



SERVICE CHARTER –KABARAK UNIVERSITY

Commitment to Service Delivery

Kabarak University is committed to providing high quality services that comply with international best practices and in line with ISO 9001:2015 standards in a timely, efficient and effective manner.

SERVICE		REQUIREMENT	OBLIGATION	FEE IN KSH	TIMELINE
1.	Enquiries	Specify enquiry	Customers will be attended to promptly	Free	1-5 minutes
			Phone calls will be answered		Maximum 2 rings
2.	Response to Correspondences	Receipt of correspondence	All emails will be acknowledged	Free	Within 24 hours
			All Social media messages will be acknowledged (Facebook, Twitter, Instagram)		Within 24 hours
3.	Response to complaints	Receipt of complaint	All complaints shall be responded to	Free	Within 24 hours

Kabarak University Moral Code

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified

4.	Admissions processing	Complete & Submit Application form	Processing of application forms completed		Within 7 days
			Diploma	500	
			Undergraduate	1000	
			Post Graduate	1500	
			Follow up on incomplete applications	Free	Within 7 days
			The office of the Academic Registrar shall that the response letters are dispatched to prospective students and communication made to them	Free	Within 7 days
5.	Training – Certificate, Diploma, Degree Courses	Minimum requirements as per University Admission Criteria	Shall be offered to only qualified candidates	As per fee structure	
			Certificate		3 Semesters
			Diploma		5 Semesters or as per programme
			Degree		8 Semesters except for medical courses from 2 ½ years-5 years
			Postgraduate Diploma		2 Semesters
			Masters		4 Semesters
			PhD		3 Calendar Years
6.	Student Handbook Access	Access students intranet	Students Handbook	Free	First week of registration
7.	Identity Cards Issuance	Fee payment	All students shall be issued with identity cards	500	Two weeks after admission
8.	Course Registration	Logging in to the portal	All students shall be required to register on the portal for the courses they intend to take every semester	Free	1 st Week of every Semester
9.	Lectures	Payment of fees	All lectures shall be conducted fully and on time as	Free	As per the teaching

Kabarak University Moral Code

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one’s heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified

			per timetable		timetable
10.	Commencement of lectures	Registration	Timely start of teaching	Upon registration	The first week of the semester
11.	Issuance of exam cards	Course registration, fee payment and class attendance	All students who meet the laid down exam regulations shall be examined	Free	One week before start of exams
12.	Release of examination results	Log in to the student portal	Results shall be released to all students	Free	1 day after Senate approval
13.	Issuance of transcripts	Upon request	Provisional transcripts shall be issued by the University to continuing students	Free	Upon demand or a day after Senate releases results
			Alumni shall be issued with academic transcripts	Duly completed clearance form	30 days after graduation
14.	Issuance of Academic Certificates	Upon graduation	Graduates shall be issued with their Academic certificates after graduation	Duly completed clearance form	30 days after graduation
15.	Masters & Doctoral Supervision	Submission of work to the supervisors	Postgraduate Supervisors for Masters or Doctoral degrees shall be required to give progress reports of all their students	Free	2 weeks after receiving student's work
16.	Graduation ceremony	Completion of the course	Graduation ceremonies shall be held as per academic calendar	As per Fee Structure	As per University calendar

Kabarak University Moral Code

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified

17.	Library services	Upon request or visit to the library	The Library shall be open for the convenience of both staff and students	Free	8AM-10PM Weekdays 8AM-4PM Saturdays The Library remains closed during chapel days on Wednesday and Sundays
18.	Room allocation	When available	Students will be allocated hostel facilities within the University on first come first served basis unless under special circumstances	As per Kabu Enterprises accommodation requirements	Upon payment
19.	Clearance	Completed clearance form	Clearance of both Staff and Students	Free	Maximum of 7 days
20.	Procurement process	Upon request by the user department	Procurement of goods and services shall be done as per the Procurement regulations in the University	Free	1-14 days
21.	ICT support services	Upon request	ICT services shall be provided to both students and staff	Free	1-7 days
22.	Finance services	Upon request by the client	The finance department shall operate as per the Finance procedures and regulations and ensure adherence to budgetary provisions and process approved payments	Free	As per finance procedures
23.	Internal audit services	Internal Audit Programme. Upon request	Audits shall be carried out in the University	Free	As per the audit programme

Kabarak University Moral Code

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified

24.	Health care services	Medical card	The University health centre shall remain open to provide services to all staff and students	Specified fees	Immediate
25.	Transport services	Upon request as per transport policy	Transport shall be provided on time as per approved requests	Free	Maximum 1 day
26.	Chapel services	Applies to all students and staff	All staff and students are expected to attend chapel on Wednesday - Main Campus All staff and students are expected to attend chapel on Thursday – Nakuru Town Campus	Free	1 hour

For any questions, compliments/complaints concerning the quality of services offered at Kabarak University please contact;

The Vice-Chancellor
Kabarak University

P.O Box 20157 Private Bag Tel: 020 2114658/0729223370 Fax: 051 343 012
Email: vc@kabarak.ac.ke Copy to: info@kabarak.ac.ke Website: www.kabarak.ac.ke

Kabarak University Moral Code

As members of Kabarak University family, we purpose at all times and in all places, to set apart in one's heart, Jesus as Lord. (1 Peter 3:15)



Kabarak University is ISO 9001:2015 Certified