



**KENYATTA UNIVERSITY**  
**SCHOOL OF ENVIRONMENTAL STUDIES**  
**DEPARTMENT OF ENVIRONMENTAL STUDIES AND COMMUNITY**  
**DEVELOPMENT**

**SERVICE DELIVERY CHARTER**

*Service commitment: The department strives to commit to efficient and quality service delivery.*

<b>SERVICES RENDERED</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>TIMELINES</b>
Registration of course units	Filled unit registration forms	Free	1 day
Unit adjustment	Filled unit adjustment form	Free	1 day
Teaching	Registered units with minimum class requirement (Quorum)	Free	As per the teaching timetable
Assessment (CATs, Assignments and Exams)	Registered students	Free	According to the University semester dates
Marking of examination scripts	Registered students	Free	10 days
Entry of marks online	Filled individual mark sheet by respective lecturers	Free	1 week after departmental moderation of exams
Assessment of post-graduate students projects presentations	Completion of project	Free	1 day
Processing of post-graduate students proposals/projects/thesis for submission to Graduate School	Received signed copies	Free	1 week
Academic advisory services	None	Free	Immediately
Responding to missing mark queries	Filled missing marks forms	Free	1 week
Responding to incomplete	Application for	Free	2 days

mark requests	incomplete marks requests forms		
Request for recommendation letter: for practicum/internship.	Request letter	Free	2 days
Notification of students of Scheduled academic trips	Students signing confirmation list	Free	2 week of the Semester
Supervision of students during practicum	Registered students	Free	At the end of 1 <sup>st</sup> month of round 1 and at the end of 2 <sup>nd</sup> month of round 2 supervision.

For further information regarding the services offered, please contact:

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**Kenyatta University ...ISO 9001:2015 Certified**