


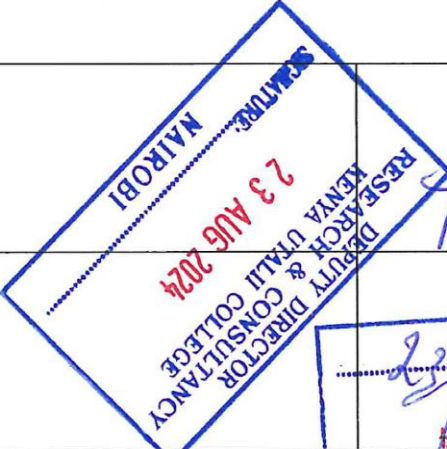





**KENYA UTALII COLLEGE, NAIROBI**

**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

<b>AUTHORIZATION:</b> Procedures for Research & Consultancy are issued under the authority of:	
<b>ISO (QMS) MANAGEMENT REPRESENTATIVE</b>	
<b>SIGNATURE</b>	 
<b>DATE</b>	23/08/2024
<b>PROCESS OWNER: Deputy Director, Research &amp; Consultancy</b>	
<b>SIGNATURE:</b>	
<b>DATE:</b>	 



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**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

**RECORD OF CHANGES**

<b>NO.</b>	<b>DATE</b>	<b>CLAUSE</b>	<b>REASON FOR REVIEW</b>	<b>PAGE</b>	<b>PROCESS OWNER</b>
1.	01/08/2024	All/many clauses affected in the procedure	Procedure overhaul and rebuilding due to new organizational structure	All /numerous pages affected	DDRC



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**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

**DOCUMENT DETAILS**

1.	Section A: Quality Objectives
2.	Section B: Procedures
	Title
	Purpose
	Scope
	Reference
	Terms, Abbreviations and Definitions
	Responsibility
	Input
	Methods
	Output
	Records



**KENYA UTALII COLLEGE, NAIROBI**

**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

**SECTION A: QUALITY OBJECTIVES**

<b>OBJECTIVE</b>	<b>ACTIVITIES</b>	<b>RESOURCES.</b>	<b>RESPONSIBLE</b>	<b>TIME FRAME.</b>	<b>KEY PERFORMANCE INDICATORS.</b>
Undertake research	Conduct basic or applied research	Budget allocation Research personnel	DDRC	30 <sup>th</sup> June every year	Number of Researches carried out
Facilitate academic research papers for Publication	Annual Call for publications.  Facilitation for Publication	Funding	DDRC	30 <sup>TH</sup> June every year	Number of researched Published.
Release results of various evaluation surveys within one month and half on receipt questionnaires	Data Entry and data analysis	SPSS software  Trained Research personnel in SPSS	Research officer	1 ½ months	Data Analysis Reports within 1.5 Months.
Undertake Consultancies and Tailor made programs.		Personnel Funding Training facilities	DDRC	30 <sup>TH</sup> June every year	No. of consultancies undertaken



## KENYA UTALII COLLEGE, NAIROBI

### PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)

#### **SECTION B: PROCEDURES**

#### **1.0 TITLE: PROCEDURE FOR UNDERTAKING RESEARCH AND DATA ANALYSIS**

#### **2.0 PURPOSE**

The procedure sets the minimum standards for undertaking research at KUC to provide knowledge of the Hospitality Industry/

#### **3.0 SCOPE**

This procedure covers the research process and publication of research findings.

#### **4.0 REFERENCES**

Research policy

Structure of a proposal

Structure of a Report.

#### **5.0 TERMS, ABBREVIATIONS AND DEFINITIONS**

KUC: Kenya Utalii College

DSPE: Director, Strategy, Partnership and Enterprise

DDRC: Deputy Director Research and Consultancy

#### **6.0 RESPONSIBILITY**

The Director, Strategy, Partnership and Enterprise shall have overall responsibility for ensuring that this procedure is implemented, monitored and evaluated.



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### PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)

#### **7.0 INPUTS**

Budget allocation

Funding

Proposal guidelines

Research Team

#### **8.0 METHOD**

##### **8.1 Carrying out Research**

8.1.1 The DSPE shall call for proposals once a year.

8.1.2 The DSPE shall ensure funds for the research are budgeted in each financial year.

8.1.3 The research team shall be identified to conduct the research.

8.1.4 A concept paper shall be prepared for the research and presented to management for approval. (for External Research)

8.1.5 The research team shall prepare the Proposal.

8.1.6 The research team shall be facilitated with funds and other necessary resources to conduct research fieldwork.

8.1.7 The research shall be carried out within the proposed timelines.

8.1.8 The DSPE shall ensure that the research report is prepared in accordance with the report writing guidelines (see Report writing guidelines Appendix D).



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### **PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

8.1.9 The DSPE shall ensure that the report is disseminated to relevant stakeholders.

8.1.10 The DSPE shall commission a copy of the report to the library for reference.

8.1.11 Research shall be published in a peer-reviewed Journal

## **8.2 Research Data Analysis**

8.2.1 The department shall present the data to be analyzed. Data received shall be recorded in the document register KUC/Admin/R/128

8.2.1 Data Entry shall be performed.

8.2.3 Data shall be analyzed as per the research requirements within 1.5 months.

8.2.4 Research survey reports shall be provided to the departments that requested for the analysis.

## **9 OUTPUT**

Research Concepts

Research Proposals

Research survey Reports

Research Publication



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**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

Data analysis reports.

**10 RECORDS**

Research Proposals

Research Reports

Publication certificates / Publications

**11. KEY PERFORMANCE INDICATOR**

Number of Research is conducted

Data analysis done within 1.5 Months





## KENYA UTALII COLLEGE, NAIROBI

### PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)

## PROCEDURE FOR CONSULTANCY SERVICES

### 2.0 Purpose

To provide guidance on the process of handling consultancy services

### 3.0 Scope

This applies to contractual services and tailor-made training

### 4.0 Reference

The ISO 9001:2015

### 5.0 Terms, abbreviations, definitions

CEO - Chief Executive Officer

DDRC - Deputy Director Research and Consultancy

DR & CP - Director of Strategy, Partnership and Enterprise

### 6.0 Responsibilities

CEO is responsible for approval of budgets

DDRC is responsible for negotiation, coordination and follow-up on payments

DR & CP is responsible for the evaluation of the course/training

### 7.0 Input

Training Room

Competent Personnel

Transport

Funds

### 8.0 Method

8.1 The DDRC receives inquiries and or approaches potential clients for Consultancy services or training

8.2 The DDRC consult the DDAA to give provide a team for implementation or create an appropriate course as per client's needs .

8.3 The DDRC prepares a proposal for the client.

8.4 The DDRC arranges for implementation of the training programme . For  
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Consultancy services, an agreement is drawn between the two parties, after which the service is carried out.

#### **9.0 Output**

Training programs  
Consultancy services

#### **10.0 Records**

Tailor made courses  
Training proposal  
Consultancy services Agreement

#### **11.0 Key Performance Indicators**

Number of consultancies and training programmes conducted



## KENYA UTALII COLLEGE, NAIROBI

### PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)

#### **1.0 TITLE: PROCEDURE FOR PUBLISHING ARTICLES AND CONFERENCE ATTENDANCE /PRESENTATIONS**

#### **2.0 PURPOSE**

To provide guidelines on article publishing and conference attendance presentation.

#### **3.0 SCOPE**

This procedure covers the process of publishing articles and conference attendance /presentations

#### **4.0 REFERENCES**

KUC Research

Policy

#### **5.0 TERMS, ABBREVIATION, DEFINITIONS**

**Author:** - the creator or originator of any written work such as a book, and is thus also a writer.

**Publishing:** - the activity of preparing and issuing (a book or a journal) for public sale.

**Article:** - written composition in prose, usually nonfiction, on a specific topic, forming an independent part of a book or other publication, as a newspaper or magazine.

**DoRCP:** - Director of research and corporate planning

#### **6.0 RESPONSIBILITY**

The Director of Research and Corporate Planning has the overall responsibility for ensuring that this procedure is implemented.



## KENYA UTALII COLLEGE, NAIROBI

### PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)

#### **7.0 INPUTS**

Conference Invitations

Research for Publications

#### **8.0 METHOD**

##### **8.1 Publication of Research**

8.1.1 The Staff shall present a paper that has been accepted for  
Publication

8.1.2 The DORCP shall approve and forward to the principal for  
approval to Publish.

8.1.3 The researchers shall be funded for Publication.

8.1.4 The Research paper shall be published.

8.1.5 The research paper copy shall be recorded and maintained in the  
research department.

##### **8.2 Conference Attendance**

8.2.1 The staff shall be nominated to attend Conference or shall  
request to attend conference.

8.2.2 The DORCP shall seek approval from Principal to utilize  
funds

8.2.3 Upon approval, the Staff shall attend Conference

8.2.4 The staff shall report on the conference attended.

8.2.5 A report shall be maintained of the report provided.

#### **9.0 OUTPUT**

Published Research articles

Attendance of Conferences



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**PROCEDURES FOR RESEARCH & CONSULTANCY (KUC/QMS/R/46)**

**10.0 RECORDS**

One hard copy of the article and one soft copy (PDF)

**11.0 KEY PERFORMANCE INDICATORS**

Number of Published Articles