

Service Charter

DEPARTMENT'S 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
1	Provision of guidance on research activities internally and externally	<ul style="list-style-type: none"> • Research proposals • Memorandum of understanding (MOUs) for external links • Letter application 	Free service	One month to two months
2	Offering of undergraduate courses in History of Education, Sociology of Education, Philosophy of Education and Comparative Education	<ul style="list-style-type: none"> • Registration of courses units online • Formal registration • Proof of fee payments receipts 	Free service	One semester (Semesterly)
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	<ul style="list-style-type: none"> • Registration of course units online • Formal Registration procedures to include fee payment receipts • Research proposal 	Free Service	One semester (Semesterly)
4	Provision of time-tables	<ul style="list-style-type: none"> • Reading of notice-boards to get information. • Individual students to make copies or copying of the given timetable 	Free Service	1 week
5	Provision of lectures by staff	<ul style="list-style-type: none"> • Observation of timetable schedules • Making of individual notes • Participate in lecture and tutorial discussions • Attend lectures and tutorials 	Free Service	One semester (Semesterly)
6	Provision of course out-line/course structure	<ul style="list-style-type: none"> • Visiting the department to pick course outlines • Pick these during lecture periods 	Free service	Ones-three weeks
7	Administration of examinations to include Continuous Assessments Tests (CATs)	<ul style="list-style-type: none"> • Sitting for examinations • Examination cards • Student identification cards • Reading materials to be out of the exam room 	Free Service	One semester (Semesterly)
8	Provision of academic advise to	<ul style="list-style-type: none"> • Ask questions and guidance • Visit the departmental exam 	Free Service	One semester

	include examinations results	coordinator for individual exam performance		(Semesterly)
9	Provision of reading Resources e.g. research reports, Seminar papers, sessional papers and publish books and other related literature	<ul style="list-style-type: none"> • Visit Basic Education Resource Centre (BERC) • Visit Moi Library 	Free Service	One semester (Semesterly)
10	Consultancy services	<ul style="list-style-type: none"> • Visit the head of department 	Free Service	One semester (Semesterly)

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. 4 Based in the Main Education Building.

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