



## KENYA UNIVERSITIES AND COLLEGES CENTRAL PLACEMENT SERVICE

### SERVICE CHARTER

At the Kenya Universities and Colleges Central Placement Service, we are committed to efficient, effective and expeditious service delivery. This is our promise to you.

No.	Service	Requirements to Obtain Service	Service Fee (Kshs)*	Timeline
1.	Placement Application Processing	<ul style="list-style-type: none"> <li>● Submission of preferred course choices via prescribed channels</li> <li>● Kenyan citizenship</li> <li>● Satisfy approved placement criteria</li> </ul>	1,500	120 days after release of KCSE examination results
2.	Placement Application Processing (Consultancy)	<ul style="list-style-type: none"> <li>● Submission of preferred course choices via prescribed channels</li> <li>● Satisfy approved placement criteria</li> </ul>	As per Service Level Agreement (SLA)	As per SLA
3.	Inter-Institutional Transfer	<ul style="list-style-type: none"> <li>● Duly completed and recommended transfer application;</li> <li>● Meet the approved criteria;</li> </ul>	1,000 (Transfer Processing Fee)	14 days upon receipt of duly completed and recommended application form

		<ul style="list-style-type: none"> <li>Capacity in the desired course and institution</li> </ul>		
4.	Registration for Membership	<ul style="list-style-type: none"> <li>Application for membership</li> <li>List of courses offered as approved by relevant regulator</li> <li>Proof of institutional accreditation</li> </ul>	Universities: 100,000 Colleges: 70,000	14 days
5.	Response to enquiries	Written/Verbal enquiry	Free	7 days upon receipt of enquiry
6.	Payment for Goods/Services	<ul style="list-style-type: none"> <li>Valid LPO</li> <li>Installation/commissioning of project (where applicable)</li> <li>Delivery of goods/services</li> <li>Invoice</li> <li>Inspection and acceptance</li> </ul>	Free	30 days
7.	Refund of erroneous payments	<ul style="list-style-type: none"> <li>Written request</li> <li>Phone number used to make payment</li> <li>Mobile money transaction code</li> </ul>	Free	7 days upon validation of application
8.	Career Guidance/Mentorship	<ul style="list-style-type: none"> <li>Detailed Request Letter</li> <li>Request aligned to KUCCPS schedule of career events</li> </ul>	Free	As scheduled
9.	Dissemination of information on available programmes	Access to portal	Free	Quarterly
10.	Provision of data for research(excludes confidential data)	<ul style="list-style-type: none"> <li>Written Request</li> <li>Research Authorization letter from National Commission for Science, Technology and Innovation</li> </ul>	Students: Kenya Kshs 3,000 International US \$ 100	21 Days

		<ul style="list-style-type: none"> <li>● Research concept and topic</li> <li>● Research proposal approved by affiliated research institution</li> <li>● Signing compliance form</li> <li>● Sharing final research report with KUCCPS</li> </ul>	Local NGOs and Businesses: Kshs 10,000 International Institutions US \$ 500 Local Government Institutions: Free	
11.	Consultancy	<ul style="list-style-type: none"> <li>● As determined</li> </ul>	As per Service Level Agreement (SLA)	Agreed SLA

***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY***

Any service that does not conform to the above standards or any officer who does not live up to the above commitment to courtesy and excellence in service delivery should be reported to:

<p>a) The Chief Executive Officer,  Kenya Universities and College Central Placement Service  ACK Garden House, 1<sup>st</sup> Ngong Avenue, Community, Nairobi  P.O. Box 105166, 00101  Tel: 0723 954927, 0734 879662  Nairobi  Email: <a href="mailto:ceo@kuccps.ac.ke">ceo@kuccps.ac.ke</a> / <a href="mailto:complaints@kuccps.ac.ke">complaints@kuccps.ac.ke</a></p>	<p>b) The Commission Secretary/Chief Executive,  Commission on Administrative Justice  2<sup>nd</sup> Floor, West End Towers, Waiyaki Way  P.O. Box 20414-00200  Tel. +254 (0)20 240337/0722970604  Nairobi  Email: <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a></p>
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\*Service fees are non-refundable.