



Kenyatta University
PHYSICAL AND HEALTH EDUCATION
Service Delivery Charter
We are committed to Courtesy and Excellence in Service Delivery

Services	Requirement	Charges	Time Frame			
Unit registration	Filled unit registration form Clearance from Finance	Free	<ul style="list-style-type: none"> • 4 weeks after reporting - Regular • 2 weeks after reporting- IBP 			
Moderation of Examination	Question paper, marking guide, reading list and class list	Free	4 weeks after the semester begins			
Board of examiners meeting	Filled Individual mark sheets	Free	3 weeks after completion of exams			
Examination result queries	1.Missing unit marks form 2.Student results profile	Free	2 -7days			
Processing postgraduate proposal for departmental presentation	Four signed copies of proposal	Free	14 days			
Processing postgraduate documents for forwarding	Submission of all required documents	Free	2 days			
Writing of Recommendation letters	1.Request letter 2.Student ID	Free	1 day			
Reviewing of Curriculum	1.Version under review 2.New information	Free	4 week			
Health and Recreation Centre						
Registration of membership at	Identification	Category	Session(2hrs)	monthly	Annual	Immediate
		Students	50	400	1500	

Health Club		Staff	70	2000	6000	
		Staff family (four members)		10,000		
		Outsiders	200	2000	12,000	
Fitness instruction to clients	1) Payment receipt 2) Appropriate attire					Throughout the training period

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

Prepared by: Dr. Joy Wachira Date:.....

Approved by: Dr. Yasmin Goodwin Date:.....

Chairman, Physical and Health Education

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