



KENYATTA UNIVERSITY
SCHOOL OF EDUCATION
DEPARTMENT OF EDUCATIONAL COMMUNICATION & TECHNOLOGY
DEPARTMENTAL SERVICE DELIVERY CHARTER

SERVICE RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Units registration/unit adjustments	<ul style="list-style-type: none"> • Students Unit registration forms 	Free	Immediate
Extra Unit registration	<ul style="list-style-type: none"> • Transcripts with 60% & above cumulative credit • Extra Unit registration form 	Free	Immediate
Teaching	<ul style="list-style-type: none"> • As per university semester dates • Syllabus coverage forms • Revised course outlines • Class attendance forms 	free	University semester dates
Exam Processing	<ul style="list-style-type: none"> • As per university requirements 	free	University semester dates
Credit Waiver	<ul style="list-style-type: none"> • Credit Waiver forms & transcripts 	Free	1 Week
Credit Transfer	<ul style="list-style-type: none"> • Letter from Registrar Academic • Transcripts 	Free	1 Week
Allocation of supervisors to postgraduate	<ul style="list-style-type: none"> • Cleared course work • Passed all the exams • concept paper 	Free	1 day
Supervision	<ul style="list-style-type: none"> • Concept paper • Face to face & e-supervision • Tracking forms 	Free	M.Ed 3-6 months Ph.D 6-12 months
Allocation of readers	<ul style="list-style-type: none"> • Duly signed proposals by supervisors • Plagiarism report 	Free	3 weeks
Processing of proposal to graduate school	<ul style="list-style-type: none"> • Revised proposal • Defence minutes 	Free	1 day

	<ul style="list-style-type: none"> • Plagiarism report 		
Processing of postgraduate thesis	<ul style="list-style-type: none"> • Fulfillment of all university requirements • Duly signed thesis. • Plagiarism report 	Free	Immediate
Introduction letters	<ul style="list-style-type: none"> • Student ID • Students' request letter 	Free	Immediate

Chairperson Sign Date:
 Dr Adelheid Bwire

Incase of complaints of compliments regarding the services offered please contact:

The Chairman,
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