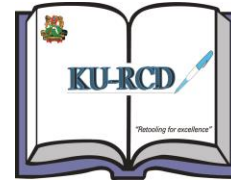




OFFICE OF THE DIRECTOR



**KENYATTA UNIVERSITY-REGIONAL CENTRE FOR CAPACITY  
DEVELOPMENT (KU-RCD)**

**SERVICE DELIVERY CHARTER**

We are committed to competency and excellence in service delivery

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
Enrolment for a scheduled or advertised course	<ul style="list-style-type: none"><li>Application Form</li></ul>	Free	3 weeks
Processing of Course Application form	<ul style="list-style-type: none"><li>Minimum qualification Diploma</li></ul>	Free	2 weeks
Issuance of Quotation	<ul style="list-style-type: none"><li>Letter of request</li></ul>	Free	Immediate
Course Mounting	<ul style="list-style-type: none"><li>Minimum of ten (10) applicants</li></ul>	<b>Ksh 7,000</b> per day <b>Ksh 14,000</b> per day for executive courses	Immediate
Training	<ul style="list-style-type: none"><li>Bank slip / Cheque of the required amount</li></ul>	Quoted in Course Mounting	As per Course duration
Issuance of Certificates	<ul style="list-style-type: none"><li>Full time course attendance</li></ul>	Quoted in Course Mounting	Last day of the training

In case of complaints or compliments regarding the services offered please contact:

**The Director, Kenyatta University Regional Centre for Capacity Development,**  
P. O. Box 43844-00100 Nairobi, Kenya. 020-8703845/3/4, Mobile: 0713-537878  
Email: [capdeve@ku.ac.ke](mailto:capdeve@ku.ac.ke), [capdeve@gmail.com](mailto:capdeve@gmail.com) or [director-capdev@ku.a.ke](mailto:director-capdev@ku.a.ke)