



UNIVERSITY OF EASTERN AFRICA, BARATON

Chaplaincy Procedures



**QUALITY MANAGEMENT SYSTEM DOCUMENTATION
BASED ON ISO 9001:2015**

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Worship Services

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Version No: 1.0

Revision Date: 2nd April, 2025

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Worship Services

Doc No: PR-CHAP-001

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UNIVERSITY OF EASTERN AFRICA, BARATON

QUALITY MANAGEMENT SYSTEM

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Date: 2nd April, 2025

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Date: 2nd April, 2025



Worship Services

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Worship Services

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1.0 GENERAL

1.1 Purpose

To ensure consistency and effectiveness of worship services.

1.2 Scope

This procedure applies to worship services at University of Eastern Africa, Baraton.

1.3 References

Document Category	Document Title
Policy	Church Manual

1.4 Terms and Definitions

Abbreviation/Term	Description
Adboard	Administration Board

1.5 Principal Responsibility

The University Chaplain shall ensure adherence to this procedure.

1.6 Inputs

The Spiritual need of the congregants

1.7 Resources

- a) Personnel
- b) Spiritual literature
- c) Internet
- d) Hardware
- e) Venue

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

No predecessor process.



Worship Services

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2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start within the last month of every Semester with the University Chaplain preparing the Church Calendar of Events taking into consideration:- a) Planned activities for the Semester; b) Availability of Speakers; and c) Budgetary considerations.	Church Calendar of events	University Chaplain
2.2.2	Upon preparation of the Calendar, the University Chaplain shall forward it to the Church Board approval.	Evidence of communication	University Chaplain
2.2.3	Upon receipt of the Calendar, the Church Board shall approve it guided by the criteria in 2.2.1. The University Chaplain shall act on any recommendations from the Church Board.	Excerpts of Church Board meeting minutes	Church Board
2.2.4	Upon approval, the University Chaplain shall communicate the programme to the University Community via e-mails and bulletin board announcements.	Evidence of communication	University Chaplain
2.2.5	In cases of invitation of guest speakers, the University Chaplain shall seek approval of the University Adboard.	Evidence of communication	University Chaplain



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Step	Activity	Record	Responsibility
2.2.6	On the material days, the University Chaplain shall ensure adherence to the Calendar of events.	Implemented Calendar of events	University Chaplain
2.2.7	The University Chaplain shall prepare and submit a report to the Church Board for information on a monthly basis.	Report	University Chaplain

2.3 Process Output

Completed worship services

2.4 Subsequent Processes

No subsequent process.

3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Level of implementation of Church Calendar of Events	% of worship services conducted as scheduled per Semester

University of Eastern Africa, Baraton

Quality Management System based on ISO 9001:2015

Handling of Church matters

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Handling of Church matters

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Handling of Church matters

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Document Version Control Sheet

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Handling of Church matters

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Handling of Church matters

Doc No: PR-CHAP-002

Ver. No: 1.0

Rev date: 2nd April, 2025

1.0 GENERAL

1.1 Purpose

To ensure effectiveness and consistency in handling church matters.

1.2 Scope

This procedure applies to the handling of Church matters at UEAB.

1.3 References

Document Category	Document Title
Policy	Church Manual

1.4 Terms and Definitions

Abbreviation/Term	Description
Adboard	Administration Board
HoD	Head of Department

1.5 Principal Responsibility

The University Chaplain shall ensure adherence to this procedure.

1.6 Inputs

Received requests

1.7 Resources

- a) Personnel
- b) Funds

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

No predecessor process.

2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This procedure shall start with the University Chaplain receiving a request from a HoD.	Evidence of communication	University Chaplain
2.2.2	On receiving the request, the University Chaplain shall review it guided by:- a) cost implications; and	Evidence of communication	University Chaplain



Handling of Church matters

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Step	Activity	Record	Responsibility
	b) alignment with the role of the Church In the event that the University Chaplain raises an issue with the request the HoD shall act accordingly.		
2.2.3	Upon review, the University Chaplain shall table it in a Church Board meeting for approval. In approving the request, the Church Board shall consider the criteria in 2.2.2.	Excerpts of Church Board meeting minutes	University Chaplain
2.2.4	Based on the nature of the activities and cost implication, the University Chaplain shall table it to the Adboard for further approval.	Excerpts of Adboard meeting minutes	University Chaplain
2.2.5	Upon approval, the University Chaplain shall communicate the outcome to the HoD for implementation.	Evidence of communication	University Chaplain
2.2.6	The HoD shall implement the approved plan, prepare and submit a report to the University Chaplain who shall table it to the Church Board for information and action where necessary.	Activity Report	University Chaplain

2.3 Process Output

Conducted activities

2.4 Subsequent Processes

No subsequent process



Handling of Church matters

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3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Timeliness	Turnaround time for giving feedback to the requesting party per Semester

University of Eastern Africa, Baraton

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Counselling

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Counselling

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Reviewed by: DQA

Approved by: VC



Counselling

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Counselling

Doc No: PR-CHAP-003

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1.0 GENERAL

1.1 Purpose

To enhance consistency and effectiveness in providing counselling services to students and staff.

1.2 Scope

This procedure applies to the Counselling to clients at the Church.

1.3 References

Document Category	Document Title
Policy	Church Manual

1.4 Terms and Definitions

Abbreviation/Term	Description

1.5 Principal Responsibility

The University Chaplain shall ensure adherence to this procedure.

1.6 Inputs

Clients' needs.

1.7 Resources

- a) Personnel
- b) Stationery
- c) Space

2.0 PROCESS DESCRIPTION

2.1 Predecessor Processes

- a) Counselling
- b) Handling of students' discipline
- c) Handling of staff discipline



Counselling

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2.2 Process Steps

Step	Activity	Record	Responsibility
2.2.1	This shall start with the University Chaplain receiving clients from voluntary consultation and referrals from faculty and staff or University Counsellor.		University Chaplain
2.2.2	Upon receipt of a client, the University Chaplain shall schedule a counselling session at an appropriate time depending on the nature and urgency of the case.	Evidence of communication	University Chaplain
2.2.3	During the counseling sessions, the University Chaplain shall provide a conducive environment for counselling by ensuring; privacy of delivery, full concentration, assurance of confidentiality where possible.		University Chaplain
2.2.4	In the event of a need for referral, the University Chaplain shall ensure the same and make follow up to ensure the client receives the necessary support.	Referrals records	University Chaplain
2.2.5	Where applicable, the University Chaplain shall ensure counseling records are kept and maintained	Files	University Chaplain

2.3 Process Output

Counselled client

2.4 Subsequent Processes

No subsequent process.



Counselling

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3.0 PROCESS PERFORMANCE INDICATORS

Key Performance Indicator	Monitoring and Measurement
Effectiveness of guidance and Counselling sessions	Percentage of terminated cases against total cases per Semester