



KENYATTA UNIVERSITY
DIRECTORATE OF CAREER DEVELOPMENT AND MENTORING PROGRAMMES

SERVICE DELIVERY CHARTER

SERVICE	CUSTOMER REQUIREMENTS	CHARGES	TIME	RESPONSIBILITY
Registration of staff mentors' mentees	-Duly registered student -Online registration on https://docs.google.com/forms/d/e/1FAIpQLSfmgwff57kpy jNVC9w MjpgCJ3c yWkSTQdMIpu21maHev zZA/viewform	Free	Continuous	Administrator/ Secretary
Registration of Staff Mentors	Academic staff member or Senior Admin Assistant with a PF. No.	Free	Continuous	Administrator/ Secretary
Capacity Building Seminar for staff mentors	-Registered staff mentor	Free	1 day	Director
Recruitment of student mentors	-Have a staff - 2 nd or 3 rd year of study. - Online registration	Free	Twice per academic year	Administrator
Registration of students' mentors mentees	-Registered student in any year of study	Free	Continuous	Administrator/ Secretary
Capacity Building seminars for students' mentors	-Registered student mentor	Free	1 day	Director
Country-wide mentorship and career visits to secondary schools	-Request by secondary school. -Approval by University Management	Free	Continuous	Director
Growing Leaders Programme: Certificate in Leadership Development and Mentorship Course	-All students in their final year of study -Online application	Free	-Twice per academic year (January & September)	Coordinator/ Director
Issuance of Leadership Certificates	- Student National ID -All finalist students who met the requirements	Free	Once certificates are ready	Administrator/ Secretary

Consent forms and log books	Student I.D	Free	Immediately	Administrator/ Secretary
Internship/ Attachment Recommendation Letters	Student I.D/ Online Application	Free	Immediately	Administrator/ Secretary
Students Career Guidance & Counseling	Student I.D	Free	Continuous	Career Advisors
Career Week	Open event	Free	Annually	Director
Recruitment Drives	Student I.D/ Recruiting companies	Free	Continuous	Career Advisors
C.V writing & Job Search workshops	Student I.D	Free	Continuous	Career Advisors
Public Lectures	Student I.D	Free	Quarterly	Career Advisors
Pre-university Counseling	Form IV result slip	Free	Continuous	Career Advisors
General Enquires	Open to all	Free	Daily	Administrator/ Secretary

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:

Director, Career Development and Mentoring Programmes (CDMP)
Tel. +254 20 8704478
Email: director-mentoring@ku.ac.ke

The Vice-Chancellor
Kenyatta University
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Mobile +254 710890005
[Email complaints@ku.ac.ke](mailto:complaints@ku.ac.ke)
director-complaints@ku.ac.ke

HUDUMA BORA NI HAKI YAKO