capacity of rooms,
 - b) common subjects
 - c) the total number of teachers and
 - d) Departments servicing other departments.
- 2.5 This procedure shall be deemed complete once the academic HODs have submitted copies of the examinable subjects, class population and list of teachers to the EO, the EO shall then prepare and display



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the draft exam timetable in the respective notice boards for verification of details by teachers and students.

Note 1: The EO shall allow four working days communication period for the teachers and students to report back any omission or error upon verification. At the lapse of the four days the EO shall display the final table for implementation.



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3.0 LIST OF APPLICABLE RECORDS

- 3.1 Departmental examinable subjects.
- 3.2 Class numbers
- 3.3 List of teachers



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PROCEDURE NUMBER 3: SETTING AND MODERATION OF INTERNAL EXAMINATIONS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure consistency and effectiveness in setting and moderation of internal examinations.

1.2 SCOPE

This procedure applies to setting and moderation of internal examination in the Polytechnic.

1.3 REFERENCES

- a) Current Ministry circular on term dates
- b) Current syllabi

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The EO shall ensure adherence to this procedure.

1.6 INTERFACES

a) Examination Office

- i. Exams time tabling
- ii. Receiving packaged exams.
- iii. Allocating examination supervision and invigilation duties.

b) Procurement – Providing exam stationery and related materials.

c) DEO

- iv. Departmental Examinations officer.
- v. Receiving internal exams for reprography
- vi. Collecting photocopied exams for packaging by the lecturers

d) Registry – Photocopying the Examinations.

e) HOD - Constituting Moderation panels where applicable.



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1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Examinations covering all examinable subjects for the term Moderated end of stage examination papers 100% photocopying of the exams	Checking the duly filled and signed Examination submission form.

1.8 RESOURCES

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

- a) Computers and printers
- b) Personnel
- c) Stationery
- d) Examination submission form
- e) Lesson notes
- f) Schemes of work
- g) Past examination papers

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Examination papers for the respective examinable subjects for the term
Computers and printers	
Lesson notes	
Schemes of work	
Past examination papers	
Personnel	

2.0 METHOD

2.1 This procedure shall start with the EO as per internal communication procedure informing all the subject lecturers to set examinations and submit them to the respective DEO by a deadline date.

2.2 Upon receipt of the communication the Subject lecturers shall set the examination considering:-



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- a) Syllabus coverage,
 - b) Type of examination, and
 - c) Duration of the examination.
- 2.3 The subject lecturers shall forward the examination papers to the respective DEO who will sort out the end of stage examinations and forward them to the moderation panels for moderation.
- 2.4 The DEO shall ensure that the subject lecturers sign the draft examination register as evidence of submission.
- 2.5 During the moderation, the panel shall consider:-
- a) Format of the examinations,
 - b) Duration of the examination, and
 - c) Syllabi coverage.
- 2.6 In the event that an examination does not meet the set standards, the panel shall return the draft examination to the relevant subject lecturer for re-setting and re-submission through the DEO.
- 2.7 Upon completion of the moderation, the DEO shall submit all the examinations to the registry for reprography and collect them for packaging and labelling by the respective subject lecturers.
- 2.8 Upon packaging and labelling the DEO shall then submit exams to the EO for storage ready for administration.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Examination submission register.
- 3.2 Minutes of moderation of examinations



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PROCEDURE NUMBER 4: COLLECTION OF EXAMS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effective and accurate management of internal exams

1.2 SCOPE

This procedure applies to the internal exams for all academic departments in the polytechnic.

1.3 REFERENCES

1.4 TERMS AND DEFINITIONS

- a) DP – Deputy Principal (AA)
- b) HOD – Head of Department
- c) DEO-Departmental Examinations Officer

1.5 PRINCIPAL RESPONSIBILITY

The Examinations Officer shall ensure adherence to this procedure

1.6 INTERFACES

- a) DEOs-Collection and submission of examinable subjects
- b) Procurement-Procure photocopying papers and copier ink
- c) Registry clerk

1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
100% Photocopying of exams	Analysis of draft exams register
Timely photocopying of exams – 5 days to the date of examination	Analysis of draft exams register in terms of when it was done
Timely requisition-4 th week of the term	Date of requisition placement

1.8 RESOURCES

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



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- a) Exam Booklets
- b) Personnel
- c) Rooms
- d) Clocks
- e) Stationeries

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Exam booklets	Complete and accurate exam booklets
Rooms	Accessible, convenient, clean and well-arranged rooms 10 th week
Stationeries	
Personnel	
Clocks	

2.0 METHOD

- 2.1 This procedure shall start 7th week after opening with teachers submitting printed exams to the DEOs in liaison with HoDs at their respective academic Departments.
- 2.2 The HOD shall then as per the internal communications procedure number 1 in the Administration Procedures Manual MNP/APM/004/MR inform the panel members of the moderation date.
- 2.3 During the moderation, the panels shall consider: -
- a) Format of the examinations,
 - b) Duration of the examination, and
 - c) Syllabi coverage.
- 2.4 In the event that an examination does not meet the set standards, the panel shall return the draft examination to the relevant subject lecturer for re-setting and re-submission through the respective DEO in liaison with the HOD.
- 2.5 Upon completion of the moderation, the DEOs shall submit the moderated examinations in typed hard copy to the registry for photocopying.



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- 2.6 Upon photocopying of the examination papers, the DEO shall collect photocopied exams from the registry and take them back to the lecturers for stapling, insertion of writing material and packaging into the envelopes after the respective lecturers ascertain that the exam papers are in order.
- 2.7 Upon complete and accurate packaging the DEOs shall then submit well labeled exams to the EO for storage to await administration.
- 2.8 During exam administration the EO shall issue and receive back done exams from the lecturers as per the internal exams timetable schedule. This procedure shall be deemed complete once the EO has dispatched the examination papers for marking to the respective lecturers.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Evidence of moderation report
- 3.2 Minutes



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PROCEDURE NUMBER 5: ADMINISTRATION OF INTERNAL EXAMINATIONS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure effectiveness and consistency in the administration of internal examinations.

1.2 SCOPE

This procedure applies to the administration of all internal examinations in Polytechnic.

1.3 REFERENCES

Current KICD syllabi

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The EO shall ensure adherence to this procedure.

1.6 INTERFACES

a) HODs

To provide list of examinable subjects, lecturers and class populations.

b) Examination Office

- i. Exam time tabling
- ii. Releasing exams to the invigilators
- iii. Receiving the examination scripts from the invigilators
- iv. Allocating examination supervision and invigilation duties

c) Registrar

Providing examination cards for eligible students.

1.7 PERFORMANCE TARGET

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



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PERFORMANCE TARGET	MONITORING AND MEASUREMENT
All eligible students sitting for exams	Checking the duly filled and signed Examination Attendance Form. Checking the exam invigilation collection/receipt form

1.8 RESOURCES

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

- a) Examination rooms
- b) Personnel
- c) Stationery
- d) Examination collection/receipt form
- e) Examination attendance form
- f) Examination papers
- g) Examination cards.

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Timely administration of all examinations for the term
Examination rooms	
Examination cards	
Examination collection/receipt form	
Examination papers	
Personnel	

2.0 METHOD

- 2.1 This procedure shall start with the EO preparing and releasing the examinations timetable together with the list of all the invigilators and supervisors at least two weeks to the start of examinations.
- 2.2 The EO shall ensure that all the examinations are collected on time by the designated invigilators for administration and ensure that the collection/receipt form is filled by the invigilators.
- 2.3 In the examination room, the invigilator shall ensure that any unwanted materials are removed from examination room and ensure appropriate sitting arrangement.



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- 2.4 The Invigilator shall ensure identification of the trainees using the examination card and student identification card.
- 2.5 In the event that the trainee does not have the examination card, the invigilator shall refer him/her to the relevant HOD for advice.
- 2.6 Upon verification, the invigilator shall as per the start time issue the trainees with the examination papers, ensure continual monitoring throughout the examination time and ensure that the trainees register their presence in the examination attendance form.
- 2.7 In case of any default of the examination rules and regulations during the examination, the invigilator shall note the anomaly and report the same to the EO for action. As applicable, the invigilator shall attach the evidence on the trainee's examination materials and forward them to the EO.
- 2.8 At the stop time, the Invigilator shall collect the examination answer sheets, ensure the trainees sign the examination attendance form and forward them to EO who shall acknowledge receipt by signing collection/ receipt form.

Note: The supervisor(s) shall monitor the conduct of the examinations and take appropriate action or report to the EO in case of any anomaly.

3.0 LIST OF APPLICABLE RECORDS

- 3.1 Collection/Receipt form
- 3.2 Examination Attendance Form



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**PROCEDURE NUMBER 6: MARKING, RECORDING AND GRADING
INTERNAL EXAMINATIONS**

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and consistency in the marking, recording and grading of all internal examinations.

1.2 SCOPE

This procedure shall apply to the marking, recording and grading of all internal examinations in the Polytechnic.

1.3 REFERENCES

Current KICD syllabi

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The EO shall ensure adherence to this procedure.

1.6 INTERFACES

- a) Examinations Office - Releasing exam scripts to lecturers for marking
- b) System Administrator – Ensure MIS is operational at marks entry time
- c) QASO – To verify all exam scripts are marked

1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
All exams are marked and marks correctly entered into the MIS	- Checking duly filled mark sheets - Checking duly filled marked scripts return form

1.8 RESOURCES

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

- a) Personnel



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- b) Stationery
- c) Management Information System
- d) Answer scripts collection form
- e) Marked Scripts return form

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	- Duly filled mark sheets - Duly marked scripts - Duly signed scripts return form
Management Information System	
Answer scripts collection form	
Marked Scripts return form	
Personnel	

2.0 METHOD

- 2.1 This procedure shall start with the subject lecturer collecting the examinations answer scripts for their classes for marking, grading and recording.
- 2.2 The EO shall ensure that the subject lecturers acknowledge collection in the answer scripts collection form.
- 2.3 The respective subject lecturer shall mark the examination scripts and record in the subject lecturer's personal log book.
- 2.4 The subject lecturer shall then enter the marks in the MIS within the stipulated time.
- 2.5 The EO in liaison with the HODs shall ensure that all the marks have been entered in the MIS by the deadline date.
- 2.6 In the event that a lecturer fails to enter the marks by the deadline date, the HOD shall report during the academic board meeting.
- 2.7 The subject lecturers shall forward the marked answer scripts to the QASO for verification before transmission to the trainees within the first two weeks of the term.
- 2.8 In the event of any anomaly, the QASO shall communicate to the DP (AA) who shall take appropriate action.



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3.0 LIST OF APPLICABLE RECORDS

- 3.1 Answer scripts collection form
- 3.2 Lecturer's personal log book
- 3.3 Marked Scripts Return form



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PROCEDURE NUMBER 7: EXAMINATIONS RESULTS ANALYSIS

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and consistency in the analysis of internal and external examinations.

1.2 SCOPE

This procedure applies to the analysis of all end of stage and external examinations in the Polytechnic.

1.3 REFERENCES

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The EO shall ensure adherence to this procedure.

1.6 INTERFACES

a) Examination Office

- i. Analyzing departmental results in end of stage and external examinations.
- ii. Forwarding analyzed external examination results to the DP (AA) for information and action.
- iii. Forwarding analyzed end of stage results to the QASO.
- iv. Forwarding external examination results slips to the registry.

b) QASO

- i. Receiving analyzed results for end of stage exams from EO and compiling the overall polytechnic performance.
- ii. Forwarding exams results analysis report to the DP (AA)

c) DP (AA)

Convening academic committee meeting to deliberate on examination analysis report and ensuring recommendations of the



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academic committee meeting are implemented by the respective HOD

1.7 PERFORMANCE TARGET

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

PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Analyzed end of stage and KNEC exams results.	Checking duly filled marks analysis sheet and report.

1.8 RESOURCES

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

- a) Personnel
- b) Stationery
- c) Management Information System
- d) Marks analysis sheet
- e) External examination results print out

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Examinations analysis reports
Management Information System	
External examination results print out	
Marks analysis sheet	
Personnel	

2.0 METHOD

2.1 This procedure shall start with the EO extracting a duly filled mark sheets from the Management Information System.

2.2 The EO shall carry out a detailed analysis of the departmental results as per the provisions in the marks analysis sheet and forward the analysis together with recommendations to the quality assurance officer for compilation and analysis of the overall Polytechnic’s performance.



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2.3 Upon analysis, the quality assurance officer shall compile and forward a report to the DP (AA) who in turn shall as per the meetings procedure in the Administration Procedures Manual convene a meeting with the academic committee to discuss and deliberate on the results.

2.4 The DP (AA) shall issue a copy of the final results to the EO who shall then display the results on the relevant notice boards for information as per procedure in the administration procedures manual.

2.5 Analysis of external examination results

2.5.1 This shall start with the EO collecting the external examination results from the external examination body.

2.5.2 Upon collection, the EO shall analyze the performance as per departments and issue a copy to the DP (AA) and HODs for information and action.

2.5.3 The EO shall forward all the result slips to the registry for safe keeping and issuance to the candidates who are duly cleared as per the clearance procedure number in the registrar procedures manual.

3.0 LIST OF APPLICABLE RECORDS

3.1 Mark sheets.

3.2 Marks analysis sheets.

3.3 Evidence of an academic committee meeting.



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**PROCEDURE NUMBER 8: PREPARATION AND ISSUANCE OF
CERTIFICATES/RESULT SLIPS AND TRANSCRIPTS**

1.0 GENERAL

1.1 PURPOSE

The purpose of this procedure is to ensure efficiency and consistency in the preparation and issuance of certificates/result slips and transcripts.

1.2 SCOPE

This procedure shall apply to the preparation and issuance of certificates/result slips and transcripts in the Polytechnic.

1.3 REFERENCES

1.4 TERMS AND DEFINITIONS

Refer to the list of terms and definitions.

1.5 PRINCIPAL RESPONSIBILITY

The Registrar shall ensure adherence to this procedure.

1.6 INTERFACES

a) Examination Office

Collecting external examinations result slips and certificates and forwarding to the registry.

b) Registrar

- i. Extracting report forms and transcripts from the Polytechnic's MIS and forwarding to the HODs for signing.
- ii. Issuance of transcripts and external examination certificates to students.

1.7 PERFORMANCE TARGET

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



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PERFORMANCE TARGET	MONITORING AND MEASUREMENT
Preparation and issuance of report forms, transcripts, result slips and certificates to all eligible students	Duly filled and signed transcripts/certificates issuance register.

1.8 RESOURCES

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

- a) Personnel
- b) Stationery
- c) Management Information System
- d) Transcripts/certificates issuance register
- e) Certificates/result slips

1.9 INPUTS AND OUTPUTS

INPUTS	OUTPUTS
Stationery	Timely issuance of report forms, result slips, transcripts and certificates to eligible students.
Management Information System	
Certificates/result slips	
Transcripts/certificates issuance register	
Personnel	

2.0 METHOD

- 2.1 This procedure shall start with the Registrar extracting report forms and transcripts as applicable from the MIS as per the guidelines in the Polytechnic's academic policy.
- 2.2 Upon extraction, the Registrar shall forward them to the relevant HODs for signing.
- 2.3 Upon signing, the HOD shall return the report forms and transcripts to the Registrar for signing and embossing using the Polytechnic's seal where applicable.
- 2.4 The Registrar shall forward the transcripts to the registry for safe keeping and issuance while the report forms shall be returned to the HOD for issuance to the students.



**EXAMINATIONS DEPARTMENT
PROCEDURES MANUAL**

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2.5 The EO shall collect examination results and certificates from the examining body and forward to the registry for safe keeping and issuance to the duly cleared trainees.

3.0 LIST OF APPLICABLE RECORDS

3.1 Transcripts issuance register.

3.2 Certificates issuance register.