

**National Open University of Nigeria**

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| SOP Title | Centre for Human Resources and Development (CHRD) |
| SOP No: | NQSA/SOP/TEL/001 |
| Owner: | National Open University of Nigeria (NOUN) |
| Approved By: | The University Senate |
| Manager/Driver: | Centre for Human Resources and Development (CHRD) |
| Date of Approval: |   |
| Date of Next Review: | The date will be 3 years from the date of approval (to be inserted after approval) |

# **Purpose**

The Centre for Human Resource Development (CHRD) is structured along specific functional roles to enhance human capital development and render Corporate Social Responsibility (CSR) to the society.

**Centre for Human Resource Development (CHRD) Activities**

1. Micro Certification
2. Skill Acquisition
3. Staff Administration
4. NOUN Staff School (NSS)
5. NOUN Fire Service
6. NOUN Water Factory
7. NOUN Mini Sports Complex
8. NOUN Guest inn
9. Report/Directives/Request/Memos, etc. on activities of the CHRD
10. Coordination of ICT/MIS related activities
11. Legal services
12. Collection and retirement of funds
13. Security of lives and property
14. Physical planning and development
15. Artisan training
16. Works and Services

**Activities and Actions**

| **S/N** | **Activity (Assigned Task)** | **Steps (Task Description)** | **Maximum Days to Complete each Step** | **Action by (Name and ID Number)** | **Evidence of Completed Activity (Task)** |
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| 1 | Micro Certification  | 1. Training and award of certificate in collaboration/partnership with private entities through PPP arrangement.
2. Implement the MoU signed by the University on collaborations and partnerships on certificate courses.
3. Liaise with other Units/Directorates of the university to implement the MoUs on certificate Programme.
4. Report/respond to inquiry from the Vice Chancellor.
5. Sourcing of partners/collaborators for short/certificate courses.
 | 182 days(Bi-annual) |  | 1. List of Programmes/Coure materials for the training.1. List of signed MoUs.
2. Minutes and decision extracts of Faculty Board Meetings on approval of OPP and DPP.
3. Reports of Inquiry from the Vice Chancellor.
4. List of Students enrolment by department, programme, year, and semester.
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| 2 | Skill Acquisition  | 1. Skill acquisition training and services in tailoring, hair dressing, make-up artist, bead making, Manicure and Pedicure etc.

 1. Supervision and coordination of staff and trainees.
2. Supervision of Partners/collaborators’.
3. Preparation of monthly sales report.
4. Commercial tailoring services e.g sewing of NOUN Staff School pupils’ uniforms.
5. Commercial services in hair dressing, pedicure, manicure, and fashion design, etc.
6. Sourcing of customers and ensuring that services are rendered on time efficiently.
 | 90 Days |  | 1. List of Skills Acquisition Programme that is been run.
2. Reports of the training and list of Staff.
3. The Report of the supervision and the list of Partners/collaborators.
4. Submitted Monthly sales Reports.
5. Numbers of sewn uniform with approval of the Centre Director.
6. List of commercial services rendered with approval of the Centre Director.
7. Advocacy materials, eg. Flyers, Newsletter, Bill boards.
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| 3 | Staff Administration | Managing and maintaining of staff records and files.1. Documentation and management of staff records and correspondence.
2. Report writing and taking of minute.
3. Processing/Documentation of staff annual leave.
4. Ensuring compliance to extant university rules and regulations.
5. Managing of CHRD social media group.
6. Filing of documents.
7. Follow up on staff matters with other units of the CHRD/university.
8. Documentation of new staff.
9. Quality assurance report
 | 90 Days |  | 1. List of Staff Records.
2. Minutes/Reports of Meeting.
3. List of staff approved for annual leave.
4. Reports of Compliance to the rules.
5. List of Social Groups.
6. List of filled documents.
7. Report of the follow up.
8. List of New Staff.
9. Quality assurance report
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| 4 | NOUN Staff School | Administration and management of the NOUN Staff School (NSS), Kaduna.1. Organizing and monitoring of teaching and non-teaching staff.
2. Routine report on school activities.
3. Planning and implementation of school academic calendar.
4. Admission and enrolment of pupils.
5. Monitor payment, and maintain accounting/financial records.
6. Organizing school extra curriculum activities/events.
7. Production of end of term report and newsletter.
8. Record of store inventory, receipt and issuance of items.
 | 90 Days |   | 1. Report of the Monitoring.
2. Routine, termly and end of year reports.
3. Academic calendar and newsletter.
4. List of admitted pupils.
5. Records of payments.
6. Reports and list of extra curriculum activities/events.
7. Reports/Newsletter produced.
8. Receipts of Store items issued.
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| 5 | NOUN Fire Service  | Safety of life and property of NOUN staff/facilities, and community.1. Safety, training and maintenance on use of fire extinguisher.
2. Rendering fire service support to the community.
3. Fire prevention/fighting.
4. Maintenance of fire service truck and equipment.
 | 90 Days |  | 1. Reports on training/photo of training.
2. Reports on training/photo of

Service.1. List/photos of maintained truck and equipment.
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| 6. | NOUN Water Factory  | Production/distribution of sachet water and management of the NOUN water factory.1. Purchase of raw materials for production of sachet water and managing of IGR.
2. Servicing and maintenance of the water treatment line.
3. Servicing and maintenance of distribution truck and generator plant.
4. Sanitation of factory interior and surrounding and advice on quality production.
5. Engagement of part-time workers to support production.
6. Distribution of free bags of NOUN sachet water to staff of NSS, NOUN Security, (1 bag weekly), Kaduna Study Centre, FAS, NOUN Fire Service, NBAIS and NCNE (5bags weekly), etc. as marketing strategy and CSR to NOUN formations and non-NOUN MDAs on Kaduna campus.
 | 90 Days  |  | 1. Receipts of purchase of raw materials.
2. Photo of treatment line.
3. List/Photo of truck and plant.
4. Letter of engagement.
5. List of sachet water distributed.
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| 7 | NOUN Mini Sports Complex  | Overseeing NOUN mini-sports complex, organizing and managing sporting activities.1. Meeting with clubs/ private bodies to promote sport and usage of the mini sport complex.
2. Routine checks on the NOUN mini-sports complex facilities.
3. Organizing inter- house sports competition for NOUN Staff School.
 | 90 Days |  | 1. Minutes/Reports of meeting.
2. Reports of the routine cheeks.
3. Memos/Letters sent out.
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| 8 | NOUN GUEST INN | Provision of commercial accommodation and maintenance of facilities:1. Sales of Accommodation, dressing and cleaning of Rooms.
2. Sales of Food and Beverages.
3. Sanitation and Gardening.
4. Management of staff and facilities.
 | 90 Days |  | 1. Receipts issued for accommodation.
2. Receipts/Reports of Food and Beverages.
3. Reports/Photos of sanitation and gardening.
4. List of Staff/facilities.
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| 9 | Report/Request/Memos/Meeting, etc.on activitiesof the CHRD | 1. Reports (and responses) to the Vice Chancellor, partners/collaborators, Units, Directorates, Faculties, etc. on the various activities of the CHRD.
2. Routine operational reports.
3. Presentation/reports to NOUN Staff School governing board.
4. Correspondence/meetings with NOUN partners/collaborators.
 | 90 Days |  | 1. Reports of operations.
2. Minutes of meetings.
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| 10 | Coordination of ICT/MIS related activities  | Managing of ICT/MIS related activities.1. Managing staff ICT/MIS related complaints.
2. Maintenance of ICT facilities.
3. ICT/MIS support to certificate course programs.
4. Updating Centre website in liaison with the DICT.
 | 90 Days | Abdullahi Muhammad(06426) | 1. List of complaints.
2. List of facilities maintained.
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| 11 | Legal Services | Drafting of MoUs, and negotiations/bargaining/Legal representation.1. Drafting MoUs.
2. Legal advice.
3. Legal representation.
4. Negotiation, writing and editing reports.
 | 365 Days |  | 1. Reports on MoUs
2. Routine reports.
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| 12 | Collection and Retirement of Funds | Record keeping of income, expenditure and retirement of expenses.1. Record keeping of income and expenditure.
2. Weekly financial reconciliation report on IGR.
3. Retirement of impress.
4. Record of store inventory, receipt and issuance of items.
 | 90 Days | Dr | 1. Weekly income and expenditure report.
2. Monthly bank statement.
3. Remitta Receipt.
4. Vouchers of retired impress.
5. Receipt Inventory and items issuance.
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| 13. | Security of lives and property | Security and safety of students/learners, staff, visitors and properties.1. Monitoring of the NOUN main gate and environ against security breach.
2. Investigation documentation and report on security breach.
3. Response to Emergency

 Situation.1. Monthly security drilling and parade.
2. Liasing with other security agencies.
 | 90 Days  |  | 1. Visitors record book.
2. Handing and taking over report.
3. Incident report.
4. Minutes of meeting with other security outfits.
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| 14 | Physical planning and development  | Documentation, allocation, monitoring, supervision, attending site board meetings on physical planning.1. Sighting/allocation of new project.
2. Organizing/attending site board meetings.
3. Monitoring of new project from start to completion.
4. Approvals/Documentation of contract documents.
5. Writing of progress reports.
6. Takeover of the completed project.
 | 360 Days |  | 1. Progress report of projects.
2. Minutes of Board meetings.
3. Report/Certificate of Completion of new project.
4. List of contract documents with approval.
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| 15 | Artisan Training | Organizing, managing and coordination of Artisan training programs**.**Collaboration and partnership on short courses such as:* Electrical Installations
* Solar Power System Installation
* CCTV Installation
* Plumbing Installations
* Carpentry
* Painting
* Brick/Block Laying and Concreting
* Welding and Steel Fabrication.
* Plaster of Paris (POP), etc.
 | 365 Days |  | 1. List of programs approved.
2. Number of students graduated at each training with certificate issued.
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| 16 | Works and Services  | Maintenance and Management of Facilities in and around Kaduna Campus.1. Regular inspection and maintenance of NOUN buildings such as:

CHRD Office ComplexNOUN Guest HouseNOUN Water FactoryNOUN Staff SchoolsNOUN Mini StadiumNOUN Fire ServiceKaduna Study Centre Faculty of AgricultureNOUN Farm.1. Managing and coordinating the maintenance of generators, plumbing, carpentry works equipment’s, etc.
2. Liaising with Kaduna Electricity Distribution Company for monthly meter readings.
3. Record of occupants of NOUN residential files.
 | 90 Days  |  | 1. Report on routine maintenance..
2. Report/list of equipment managed.
3. Receipts of electricity bills
4. List of occupants of NOUN properties.
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**Team of Developers**

1. Dr. Aminu Umar (Director CHDR)

2. Dr. Aimuyedo Mary T.