



KENYATTA UNIVERSITY
CAPACITY DEVELOPMENT AND CONSULTANCY SERVICES
OFFICE OF THE DIRECTOR - SERVICE DELIVERY CHARTER

We are committed to competency and excellence in service delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Enrolment for a scheduled or advertised course	Application Form	Free	3 weeks before training commencement date
Processing of Course Application form	Minimum qualification Diploma	Free	2 weeks before training commencement date
Issuance of Quotation	Letter/Email/Telephone call/walk-in request	Free	Within 24Hrs
Conducting a Short Course Training	Minimum of fifteen (15) applicants have paid	As per the Quotations Provided <i>(NB: Accommodation costs depends on venue a training is held)</i>	As per Course Schedule or as agreed with client in case of tailor made courses.
	Bank slip / Cheque/LSO of the required amount	Quoted in Course Calendar	As per Course duration
Proposal writing for Consultancy	As set by client	Free	As per client's deadline
Contract signing for Consultancy Services by clients	As set by client	Free	As per client's timelines
Payment to Consultants	As Per Contract Provisions	Free	1 month after client has remitted money to KU
Issuance of Certificates	Course attendance	As per Quotation or Course Training Calendar	Last day of the Training

In case of complaints or compliments regarding the services offered please contact:

The Director, Capacity Development and Consultancy Services,
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 Email: director-cdcs@ku.ac.ke



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 Kenyatta University is ISO 9001:2015 Certified

