

# **GREAT LAKES UNIVERSITY OF KISUMU (GLUK)**



## **BUSINESS CENTRE POLICY**

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Signed:

\_\_\_\_\_  
Vice Chancellor, Secretary to Council

\_\_\_\_\_  
Date:

\_\_\_\_\_  
Chairman of Council

\_\_\_\_\_  
Date:

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## EXECUTIVE SUMMARY

Great Lakes University of Kisumu **Business Centre Policy** is a set of regulations developed by the University to guide Business Centre in accordance with best practice in Business centre management of its activities and innovations.

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The policy describes the university business centre activities and it is intended to facilitate efficient and effective management of the Centre in the university. It aims at ensuring that all activities carried out at the Business Centre are viable and generate income based on sound managed and transparency to fulfill the university's Vision, Mission and Objectives.

Signed:

\_\_\_\_\_  
Chancellor, Chair of the University Senate

\_\_\_\_\_  
Date: Vice

## **1.0. GENERAL UNIVERSITY INFORMATION**

Great Lakes University of Kisumu is committed to maintaining high standards of education and training of professionals who are responsible stewards of resources and services in the society. GLUK graduates, after going through the learning experience with the institution, go out equipped with the following rare and important attributes; high level of integrity, transparency and accountability, they are selfless, inclusive and participatory providing space and voice for all people. Our curricula prepare them to meet the needs of the market and professional bodies. The following section provides guidelines that are applied to determine the eligibility of the applicants seeking admission to various programmes offered at GLUK.

### ***1.1. Vision, Mission, Philosophy and Core Values of the University***

#### **1.1.1. Vision:**

The Great Lakes University of Kisumu (GLUK) is established as a Centre of Excellence bridging academics with community and institutional based development.

#### **1.1.2. Mission:**

The Mission of GLUK is to develop effective and concerned managers or leaders with a vision for the transformation of situations in the African context.

#### **1.1.3. Philosophy of the University:**

GLUK believes that all people and communities have capacities and are fully engaged in individual, collective and collaborative actions to solve their own problems.

#### **1.1.4. Core Values and principles:**

All members of the University in their individual and collective capacities shall be fully committed to high standards of good governance and shall act in a manner consistent with the following values and principles which shall provide the framework within which all the University activities shall be performed:

- a) Excellence.
- b) Respect for dignity of every person.
- c) Results orientation.
- d) Integrity and honesty
- e) Accountability and prudent stewardship of resources.
- f) Mutual respect.
- g) Inclusive participation

## 2.0. INTRODUCTION

### 2.1. *GLUK BUSINESS & STUDENTS' SERVICE CENTRE POLICY DOCUMENT*

This document spells out how the Business & Students' Service Centre (BSSC) of the Great Lakes University of Kisumu shall be managed.

### 2.2. *VISION OF THE BUSINESS & STUDENTS' SERVICE CENTRE*

To be a top rated and profitable BSS Center service provider with a sustainable impact to the University

### 2.3. *MISSION*

To provide the best possible customer service and support to the students, Faculty, Staffs and non-staffs of the University by providing high quality services and ensuring that the University's support services function effectively, efficiently and, most importantly, ethically.

### 2.4. *PURPOSE*

The Business & Students' Service Centre of Great Lakes University of Kisumu is a multi-purpose unit which is designed to provide professional, customer focused, exceptional quality, and welcoming services that support a rewarding, relaxing and enjoyable experience.

### 2.5. *STATEMENT OF SERVICES*

The Business & Students' Service Centre is devoted to ensuring provision of high quality services, neutrality and equal opportunity in the delivery of all the services.

### 2.6. *CORE VALUES*

The Business & Student's Service Centre is governed by the following core values.

- **Professionalism** – In all its actions and interactions, Business Centre attendants shall maintain ethical behaviour, professional etiquette, and honesty
- **Innovativeness and Creativity**–Innovativeness and creativity shall be the hallmarks of our activities as we initiate and adapt to change within the Business Centre.

- **Team Spirit and Teamwork** – The tenets of teamwork and team spirit shall be the guiding principles in all our operations. The GLUK Business Centre shall foster an environment characterized by teamwork.
- **Quality Customer Service** – BSSC shall provide quality services for all round customer satisfaction.
- **Transparency**
- **Accountability**

### 3.0. FUNCTIONS OF BUSINESS & STUDENTS SERVICE CENTER

The Business & Students Service Center shall serve the following functions;

- i. Manage the Entrepreneurship Scholarship Fund for the University.
- ii. Host the offices of the Reception Desk
- iii. Generate income to the University
- iv. Cultivate entrepreneurial culture among students and staff or any member of the University fraternity by mentoring and motivating them to develop and run their own businesses within the University.
- v. Provide convenient, efficient, effective, quality and affordable services to Students, Staff and Faculty without discrimination.
- vi. Provide and maintain a clean, safe and relaxing environment where all our esteemed customers will be waiting for service delivery
- vii. Provide business opportunities at competitive rates to service providers.
- viii. Provides graduate expertise
- ix. Provides free professional and financial advice to young entrepreneurs within the university.

### 4.0. BUSINESS & STUDENTS SERVICE CENTER SERVICES AND PRODUCTS

The Business & Students' Service Centre shall provide an array of services as follows, but not limited to this: -

- i. **Already operational**
  - a) Reprographic Services which includes black and white printing, colored printing, black and white bulk copying, bulk colored copying, designing, scanning etc.
  - b) Tuck Shop (M-pesa, personal effects, airtime, stationery etc.)

- c) Fast foods
- d) Snack kiosks (selling eggs, smokies etc.)
- e) Fruit parlor (selling fruits, fruits salad and fruit juices)
- f) Research Manuscripts, Books, tapes and Research projects.

ii. **To be Implemented**

- a) Computer Bureau (Cyber Café, Computer maintenance services, Movie shop and Computer accessories)
- b) Gymnasium & pool table
- c) Salon
- d) Barber shop
- e) Bank agent Services
- f) Well equipped and up to standard Snack kiosks and Fast foods (chips)

## 5.0. SCOPE OF BUSINESS & STUDENTS SERVICE CENTER

This policy applies to all the Students, Faculty, Staffs and non-members of the University. The Business & Students Service Center shall be guided by the University policies.

## 6.0. GOVERNANCE

There shall be a Coordinator – Business Center and the Students Centre Governing Council (BSCGC) which shall be responsible for the day-to-day running of the Business & Students' Service Centre and are responsible to Registrar Administration.

**6.1.** BSCGC shall consist of the following members;

Dean of Students	-	Chairperson
Coordinator Business Center	-	Member
Staff Welfare Chairperson or nominee	-	Member
GLUKSO Council	-	Members
Speaker	-	Member
Deputy Speaker	-	Member
Clerk of Works or nominee	-	Member
Head Procurement and Supply Chain or nominee	-	Member
The Legal Officer or nominee	-	Member

**6.2.** The BSCGC shall;

- i. Recommend services that support the wellbeing of students and staff at the Business & Students Service Centre.



- ii. Ensure proper records of all activities, meetings and financial reports are kept and availed to the relevant units such as GLUKSO Council and the Registrar Administration.
- iii. Oversee the effective running and management of the Centre.
- iv. Contract, review and approve all operations of the Centre such as operating agreements between the Centre and the various service providers.
- v. Consider appeals of decisions, complaints and policy disputes and advice on further action.
- vi. Determine rental fees and space lease rates in the student business centre (premises) in Consultation with the University Administration.
- vii. Evaluate quality of services provided in the Business & Students Centre on regular basis and make reports or recommendations to the Registrar Administration, an entity provided for in the University Statutes.

## 7.0. PROCEDURES AND GUIDELINES TO CONDUCT BUSINESS IN THE UNIVERSITY

The BSCGC will identify the services to be procured.

- i. All individuals willing to rent space within the University may be invited to bid through a tender internally advertised at the University.
- ii. Persons wishing to offer services must respond to the procurement advertisement.
- iii. There shall be identification of the suppliers through selection and evaluation of the tender documents. Tenders shall be awarded through a written contract.
- iv. All agreements shall be reviewed every Financial Year from 1st July to 30th June of the following year to ensure that the service providers adhere to the following guidelines:
  - a. That they are catering to the needs of the University community.
  - b. That they are conducting business in accordance with the core values enumerated in this policy and the University policies and procedures.
  - c. The activity does not interfere with the reasonable use of the facility by the University community in its curricular and extra-curricular pursuits.
- v. Agreements shall be valid for a maximum of one financial year from 1st July up-to and until 30th June of the following year. This notwithstanding the BSCGC is not under any obligation to renew contracts at the end of the one year period.

## 8.0. THE QUALIFICATIONS FOR SERVICE PROVIDERS

The service provider shall:-

- i. Be a youth and/or a bonafide student of \staff within the University
- ii. Demonstrate capacity to provide access to timely, adequate and efficient services procured.
- iii. Comply with all the legal requirements for such service provisions in Kenya. Such requirements shall include but not limited to compliance with:-
  - a. The Occupational Safety and Health Act
  - b. Food, Drugs and Chemical Substances Act
- iv. Comply with University rules and regulations

## 9.0. FINANCES

- All income accruing from the Students' Centre shall be deposited and evidenced by slips which shall be presented to the Finance Department at the University and a copy shall be presented to the Finance Secretary of GLUKSO.
- The monies under this paragraph shall be used as spelt out in the GLUKSO constitution.
- The accounts shall be open to internal and external auditors for verification and such audited
- Accounts shall be presented to the Students' Congress by the Finance Secretary.
- Cash control sheet is put in place to control all the cash collected within the GLUK business centre
- Credit control sheet is put in place to control all the departments doing reprographic services on credit within the GLUK business centre
- All the cash collected should be paid through paybill number for proper accountability.
- Revenue collection in the form of cash shall be discouraged except in circumstances where collection in this form is inevitable
- There shall be daily checks by supervisors on all revenue collected
- Internal audit shall carry out regular checks on all aspects of revenue collections.
- An updated cash register shall be maintained at all time.

## 10.0. REVIEW OF THIS POLICY

The policy shall be reviewed from time-to-time as may be determined by Vice-Chancellor.

## 11.0. OPERATIONAL DATE OF THIS POLICY

The effective date for the operation of this policy shall be **1<sup>st</sup> Feb, 2018.**

## 12.0. REFERENCES

This policy was informed by relevant national legislation and documents such as:

1. The Constitution of Kenya
2. The Commission for University Education Standards and Guidelines
3. Universities Act 2012 (revised 2016)