



KENYATTA UNIVERSITY

SCHOOL OF SECURITY, DIPLOMACY AND PEACE STUDIES

SERVICE DELIVERY CHARTER

S/No.	Procedure/Process	Requirement	Duration	Action By
1.	Identification of prospective clients & students.	<ul style="list-style-type: none"> • Expression of interest • Application letter. • Enquiries Register/Form 	Continuous.	<ul style="list-style-type: none"> • Dean, SDPS • School Secretariat • Chairpersons of Departments
2.	Registration of Students	<ul style="list-style-type: none"> • Registration Forms • List of prospective students 	10 Minutes	<ul style="list-style-type: none"> • School Examination Coordinator • Administrative Assistant
3.	Approval of New /Revised Programmes	<ul style="list-style-type: none"> • School Curriculum Committee • Actual letter forwarding the programme • Notice of School Curriculum Committee meeting / Minutes. 	Continuous	<ul style="list-style-type: none"> • Dean, SDPS • School Curriculum Committee
4.	Processing of Examination results	<ul style="list-style-type: none"> • Examination results from departments (to be entered online) • Notice of School Board of Examiners (SBE) meeting • Minutes of previous SBE 	Before Set deadlines	<ul style="list-style-type: none"> • Dean, SDPS • Chairpersons of Departments • School Examination Coordinator • Departmental Examination Coordinator
5.	Issuance of Result slip	<ul style="list-style-type: none"> • Individual students to present request forms 	1 Day (12 hours)	<ul style="list-style-type: none"> • School Examination Coordinator • Dean signs
6.	Clearing students for graduation	<ul style="list-style-type: none"> • Clearance forms • Online applications 	1-2 Weeks	<ul style="list-style-type: none"> • Dean, SDPS • School

				Examination Coordinator
7.	Issuance of Graduation Gowns	<ul style="list-style-type: none"> Name of the graduand in the final graduation list 	Within the Set dates	<ul style="list-style-type: none"> School Administrator School clerk
8.	Forwarding of proposals to Graduate School	<ul style="list-style-type: none"> Copies of the proposal signed by student, supervisor(s), Departmental Chair and Departmental postgraduate Chair Forwarding letter signed by the Dean 	Continuous	<ul style="list-style-type: none"> Chair of Department Dean
9.	Coordination of partnerships(client activities)	<ul style="list-style-type: none"> Signed MOU 	Continuous	<ul style="list-style-type: none"> Departmental Chairs Dean