

DEPARTMENT OF EDUCATIONAL FOUNDATIONS

CUSTOMER SERVICE DELIVERY CHARTER

Service commitment:

We undertake to provide Foundational courses in Education that will equip learners with requisite knowledge to widen the understanding of Education content in particular and other disciplines in general

| SN. | SERVICES RENDERED | REQUIREMENTS | CHARGES IN KSHS | TIME LINES | Responsibility |
|-----|--|--|-----------------|--------------------------------|---|
| 1 | Provision of guidance on research activities internally and externally | Research proposals Memorandum of understanding (MOUs) for external links Letter of application | Free service | One month to two months | Chairman of the department & Postgraduate Studies Committee |
| 2 | Offering of undergraduate courses in History of Education, Sociology of Education, Philosophy of Education and Comparative Education | Registration of course units online. Formal registration Proof of fee payments receipts | Free service | Once per semester (Semesterly) | Undergraduate course co-ordinators |
| 3 | Provision of Postgraduate courses in History of Education, Sociology of Education and Policy studies, philosophy of Education, comparative education and International studies, Health Education, Education in Higher Education, and Social Science Research | Registration of course units online Formal Registration. Procedures to include fee payment receipts. Research proposal | Free Service | One semester (Semesterly) | Postgraduate course co-ordinator |
| 4 | Provision of time-tables | Reading of notice-boards to get information. Individual students to make copies or copying of the given timetable. | Free Service | First week of the semester | Departmental Timetabler |
| 5 | Provision of lectures by staff | Observation of timetable schedules. Making of individual notes. Participate in lecture and tutorial discussions. Attend lectures and tutorials. | Free Service | One semester (Semesterly) | All teaching staff |

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| 6 | Provision of course out-line/course structure. | Visiting the department to pick course outlines. Pick these during lecture periods. | Free service | First two weeks of semester | All teaching staff Students |
| 7 | Administration of examinations to include Continuous Assessments Tests (CATs) | Sitting for examinations. Examination cards. Student identification cards. Reading materials to be out of the exam room. | Free Service | As stipulated by the University Calendar | Exams coordinator & teaching staff |
| 8 | Provision of academic advise to include examinations results | Ask questions and guidance Visit the departmental exam coordinator for individual exam performance | Free Service | Throughout the semester | Chairman/ Exams coordinator |
| 9 | Provision of reading Resources e.g. research reports, Seminar papers, sessional papers and publish books and other related literature | Visit Basic Education Resource Centre (BERC) Visit University Library | Free Service | Throughout the Semester | Seminar Coordinator/ BERC coordinator |
| 10 | Consultancy services | Visit the head of department | Free Service | Throughout the semester | Chairman/ University Links committee |

Working Hours: 8.00- 5.00pm on Monday to Friday, Closed on Weekends and public Holidays except where indicated

NB: In case the services rendered do not conform to the standards shown above, direct your complaints, and queries to the Head of Department, Department of Educational Foundations in Room No. 350 Based in the College of Education Building.

Address:

Kenyatta University
Department of Educational Foundations
P.O. Box 43844 –00100
Nairobi

Tel: 020-871622, 8710901-10

Email: chairman-edufoundation@ku.ac.ke

Chairperson, Dr. Lucy Wandiri Mbirianjau



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