

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"> • Application letter • Expression of interest • 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 	3 - 5 minutes	<ul style="list-style-type: none"> • School Exam Coordinator • School Administrator
3.	Approval of New/Revised Programmes	<ul style="list-style-type: none"> • School Curriculum Committee • Actual letter forwarding programme(s) to the School • Notice of Curriculum Committee meeting 	Continuous	<ul style="list-style-type: none"> • Dean, SDPS • School Curriculum Committee.
4.	Identification of Research Opportunities and Projects	<ul style="list-style-type: none"> • Research proposal • Project proposal 	Continuous	<ul style="list-style-type: none"> • Dean, SDPS • Chairpersons of Departments
5.	Processing of Examination Results	<ul style="list-style-type: none"> • Examination results from departments (to be entered online) • Notice of School Examination Board meeting 	2 – 3 Hrs	<ul style="list-style-type: none"> • Dean, SDPS • Chairpersons of Departments • School Examination Coordinator • Departmental Examination Coordinators
6.	Issuance of Result Slip	<ul style="list-style-type: none"> • Individual students to present request/forms 	5-10 minutes	<ul style="list-style-type: none"> • School Examinations Coordinator
7.	Clearing Students for Graduation	<ul style="list-style-type: none"> • Clearance Forms 	5 minutes	<ul style="list-style-type: none"> • Dean, SDPS • School Examinations Coordinator

