



KENYATTA UNIVERSITY

**OFFICE OF THE CHAIRPERSON
DEPARTMENT OF EARLY CHILDHOOD & SPECIAL NEEDS EDUCATION
SERVICE DELIVERY CHARTER**

SERVICE PROVIDED	CUSTOMER REQUIREMENTS	CHARGES/ COST (Kshs.)	TIME	TIME- LINES	EVALUATION- 3 RD QUARTER
Unit Registration	<ul style="list-style-type: none">• Students unit registration• Payment slip	Free	1 month	3-5 Minutes	100%
Orientation to students	Registered EC&SNE Students	Free	3 rd week of semester	1 Day	100%
Teaching	Registered EC&SNE Students	Free	Per semester dates	35 hours per unit	100%
Guidance and Mentorship	Clients in need of service	Free	Anytime enquiry is made	10-20 Minutes	100%
Monitoring Class Attendance	EC&SNE Students	Free	Continuous	Same Day Service	100%
Continuous Assessment of Learning	Registered EC&SNE Students	Free	5 th week of semester	1 Hour	100%
Examining Students' performance	Registered EC&SNE Student	Free	End of Semester	3 Hours	100%
Assessment of Students' Practicum Engagement	2 nd and 3 rd year student who have completed prerequisite units.	Free	May-July of every year	3 Months	100%
Entering Marks online	Registered students	Free	After approval by school board	1-2 Weeks after Exams	100%

Attending clients with examination related queries	EC&SNE students	Free	Immediate	Within 1 day	100%
Providing feedback to M.Ed. and Ph.D. students	Registered MEd/PhD students	Free	Continuous	2 weeks after document submission	100%
Dept. Postgraduate Proposal and Concept Paper Presentations	MEd/PhD students	Free	Once a month	1 Day	100%

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

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HUDUMA BORA NI HAKI YAKO