



# MUAST

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MARONDERA UNIVERSITY  
OF AGRICULTURAL SCIENCES AND TECHNOLOGY

## Standard Operating Procedures Handbook

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### **1. Vision**

To be a leading global centre of excellence in the provision of technology driven sustainable green agricultural solutions.

### **2. Mission Statement**

Producing globally competent graduates, transforming agricultural communities and industries through teaching, research, university service and innovation.

### **3. Guiding Values And Principles**

- Excellence
- Diversity
- Innovation
- Ethics
- Ubuntu

## 4. Standard Operating Procedures For Recruitment, Selection, Placement And Tenure For Staff

### 4.1 Scope

Procedures shall relate to the appointment of permanent staff and temporary full-time staff on long term contracts;

- 4.1.1 Employee Requisition Process
- 4.1.2 Advertising
- 4.1.3 Applications
- 4.1.4 Preliminary Selection and Interviews
- 4.1.5 Pre-employment checks
- 4.1.6 Offer of appointment
- 4.1.7 Relocation of staff
- 4.1.8 Induction
- 4.1.9 Probationary Period
- 4.1.10 Confirmation

### 4.2 Applicability

These procedures shall apply to all permanent non-academic members of the University.

### 4.3 Reference Document

- 4.3.1 Terms and Conditions of Service

### 4.4 Procedure

#### 4.4.1 Recruitment, Selection and Placement Procedure

- 4.4.1.1 The hiring Department completes a staff advertisement request form (SR8), which is signed by the Chairperson of the Department.
- 4.4.1.2 The Dean of the relevant Faculty endorses the form and forwards it to the Human Resources Department for processing within **four (4) working days**;
- 4.4.1.3 The Human Resources Department prepares an advertisement together with the SR8 form within **four (4) working** days and forwards it to the Registrar for perusal and onward submission to the Vice Chancellor for approval.
- 4.4.1.4 The Department of Human Resources receives the approved advertisement and SR8 form and sends it to the selected advertising agents for advertising within **forty-eight (48) hours**.
- 4.4.1.5 Receipt of applications will run for **fourteen (14) days** from the date of the advertisement having been published.
- 4.4.1.6 The Department of Human Resources captures all applications and generates a memorandum accompanying the applications to the hiring department within **five (5) working days** upon closure of the advertisement.
- 4.4.1.7 The hiring department arranges a preliminary selection board meeting to short list candidates for interviewing once a date has been secured. The shortlisted candidates are notified and invited for interviewing **five (5) days** before the date of the interview meeting;
- 4.4.1.8 The selection board meets to interview the shortlisted candidate. Minutes of the selection board are generated and signed by the Chairperson of the board within **five (5) working days**;

- 4.4.1.9 Minutes of the Selection Board and the Curriculum Vitae for the successful Candidates are forwarded to the relevant section of the Human Resources Department for appointment;
- 4.4.1.10 The Selection Board minutes are forwarded to the Registrar for onward submission to the Vice-Chancellor for approval;
- 4.4.1.11 The Department of Human resources receives the approved minutes and appoints the successful candidate;
- 4.4.1.12 The Department of Human Resources advises unsuccessful candidates of the within one week of conducting interviews;
- 4.4.1.13 The Department of Human Resources conducts a preliminary induction for the new appointee and provides all relevant employment related documentation;
- 4.4.1.14 The Department of Human Resources hands over the newly appointed employee to the hiring Department;
- 4.4.1.15 The hiring department conducts an on the job induction for the new employee;
- 4.4.1.16 The hiring Department generates an Assumption of Duty notice for the new appointee and forwards, it to the relevant section in the Department of Human Resources within twenty-four (24) hours of an employee taking up duties.
- 4.4.1.17 The Assistant Registrar in the relevant section of the Department of Human Resources captures the new employee details in the system and advises the Salaries section of the new appointment within twenty-four (24) hours of receipt of the assumption of duty notice;
- 4.4.1.18 The relevant section of the Department of Human Resources generates a personal file for the employee and forwards it to the Central Records Section for filling;
- 4.4.1.19 The Department of Human Resources generates a memorandum to the hiring department advising the Selection Board to convene a meeting to assess the new employee's performance during his/her probationary for period two (2) weeks into the last month of the probation for non-academic staff and after 30 months of the probationary period for academic staff;
- 4.4.1.20 The probationary member and the Head of Department complete the Chairman's Report on Probation (SR28) and the Member's Report on Probation (SR27) form respectively for evaluation during the probationary meeting;
- 4.4.1.21 The Selection Board meets before the last week of the month of the probationary period and advises the Department of Human Resources of the outcome immediately;
- 4.4.1.22 Minutes of the probationary meeting are generated and forwarded to the Department of Human Resources;
- 4.4.1.23 The Department of Human Resources advises the probationary member of the outcome within two working days after receipt the minutes;
- 4.4.1.24 The Department of Human Resources captures the confirmation date for the employee in the system.

## 5. Standard Operating Procedures for Reward and Compensation Management

### 5.1 Scope

Procedures shall relate to the remuneration and benefits for all staff at the Marondera University of Agricultural Sciences and Technology: Salaries and benefits.

### 5.2 Applicability

These procedures shall apply to all employees of the University.

### 5.3 Reference Documents

- 5.3.1 Finance Act 23:04
- 5.3.2 Income Tax Act 23:06
- 5.3.3 NSSA Act 17:04
- 5.3.4 ZIMRA Tax Tables

### 5.4 Reward and Compensation Procedure

- 5.4.1 At the beginning of each month Assistant Registrar Human Resources engage and discharge staff in Belina System between the 1<sup>st</sup> and 10<sup>th</sup> of each month.
- 5.4.2 Salaries office receives salary related mail for input from Human Resources and other parties by the 10<sup>th</sup> of each month.
- 5.4.3 Assistant Registrar Salaries, prints and dispatches Pay do Not Pay schedules to departments on the 2<sup>nd</sup> Wednesday of each month.
- 5.4.4 Heads of departments check, confirm and return to Human Resources within one week.
- 5.4.5 Signed schedules returned to Assistant Registrars Human Resources for checking against information in Belina System and make any changes necessary.
- 5.4.6 Clerical staff captures all mail in Belina System and AR, Salaries checks for compliance with statutory instruments such as NSSA, PAYE, Pension and Medical Aid amongst others between the 10<sup>th</sup> and 15<sup>th</sup> of each month.
- 5.4.7 Assistant Registrar Salaries generates a Payroll Sign off form for Deputy Registrar, Human Resources to authorise Trial Run commencement on the 15<sup>th</sup> of each month.
- 5.4.8 AR, Salaries processes Payroll Trial Run through IT staff on the 15<sup>th</sup> of each month.
- 5.4.9 After completion of the Trial Run on the 15<sup>th</sup> of each month AR, Salaries locks Belina System to avoid changes to data.
- 5.4.10 On the 16<sup>th</sup> of each month print-out of the Pay Sheet listing (Payroll) is produced by Chief Accounts Clerk-HR and dispatched to all relevant sections for checking.
- 5.4.11 AR, Salaries unlocks Payroll on the 16<sup>th</sup> after Pay Sheet Listing has been printed.
- 5.4.12 AR, HR returns the checked Pay Sheet Listing between the 16<sup>th</sup> and 17<sup>th</sup> of each month and notify AR, Salaries of any corrections.
- 5.4.13 AR, Salaries effects the corrections
- 5.4.14 Assistant Registrar Salaries (AR) notifies Administrative Assistant Bursar (AA) to check the Trial Run and sign the Payroll Sign Off Form. The AA notifies Assistant Registrar Salaries of any anomalies for correction
- 5.4.15 Final Run performed on the 20<sup>th</sup> of each month after all corrections.
- 5.4.16 AR, Salaries processes the Final Run on the 20<sup>th</sup> of each month through IT.
- 5.4.17 Once Final Run is completed IT Admin Extracts Zero PAYE Report for forwarding to Assistant Registrar Salaries.
- 5.4.18 AR Salaries locks Belina Payroll so that no changes can be made.

- 5.4.19 Chief Accounts Clerk- HR extracts Net Pay Analysis Report (Payroll List) on the 20<sup>th</sup>.
- 5.4.20 Chief Accounts Clerk-HR prints pay slips between the 21<sup>st</sup> and the 24<sup>th</sup> and distributes them to Salaries staff for packing and distribution.
- 5.4.21 AR Salaries forwards to Deputy Registrar, Human Resources the Net Pay Analysis Report for final checking and signature.
- 5.4.22 Signed Net Pay Analysis is forwarded to Administrative Assistant-Bursar for payment.
- 5.4.23 Chief Accounts Clerk and AR Salaries print allowances reports e.g. Proctors Allowance, Chairman's Allowance, Deans Allowance etc., at the end of each month.



## **6. Standard Operating Procedures for Performance Management System (Non-Academic Staff)**

### **6.1 SCOPE**

These procedures relate to the following aspects:

- 6.1.1 Collaborative planning
- 6.1.2 Managing performance
- 6.1.3 Performance assessment

### **6.2 Applicability**

These procedures apply to all employees of the University except:

- 6.2.1 Academic Staff Members
- 6.2.2 Part-Time Employees
- 6.2.3 Visiting Staff
- 6.2.4 Temporary Staff on Short-Term Contracts.

### **6.3 Reference Documents**

- 6.3.1 Job Description
- 6.3.2 MUASt Strategic plan
- 6.3.3 Faculty Work Plan,
- 6.3.4 Departmental Work Plan

### **6.4 Procedures**

#### **6.4.1 Collaborative Planning**

- 6.4.1.1 The Human Resources Department issues notification for collaborative planning during the first week of September to departments.
- 6.4.1.2 The supervisor and his/her subordinate plan and agree on the subordinate's performance targets and objectives for the year as set out in Appendix by the end of the first week of September.
- 6.4.1.3 The Department sends the signed performance plan to the relevant section of the Department of Human Resources for filing by the 7<sup>th</sup> of September.

### **6.5 Managing Performance**

- 6.5.1 The Department of Human Resources issues notification for quarterly performance reviews as outlined in SR45 by the 3<sup>rd</sup> of the month beginning each quarter.
- 6.5.2 The supervisor conducts the overall performance assessment and forwards the form to the Department of Human Resources by the 30<sup>th</sup> of the month ending each quarter.
- 6.5.3 The supervisor identifies poor performance and recommends corrective action where necessary.

### **6.6 Performance Assessment**

- 6.6.1 In the final quarter, the supervisor conducts the overall performance assessment and forwards the form to the Department of Human Resources by the 30<sup>th</sup> of September.
- 6.6.2 The completed SR45 form is sent to the relevant section of Human Resources for inputting of all employees' performance records final mark into the Belina system by the 30<sup>th</sup> of October.

## **7. Standard Operating Procedures for Training and Development of Staff**

### **7.1 Scope**

The procedures shall relate to the training and development of permanent staff and temporary full-time staff on long term contracts.

### **7.2 Applicability**

These procedures shall apply to all employees of the University except

- 7.2.1 Part-time employees
- 7.2.2 Temporary Full-Time staff on short term contracts
- 7.2.3 Visiting lecturers

### **7.3 Reference Document**

- 7.3.1 Staff handbook

### **7.4 Training and Development Procedures**

- 7.4.1 The Department of Human Resources confirms the availability of funds to support staff training programmes in January of every year.
- 7.4.2 The Department of Human Resources writes to all Departments/Units asking for submission of training and development needs of their staff by 31 May and 30 November of every year.
- 7.4.3 The service department/unit submits the training needs to the Department of Human Resources by the set deadlines.
- 7.4.4 The Department of Human Resources in conjunction with the service department identifies the necessary training intervention programmes to address the said gap. This is done in the first week of June or December.
- 7.4.5 The Department of Human Resources drafts the training programme within the second week of June or December
- 7.4.6 The Department of Human Resources makes recommendations to the Vice Chancellor on the training programme for approval.
- 7.4.7 Upon approval by the Vice Chancellor, the Department of Human Resources arranges and facilitates the training before the end of July or January.
- 7.4.8 The Department of Human Resources conducts a training impact evaluation of the training programme through the trained employees and Supervisors a month after the training.
- 7.4.9 The Department of Human Resources compiles as assessment report highlighting possible solutions/remedies within a week of completion of the training impact evaluation.
- 7.4.10 The report is sent to the Vice Chancellor.

## 8. Standard Operating Procedures for Academic Staff Promotion

### 8.1 Scope

These procedures relate to promotion to the following grades:

- 8.1.1 Senior lecturer/Senior Research Fellow
- 8.1.2 Associate Professor/Associate Research Professor
- 8.1.3 Full Professor/Full Research Professor

### 8.2 Applicability

These procedures apply to:

- 8.2.1 All academic Staff employed by the University on permanent basis;
- 8.2.2 All academic Staff who are non - Zimbabwean citizens but have Zimbabwe permanent residence.

### 8.3 Reference Documents

- 8.3.1 Ordinance 51
- 8.3.2 MUASt Act

### 8.4 Promotion Procedure

- 8.4.1 The Department of Human Resources generates an internal advertisement annually in *early February* inviting Academic members of staff wishing to apply for promotion.
- 8.4.2 Applicants apply for promotion as guided by the annual advertisement and submit the completed applications to the Chairpersons of the member's Departments *by 31 March of every year*.
- 8.4.3 The Chairperson of the Department processes the member's application through the Department Board and then submits it to the Dean of the Faculty/College by *28 April annually*.
- 8.4.4 The Dean processes members' application dossiers as received from the Chairpersons of Departments and submits them to the Academic Staff section of the Department of Human Resources, together with a report and recommendation by himself/herself as Dean by *20 May of every year*.
- 8.4.5 Upon receipt of members' applications, the Academic Staff Section of the Department of Human Resources peruse through the application dossiers to check if all documents outlined in the advertisement have been submitted and verify whether applicants have followed the prescribed format in the SR32 (Application for Promotion) Form.
- 8.4.6 The Department of Human Resources arranges and services the first (initial) Academic Staff Promotions Committee meeting to consider all the applications with a view to refer them to Assessors. The meeting is normally diarized by the University *end of June or early July of every year*.
- 8.4.7 The Department of Human Resources generates minutes of the Academic Staff Promotions Committee meeting and submit them to the Chairman of the Committee (Vice Chancellor) for signing.
- 8.4.8 Upon receipt of signed minutes of the Academic Staff Promotions Committee meeting, the Department of Human Resources immediately informs applicants about the outcome of the preliminary promotion process.
- 8.4.9 Regarding the successful applicants, the Department of Human Resources immediately starts requesting proposed assessors to carry out assessment work on publications of members who have been approved for promotion by the Committee.

- 8.4.10 Once the assessors accept to do the assessment, the publications are dispatched to them.  
*Please note that this is a very long and rigorous process which takes place from July up to until February of the next year.*
- 8.4.11 On completion of assessment reports, Assessors send them to the Department of Human Resources.
- 8.4.12 On receipt of assessment reports for applicants, the Department of Human Resources arranges and services the second and final meeting of the Academic Staff Promotions Committee to consider the Assessors' reports. The meeting is normally diarized annually by the University during the *first week of March*.
- 8.4.13 The Department of Human Resources generates minutes of the Academic Staff Promotions Committee meeting and submits them to the Chairman of the Committee (Vice Chancellor) for signing.
- 8.4.14 Upon receipt of signed minutes of the Academic Staff Promotions Committee meeting, the Department of Human Resources immediately advises, in writing, all applicants about the outcome of their applications. Copies of the letters are also issued to the relevant Departments/sections.
- 8.4.15 The Department of Human Resources changes the grades of the members promoted for salary adjustments to be effected.
- 8.4.16 All promotions will take effect on *01 January* of each year unless advised otherwise.

## 9. Standard Operating Procedures for Non-Academic Staff Promotions

### 9.1 Scope

These procedures relate to Promotions for Non-Academic Staff members of the University.

### 9.2 Applicability

These procedures shall apply to all Non-Academic Staff employees of the University except:

- 9.2.1 Vice Chancellor
- 9.2.2 Pro-Vice Chancellor(s)
- 9.2.3 Registrar
- 9.2.4 Librarian
- 9.2.5 Bursar

### 9.3 Reference Document

- 9.3.1 Appointment, Advancement and Promotion Procedures for the Various Categories of Staff.

### 9.4 Promotion Procedure

- 9.4.1 The Department of Human Resources confirms with the relevant office the availability of funds to support promotions.
- 9.4.2 If funds are available, The Department of Human Resources generates an internal advertisement annually in **early February** inviting Non Academic members of staff wishing to apply for promotion **31 July of every year**.
- 9.4.3 Applicants apply for promotion as guided by the annual advertisement and submit the completed applications to the Chairperson/Head of member's Departments by **31 March of every year**.
- 9.4.4 The Chairperson/Head of Department processes the member's application through the Department Board and then submits it to the Dean of the Faculty/College (*in the case of teaching departments*) by **28 April annually**.
- 9.4.5 The Dean processes members' application dossiers as received from the Chairpersons of Departments and submits them to the relevant Non Academic Staff section of the Department of Human Resources, together with a report and recommendation by himself/herself as Dean by **20 May of every year**.
- 9.4.6 Upon receipt of members' applications, the relevant Non-Academic Staff Section of the Department of Human Resources peruse through the application dossiers to check if all documents outlined in the advertisement have been submitted and verify whether applicants have followed the prescribed format in the S.R 9 (Application for Promotion) Form.
- 9.4.7 The Department of Human Resources arranges and services the Non-Academic Staff Promotions Committee meeting to consider all the applications. The meeting is normally diarized by the University **end of June or early July of every year**.
- 9.4.8 The Department of Human Resources generates minutes of the Non-Academic Staff Promotions Committee meeting and submit them to the Chairman of the Committee (Vice Chancellor) for signing within **three (3) days**.
- 9.4.9 Upon receipt of signed minutes of the Non-Academic Staff Promotions Committee meeting, the Department of Human Resources informs applicants about the outcome of the promotion process within **two (2) days**. Copies of the letters are also issued to the relevant Departments/sections.
- 9.4.10 The Department of Human Resources changes the grades of the members promoted for salary adjustments to be effected.
- 9.4.11 All promotions will take effect on 01 January of each year unless advised otherwise.



## 10. Standard Operating Procedures for Leave Management

### 10.1 Scope

These procedures relate to the following types of leave:

- 10.1.1 Ordinary Leave
- 10.1.2 Sick Leave
- 10.1.3 Maternity Leave
- 10.1.4 Special Leave
- 10.1.5 Duty Leave
- 10.1.6 Contact Leave
- 10.1.7 Study Leave

### 10.2 Applicability

These procedures shall apply to all employees of the University except:

- 10.2.1 Part time employees
- 10.2.2 Graduate Teaching Assistants
- 10.2.3 Visiting Lecturers
- 10.2.4 Employees who work on a voluntary basis

### 10.3 Reference Documents

- 10.3.1 Human Resources Manual
- 10.3.2 Labour Act Chapter 28:1
- 10.3.3 Terms and Conditions of Service

### 10.4 Procedures

#### 10.4.1 Ordinary and Duty Leave

- 10.4.1.1 An employee applies for ordinary/annual vacation leave by completing the prescribed Ordinary/Annual Leave Form three days before proceeding on such leave except for special leave.
- 10.4.1.2 The leave form is then submitted to the Head of Department who recommends the leave by signing in the appropriate space on the form.
- 10.4.1.3 In the case of teaching staff and faculty office staff, the leave form is then forwarded to the Dean of the Faculty who also recommends the leave and forwards it to the relevant Section of the Department of Human Resources.
- 10.4.1.4 In the case of Technical and Clerical Staff, and Junior Non-Academic Staff Sections, the Leave is then approved by the Assistant Registrar of the relevant Section of the Department of Human Resources. In the case of Academic and Senior Non-Academic Staff.
- 10.4.1.5 The Assistant Registrar of the respective Section submits the leave form to the Vice-Chancellor's Office, through the Deputy Registrar's office.
- 10.4.1.6 The Vice-Chancellor approves or disapproves the leave application.

#### 10.4.2 Ordinary and Duty Leave

#### 10.4.3 Sick Leave

- 10.4.3.1 An employee applies for sick leave by completing the prescribed Sick Leave Form (SR4b).

10.4.3.2 In the event that an employee falls sick and is unable to report for duty, he/she shall upon returning to work immediately complete and submit a sick leave form together with a medical certificate.

10.4.3.3 The procedures for applying for ordinary leave in stage 2 to 3 above shall apply *mutatis mutandis* to the procedures of applying for sick leave

**10.4.4 Maternity Leave**

10.4.4.1 On production of a certificate signed by a Registered Medical Practitioner or State Registered Nurse certifying that she is pregnant, an employee may proceed on maternity leave not earlier than the forty-fifth day and not later than the twenty first day prior to the expected date of delivery.

10.4.4.2 The procedures for applying for ordinary leave in 4.5.2 to 4.5.5 above shall apply *mutatis mutandis* to the procedures of applying for sick leave

**10.4.5 Special Leave**

10.4.5.1 An employee applies for special leave by completing the prescribed Form (SR10b).

10.4.5.2 In the event that an employee has a *vis-major* and is unable to report for duty, he/she shall upon returning to work immediately complete and submit the leave form.



## 11. Standard Operating Procedures for Disciplinary and Grievance Handling Procedures

### 11.1 Scope

These procedures relate to Disciplinary Cases.

### 11.2 Applicability

These procedures shall apply to all employees of the University except;

11.2.1 Vice Chancellor

11.2.2 Pro-Vice Chancellor(s)

### 11.3 Reference Documents

11.3.1 Labour Act (Chapter 28.01)

### 11.4 Standard Operating Procedures for Disciplinary Action

- 11.4.1 Head or Chairperson of Department informs the Deputy Registrar, Human Resources within two (2) days where he has reasonable belief that an act of misconduct has been committed by an employee.
- 11.4.2 Deputy Registrar, Human Resources immediately informs the Vice Chancellor upon receipt of a report of alleged misconduct.
- 11.4.3 The Vice Chancellor refers the matter within two (2) days either to the Registrar or the Chief Security Officer for investigations.
- 11.4.4 The Registrar or the Chief Security Officer as the case may be, conducts investigations in the matter within five (5) working days and compile a report for the Vice Chancellor. The investigations can be extended to a period not exceeding thirty days upon request on good cause from the Vice Chancellor.
- 11.4.5 The Vice Chancellor if he deems it fit, refers the matter within two (2) days to the Staff Disciplinary Committee for a hearing. In referring the matter to the Staff Disciplinary Committee, the Vice Chancellor may suspend the employee with or without salary and benefits.
- 11.4.6 The relevant Assistant Registrar, Human Resources convenes a disciplinary hearing and at the same time informs the employee in writing of the charge(s) that he is facing and his rights to a fair hearing.
- 11.4.7 The Staff Disciplinary Committee conducts a disciplinary hearing within fourteen (14) days after the Vice Chancellor has referred the matter for its attention.
- 11.4.8 The Staff Disciplinary Committee imposes an appropriate penalty.
- 11.4.9 Minutes for the disciplinary hearing are generated and forwarded to the Vice Chancellor for approval within two (2) days.
- 11.4.10 The relevant Assistant Registrar, Human Resources immediately advises in writing the member of staff charged, the verdict of the Staff Disciplinary Committee within two (2) days.
- 11.4.11 The member of staff concerned acknowledges receipt by signing and dating a second copy the letter of verdict.
- 11.4.12 A copy of the letter of verdict is filed in the employee's personal file and carbon copies dispatched to relevant sections.

## 11.5 Standard Operating Procedures for Appealing Against Disciplinary Actions

- 11.5.1 The Appellant submits in person to the respective Assistant Registrar, Department of Human Resources, a written appeal addressed to the Appeals Committee within seven (7) days of being notified of the decision by a Staff Disciplinary Committee.
- 11.5.2 The Assistant Registrar, Department of Human Resources records and forward the appeal to the Vice Chancellor within two (2) days.
- 11.5.3 The Vice Chancellor refers the appeal to the Appeals Committee for consideration within two (2) days.
- 11.5.4 The Appeals Committee considers the appeal within seven (7) days from the date of receipt of the appeal.
- 11.5.5 Minutes for the appeal hearing are generated and forwarded to the Vice Chancellor for approval within two (2) days.
- 11.5.6 The Appeals Committee immediately gives a written notice of its decision to the Staff Disciplinary Committee as the case may be and to the staff member concerned within two (2) days.

## 11.6 Standard Operating Procedures for Grievance Handling

- 11.6.1 The aggrieved member(s) of staff brings the grievance to the attention of his/her immediate supervisor or head of department.
- 11.6.2 The supervisor or head of department identifies the grievance and the relevant circumstances and arrange for a hearing within four (4) working days to solve the matter.
- 11.6.3 If the supervisor or head of department fail to resolve the grievance within four (4) working days, or if the aggrieved staff member(s) remains discontented, the matter is referred forthwith to the Grievance Committee.
- 11.6.4 The Grievance Committee makes a decision concerning the grievance within three (3) working days of the completion of the enquiry and, in any event, within fourteen (14) days from the date upon which the matter was referred to it.
- 11.6.5 If the Grievance Committee fails to resolve the matter or if the staff member(s) remains dissatisfied with the outcome of the enquiry, the matter may be referred to the Vice – Chancellor.
- 11.6.6 Should the Vice Chancellor be unable to resolve the grievance or should the staff member(s) remain discontented, an appeal may be lodged with the Labour Court in terms of the Labour Act (Chapter 28:01).

## 12. Standard Operating Procedures for Termination and Exit

### 12.1 Scope

These procedures relate to termination and exit of permanent and temporary staff on;

- 12.1.1 Resignation
- 12.1.2 Dismissal
- 12.1.3 Retirement
- 12.1.4 Death
- 12.1.5 Retrenchment
- 12.1.6 Expiry of contract

### 12.2 Applicability

These procedures shall apply to all employees of the University.

### 12.3 Reference Documents

- 12.3.1 Staff Handbook
- 12.3.2 Labour Relations Act (Chapter 28:01)

### 12.4 Termination and Exit Procedures

In all circumstances (other than death) where the employee leaves the University, the employee will be required to complete the **SR 15 Form** prior to his/her last day of service at the institution.

### 12.5 Resignation

- 12.5.1 An employee who intends to resign from the University shall submit a notice of such intention to the Department of Human Resources through his/ her Head of Department who will immediately forward the notice to the Human Resources Department at least three 3 calendar (for non-academic staff) and six 6 calendar months (for academic staff).
- 12.5.2 The Department of Human Resources will in turn inform the Vice Chancellor of such notice at least **two (2) days** after the receipt of such notice.
- 12.5.3 The Department of Human Resources will acknowledge an employee's resignation and advise him /her of his/her indebtedness with regards to notice period where applicable within two (2) working days.
- 12.5.4 Part time academic staff is required to give and serve a notice period of **two (2) weeks**.
- 12.5.5 For the avoidance of doubt, a calendar month runs from the first day of a specific month to its last day.

### 12.6 Dismissal

- 12.6.1 The University may dismiss an employee on the grounds of misconduct upon instituting disciplinary procedure.
- 12.6.2 The Human Resources Department shall notify the within fourteen (14) working days from the date of the Staff Disciplinary Committee deliberations.

### 12.7 Retirement

- 12.7.1 The Human Resources Department shall send notice of retirement to the concerned staff member by 30 March of the year in which the member reaches retirement age of **sixty-five (65) years**:

- 12.7.2 **Early retirement** – An employee who attains the age of **fifty-five (55)** years may be allowed to retire from the University by submitting an application to the Department of Human Resources by 30 January of the year in which they attain the early retirement age of **fifty-five (55)** years.
- 12.7.3 The Department of Human Resources shall seek permission to retire the staff member for the Vice Chancellor within seven days of receiving such application.
- 12.7.4 **Retirement on medical grounds** - If an employee is incapacitated by illness such that he/she cannot continue to carry out his/her duties, the University may, subject to the recommendations of a Medical Board appointed to examine him/her, retire the employee on medical grounds, provided that the employee would have exhausted his/her sick leave entitlement.

## 12.8 Death

- 12.8.1 In the event of death in service of permanent employee, the relevant Faculty/Department will 24 hours inform the Department of Human Resources.
- 12.8.2 The Department of Human Resources will seek senior management approval within one day of receiving such notice.
- 12.8.3 The Human Resources Department shall immediately send an instruction to the Salaries to process the member's funeral benefits.
- 12.8.4 The member's nominated beneficiaries will immediately be paid a Death in Service Benefit, at a rate fixed from time to time by the University Pension Scheme.

## 12.9 Retrenchment

- 12.9.1 All retrenchments within the university will be effected in compliance with the provisions of Labour Act Chapter 28:1.

## 12.10 Expiry of Employment Contract

- 12.10.1 The Department of Human Resources shall write to the employee advising him/ her of the last day of service a month before the expiry of contract.
- 12.10.2 The employee shall immediately acknowledge receipt of the end of contract letter and submit it to the Department of Human Resources within 24 hours.