



KENYATTA UNIVERSITY
SCHOOL OF HOSPITALITY AND TOURISM
DEPARTMENT OF TOURISM MANAGEMENT

E-mail: chairman.tourism@ku.ac.ke

Website: www.ku.ac.ke

SERVICE DELIVERY CHARTER

We are committed to efficient and quality service delivery.

S/NO.	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINES
1.	Registration of units	Filled unit registration forms	Free	On the spot
2.	Unit adjustment	Filled unit adjustment form	Free	On the spot
3.	Teaching	Registered units with minimum class requirement (Quorum)	Free	According to the teaching timetable
4.	Assessment (CATs, Assignments and Exams)	Registered students	Free	According to the University semester dates
5.	Processing Msc. Applications	Filled Msc application forms	Free	In two days time
6.	Assessment of Msc. Presentations	Completion of project	Free	On the spot
7.	Academic advisory services	None	Free	On the spot
8.	Responding to missing mark queries	Filled missing marks forms	Free	As per Examination office consultation
9.	Responding to Incomplete mark requests	Application for incomplete marks requests	Free	As per Examination office consultation

For further information regarding the services offered, please contact:

The Chairman, Tourism Management Department

Kenyatta University, P.O.Box 48433-00100 Nairobi, Kenya

E-mail: chairman.tourism@ku.ac.ke