

LICENSING OF STUDENT RECRUITMENT AGENCIES WEB PORTAL USER MANUAL

PRESENTED BY



COMMISSION FOR UNIVERSITY EDUCATION

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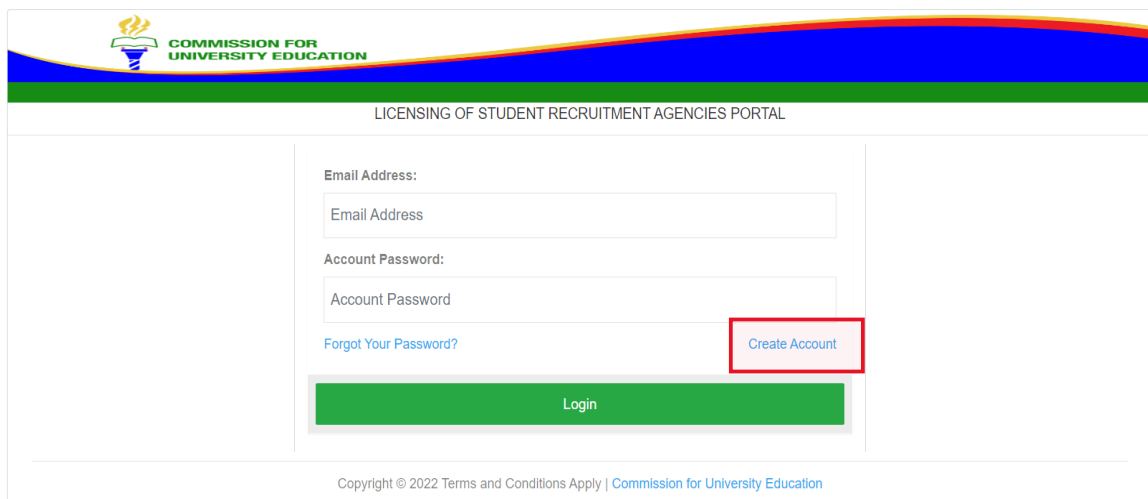
2 INTRODUCTION

The Licensing of Student Recruitment Agencies portal has been extended to ease Licensing of Student Recruitment Agencies (LSRA) process. The system allows Agencies to fill in the Self-Assessment Report (SAR), make payments and track the process of Licensing of Student Recruitment Agencies (LSRA). The portal can be accessed using the address from any web browser.

2.1 User Registration

The web portal can be accessed via any browser.

1. Go to your browser's address bar and type the link.
2. Press Enter to access the login window below



The screenshot shows the 'LICENSING OF STUDENT RECRUITMENT AGENCIES PORTAL' login page. At the top, there is a header with the 'COMMISSION FOR UNIVERSITY EDUCATION' logo and a decorative blue and green wave. Below the header, the page title 'LICENSING OF STUDENT RECRUITMENT AGENCIES PORTAL' is centered. The main content area contains a login form with the following elements: 'Email Address:' label, an input field for 'Email Address', 'Account Password:' label, an input field for 'Account Password', a blue link for 'Forgot Your Password?', a green 'Login' button, and a red-bordered 'Create Account' button. At the bottom of the form, there is a footer with the text 'Copyright © 2022 Terms and Conditions Apply | Commission for University Education'.

3. **Click Create account to access the account registration page**

LICENSING OF STUDENT RECRUITMENT AGENCIES PORTAL

Please Fill in all the Details to Request for Account Creation

<p>Agency Name.*</p> <input type="text" value="Agency Name"/>	<p>Contact person Name: *</p> <input type="text" value="contact name"/>
Office Physical Location Details	
<p>Building Name.*</p> <input type="text" value="Building Name"/>	<p>Street Name *</p> <input type="text" value="Street Name"/>
<p>Floor Name*</p> <input type="text" value="Floor Name"/>	<p>Room Number. *</p> <input type="text" value="Room Number"/>
<p>Postal Address *</p> <input type="text" value="PO Box XXX"/>	<p>Postal codes: *</p> <input type="text" value="--select Postal Address--"/>
<p>City: *</p> <input type="text"/>	<p>Country Codes. *</p> <input type="text" value="--select Country Code--"/>
<p>WhatsApp Number</p> <input type="text" value="Enter whatsapp Number e.g 713xxxxxx"/>	<p>Telephone Number. *</p> <input type="text" value="Please enter telephone Number e.g 713xxxxxx"/>
<p>Agency Email Address. *</p> <input type="text" value="cue@example.com"/>	<p>Alternative telephone Number</p> <input type="text" value="Enter Alternative telephone Number e.g 713xxxxxx"/>
<p>Website.</p> <input type="text" value="website url"/>	<p>Upload a copy of the certificate of Business name(pdf only) *</p> <div> <input type="button" value="Choose File"/> No file chosen </div>

[Back to Login](#)

Figure 1 Account registration

Fill in all the details, submit and wait for account verification and login credentials from CUE

2.2 User Login.

The web portal can be accessed via any browser.

4. Go to your browser's address bar and type the link.
5. Press Enter to access below login window.

COMMISSION FOR UNIVERSITY EDUCATION

LICENSING OF STUDENT RECRUITMENT AGENCIES PORTAL

Email Address:

Email Address

Account Password:

Account Password

[Forgot Your Password?](#) [Create Account](#)

Login

Copyright © 2022 Terms and Conditions Apply | [Commission for University Education](#)

Figure 2:Login Form

- Log in to your account by typing in your registered email address and password (**as provided by the Commission for University Education**) in the appropriate text boxes.

Forgot Password.

The forgot password action assists users to request password change from CUE. At the account login page, click **Forgot password** to access the page shown in Figure 4. Fill in your email address and click **reset password**.

COMMISSION FOR UNIVERSITY EDUCATION

LICENSING OF STUDENT RECRUITMENT AGENCIES PORTAL

Please Fill in all the Details to Reset your Account Password

Email Address(Official Email Address)

xxxxxx@cue.or.ke

[Back to Login](#)

Reset Password

Copyright © 2022 Terms and Conditions Apply | Commission for University Education

Figure 3 Forgot Password

2.2.1 Using the Web Portal.

Upon login, a user will be able to access the main Dashboard as shown in **figure below**.

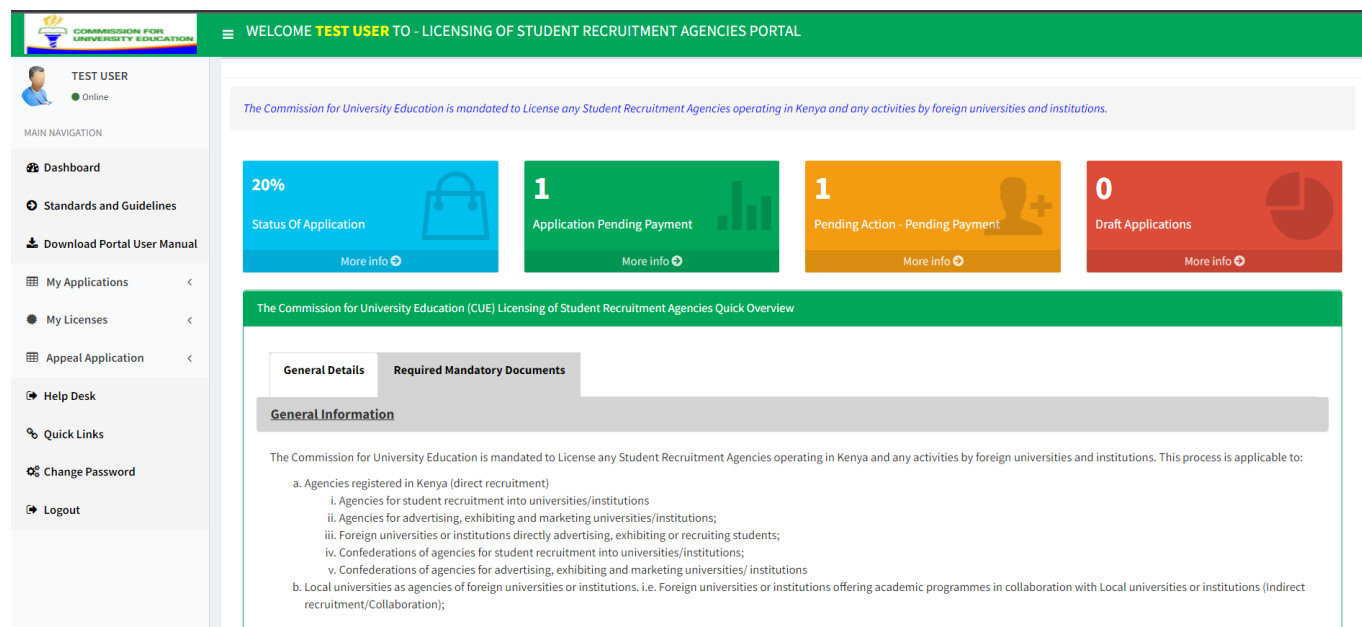


Figure 4: Main Dashboard

2.3 Licensing of Student Recruitment Agencies.

Introduction.

The Licensing of Student Recruitment Agencies portal allows agencies to initiate a Self-Assessment Report (SAR) application from the web portal. An **authorized portal user** would be required to fill in the SAR and to pay for the service after he completes the SAR in order to proceed. The process of Licensing of Student Recruitment Agencies will only proceed after an agency pays and attaches evidence of payment from the portal.

2.4 Standards and Guidelines

This section contains the standards and guidelines that govern how the process of Licensing of Student Recruitment Agencies is undertaken. There is a link which one can access the entire standard and guidelines document.

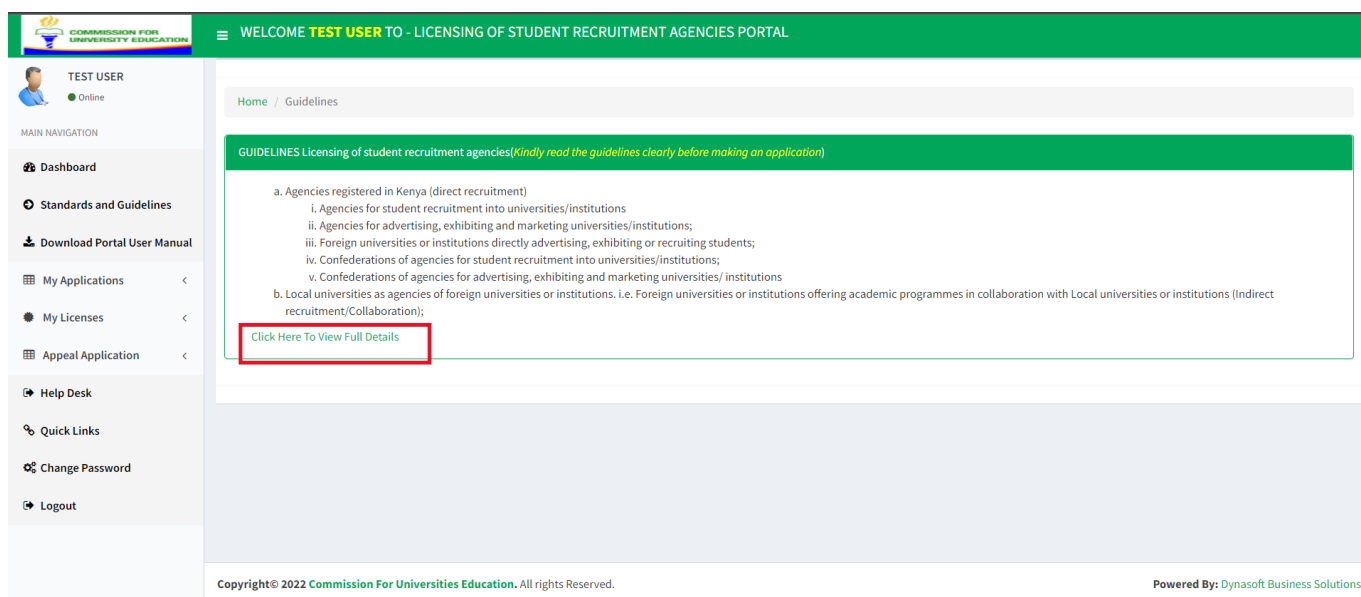


Figure 5: Standards and Guidelines

2.5 Application for Licensing of Student Recruitment Agencies

This subsection allows one to start the process of Licensing of Student Recruitment Agencies. A click on this function initiates the Licensing of Student Recruitment Agencies. The following sub-sections can be viewed under this section.

2.5.1 New Application

This subsection contains details of the license type, office physical location details and the head of agency details.

Home / Create A New Application

Create A New Application (Kindly note that all fields marked with asterisk (*) are mandatory) <Step 1 of 5>

<p>License Type*</p> <p>--select--</p> <p>Office Space Ownership*</p> <p>--Select--</p> <p>Date of Incorporation/ Registration (MM/dd/YYYY)</p> <p>dd/mm/yyyy</p> <p>Country*</p> <p>Kenya</p> <p>Office Physical Location Details-----</p> <p>Building Name*</p> <p>Please Enter Your Physical Location</p> <p>Floor Name*</p> <p>Floor Name</p> <p>--Head of Agency Details--</p> <p>Name of the head of the Agency *</p> <p>Form of citizenship*</p> <p>--Select--</p>	<p>Type of Certification*</p> <p>--Select--</p> <p>Certificate No*</p> <p>Enter Certificate Number</p> <p>Email*</p> <p>sydneyumbo@dynasoft.co.ke</p> <p>Street Name *</p> <p>Street Name</p> <p>Room Number. *</p> <p>Room Number</p> <p>Citizenship Type*</p> <p>--Select--</p> <p>IdNumber*</p>
---	---

Figure 6: New Application

2.5.2 Physical Location details

This section allows agencies to enter details of all their offices from the head office to the branches. There is provision to list as many as they have by clicking on the 'Add Physical location' tab.

Dashboard / Locations

Physical Location Details (Note: indicate all the proposed agency office locations/towns in Kenya.) <Step 2 of 9>

Location Type*
--Select--

Address: *
[Text Field]

Physical Location: *
[Text Field]

Post Code: *
--select--

County: *
--select--

City: *
[Text Field]

Incase of more than one physical location click on (Add physical location) and proceed to fill the fields at the top

Add Physical Location

Figure 7:Physical location details

2.5.3 Institution/Universities represented by the agency details

Agencies are supposed to list all the universities or institutions that they are representing. All fields with an asterisk are mandatory and should be filled.

Institutions/ Universities represented by the agency <Step 3 of 9>

Name of Institution/University*
Name

Country of origin*
--select--

Physical Address.
Physical Address

Physical Location
[Text Field]

Country Codes. *
--select Country Code--

Telephone Number
Phone Number

Email Address.
Enter Email Address

Accrediting Body.
AccreditingBody

Accreditation Status*
--Select--

Incase of more than one University/Institution click on (Add University/Institution) and fill the fields at the top

Add University/Institution

Figure 8:Institutions/Universities represented by agencies

2.5.4 Services Offered to Students before and after they join the institutions being recruited for

This section provides a list of the various services that the universities and institutions offer. The applying agency is to select the services by clicking on the checkbox.

There is provision to add another service which might have not been captured on the list.

The services rendered to students before and after they join the universities and institutions they are recruited for
Step 4 of 9

Code	Description	Select(tick) service offered
001	University selection and application counselling.	<input type="checkbox"/>
002	Course selection and application counselling.	<input type="checkbox"/>
003	Advice on scholarship availability and application.	<input type="checkbox"/>
004	Advice on visa application requirements.	<input type="checkbox"/>
005	Career talks and counselling.	<input type="checkbox"/>
006	Annual alumni meetings.	<input type="checkbox"/>
007	Contact with students during the study.	<input type="checkbox"/>
008	Others	<input type="checkbox"/>

Showing 1 to 8 of 8 entries
Previous
1
Next

+ Add Any other service
Submit Selected services

Figure 9: Services rendered to students

2.5.5 Compliance with national and county governments regulations governing public and health safety including fire safety

This section provisions for the agency to attach their public and health certificate and the fire safety certificate with the necessary details of these certificates.

Compliance with national and County Government's regulations governing public and health safety including fire safety
Step 5 of 9

Type of certificate: *
--select--
Certificate Number: *

Issue Date*
dd/mm/yyyy
Expiry Date*
dd/mm/yyyy

Authority Issuing Certificate: *

To enter details of a different certificate click on (Add Agency Government Compliance) button then fill the fields at the top

Add Agency Government Compliance

Agency Government Compliance

Figure 10: Compliance with county government regulations

2.5.6 Agency facilities

This section contains a list of the various facilities provided by the agency. The applying agency will select the necessary facilities. There is provision to give a description for facilities that cannot be quantified.

Agency Facilities (Office Space and Facilities) Note: A Student Recruitment Agency shall have appropriate and adequate office space
Step 6 of 9

Show 10 entries
Search:

Code	Category	Description	Select(tick) Available facility	Quantity(whers applicable)	Description (Where Applicable)
C-001	001	Sufficient aeration.	<input type="checkbox"/>		
C-002	002	Sufficient lighting	<input type="checkbox"/>		
C-003	003	Reception area	<input type="checkbox"/>		
C-004	004	Interview/Counseling rooms	<input type="checkbox"/>		
C-005	005	Office tables	<input type="checkbox"/>		
C-006	005	Office chairs	<input type="checkbox"/>		
C-007	006	Water dispenser	<input type="checkbox"/>		
C-008	007	Bottled Water	<input type="checkbox"/>		

Showing 1 to 8 of 8 entries
Previous 1 Next

Add Any other Facility Available
Submit Selected Facilities

Figure 11:Agency facilities

2.5.7 Staff Member Qualifications

This section is meant for entering details of all the staff members of that particular agency. The agency should also attach the necessary documents for each staff member.

Agency Staff Profile (At least two staff members shall have a minimum of a Bachelor's degree). Agency to fill following information for key members of staff:
Step 7 of 9

Name of the staff member*
Gender*

Please Enter the name of the Staff
--Select--

Country of Origin*
Identity No (ID)*

Kenya
Please Enter Id Number / Passport Number

certificate of good conduct number *
Highest Academic Qualification and Specialization: *

Please Enter certificate of good conduct number
--select--

Terms of Service*
Upload of certificate of good conduct.(pdf only) *

--Select--
Choose File No file chosen

Upload of Staff Academic certificate.(pdf only) *

Choose File No file chosen

Incase of more than one staff member click on (Add Staff Member)button then fill the fields at the top

Add Staff Member

Figure 12: Staff member Qualifications

2.5.8 Supporting documents

After filling all the sections, the applying agency should attach all the supporting documents at this point. It is mandatory to attach all the listed documents.

Supporting Documents◀ Step 8 of 9 ▶

#	Code	Description	Attach Document
0	CERTIFICATE	Certificate of Incorporation/ Certificate of Business Name Registration	Attach Document
0	CHARTER	Service Charter	Attach Document
0	FEEDBACK	Document used to collect feedback from the students, parents, guardians and related clients.	Attach Document
0	FIRE	Fire Safety Certificate	Attach Document
0	IDENTITY	ID/ Passport document of the head of agency.	Attach Document
0	LEASETITLE	Lease agreement/ Title deed	Attach Document
0	POLICY	HR Policy	Attach Document
0	PUBLIC	Public Health Safety Certificate	Attach Document

Showing 1 to 8 of 8 entries

Previous

1

Next

Figure 13: Supporting Documents

2.5.9 Declaration

The applying agency is supposed to give a declaration before submitting this document to the commission for processing.

Declaration

Dashboard / Declarations

I **TEST USER** confirm and declare that I have read and understood the requirements and agree that;

1. I will adhere to the Standards and Guidelines for this service issued by the Commission;
2. Payments done for services that are not offered by the Commission will not be refunded.

☐ I agree with the Terms and Conditions.

[Submit Application](#)

[Previous](#)

Figure 14: Declaration

2.5.10 Application Pending Payment

This section contains all the completed applications that are awaiting upload of evidence of payment.

The applying agency will see a pop up for them to enter all the necessary details before submitting it to CUE.

Applications Pending Payments											
Show 10 entries		Search: <input type="text"/>									
#	Application No	Application Status	Application Category	Applicant Type	Institution Name	Registration Certificate	-Physical Address Status	Licence Type	Registration Date	Amount	Edit
1	LCSAPP_008	Open	New	Agency	SHELDON AND SON	234567	Owned	Long term license(Annual)	30/05/2022	100000	Make Payments

Figure 15: Payment list

ending Payment

Payments

ries

Application Status

Open

Open

ries

Confirm Institution Licensing Application Payment

Licensing Number:

LCSAPP_008

Institution Name:

SHELDON AND SON

Select mode of payment

--select--

Payment Reference Number:

Payment Reference Number

Payment Document:

Choose File

No file chosen

Cancel

Confirm Payments

Licence Type

Long term license(Annual)

Long term license(Annual)

2.6 Draft Application(s)

This subsection holds the Licensing of Student Recruitment Agencies applications that **have not** been submitted to the Commission for University Education. One is able to make changes to an application not yet submitted at this section.

2.7 Status of Applications

This section contains the Licensing of Student Recruitment Agencies applications sent to Commission for University Education. This section can be used by the applicant to track the stages in which their submitted applications are.

The distinct stages of Recognition and Equation for Qualification process are;

1. Finance Processing
2. Preliminary checks
3. Verification Checks
4. Awaiting site visit

Application Status					
Show 10 entries					
#	Application Status	Applicant Type	Institution Name	License Type	Office Space Ownership
1	Awaiting Site Visit	Agency	SHELDON AND SON	Short term license(3 Months)	Owned
2	Closed	Agency	SHELDON AND SON	Long term license(Annual)	Leased
3	Appealed	Agency	SHELDON AND SON	Long term license(Annual)	Owned
4	Draft	Agency	SHELDON AND SON	Long term license(Annual)	Owned

Figure 16: Status of Application

2.8 Request for resubmission

This section indicates all the applications that have undergone processing from the Commission of University Education and require some amendments to be done by the applicant before resubmission. Applicants can access those applications and make the necessary changes.

Home / Re-Submit Application											
Re-Submit Applications											
Show 10 entries										Search: <input type="text"/>	
#	Level	Domain	Title	University	Country	Purpose	Start Date	End Date	Amount	Re-Submit	
No data available in table											
Showing 0 to 0 of 0 entries										Previous Next	

Figure 17:Request for resubmission

2.9 Terminated applications

This section indicates all the applications that have undergone processing from the Commission of University Education however the service being sought is not offered by the commission which leads to its termination.

2.10 Appeals

This section is meant for carrying out appeals for applications in which the applicant wants to challenge the verdict given. It also has the reason for rejection where they can view the reason why their application was rejected.

Home / Closed Application

Application not approved for Licensing

Show 10 entries
Search:

#	Application No	Application Status	Applicant Type	Institution Name	Registration Certificate	Licence Type	Reason For Rejection	Apply
1	LC50282	Closed	Agency	SHELDON AND SON	1224346	Long term license(Annual)	Reason For Rejection	+Apply

Showing 1 to 1 of 1 entries

Previous 1 Next

Figure 18: Appeal

The applicant is required to enter the reason why he/she is appealing and attach any evidence to support his appeal.

Dashboard / Appeal

New application appeal

Appeal Reason*
--Select--

Date of Appeal*
30/05/2022

Attach Evidence: * {Max Size: 5MB, kindly use .pdf files only}

Choose File
No file chosen

Previous
Submit Appeal To CUE

Figure 19: New Application appeal

2.11 My Licenses

This section contains all the approved licenses for that particular agency and they can see the details of that license i.e ,when the license is going to expire.

There is provision to apply for a renewal if that license is about to/has expired.

My Licenses

Show10entries

Search:

#	License No	License Type	Inspection Report No	Institution Name	Issue Date	Expiry Date	Renewal Status	Apply
1	CERT005	Long term license(Annual)	LCS0355	PETERSON	25/03/2022	25/03/2023		+ Apply for Renewal

Showing 1 to 1 of 1 entries

Previous

1

Next

Figure 20: Licenses

2.12 Open Renewal Applications

This section holds applications that are undergoing the renewal process but are yet to be submitted to the commission for processing.

Open Applications pending Self Assessment										
Show 10 entries		Search:								
#	Application No	Application Status	Application Category	Applicant Type	Institution Name	Registration Certificate	Licence Type	Registration Date	Edit	
1	LCS0314	Appealed	New	Agency	SHELDON AND SON	1224346	Long term license(Annual)	31/03/2022	View Application Report	
2	LCS0342	Awaiting Finance	New	Agency	SHELDON AND SON	TEXT998	Long term license(Annual)	27/03/2022	View Application Report	
3	LCS0343	Open	New	Agency	SHELDON AND SON	1224346	Long term license(Annual)	5/04/2022	View Application Report	
4	LCS0364	Draft	New	Agency	SHELDON AND SON	123444	Long term license(Annual)	6/04/2022	Edit	
5	LCS0365	Draft	New	Agency	SHELDON AND SON			1/01/0001	Edit	

Figure 21: Open Renewal Applications

2.13 Helpdesk

This section is where agencies can make inquiries to the Commission for University Education. They enter the information then click on the send button.

Compose New Message(CUE Help Desk)

Compose New Message

Message From: TEST USER
 sydneynumbo@dynasoft.co.ke

Message Subject:
 Subject:

Message body:
 Please Enter text here...

Discard

Send

Figure 22: Helpdesk

2.14 Quick links

This section contains links to the various accredited universities directories, both local and foreign universities.

Quick Links *(Kindly use this page to access different links)*

LOCAL ACCREDITED UNIVERSITY DIRECTORIES

1. All Accredited Universities in Kenya

FOREIGN RECOGNIZED UNIVERSITY DIRECTORIES

1. UNESCO/WHED/International Book of Universities
2. Council for Higher Education Accreditation
3. The Association of Commonwealth Universities | ACU
4. Association of African Universities
5. University Grants commission – UGC
6. Accredited Institutions
7. Universities - Ministry of Science Research and Technology

Exit This Page

Figure 23: Quick links