



**UNIVERSITY OF NAIROBI  
COLLEGE OF EDUCATION AND EXTERNAL  
STUDIES**

**SCHOOL OF EDUCATION SERVICE  
CHARTER**

## **FOREWORD**

The School of Education is one of the Schools that constitute College of Education and External Studies of the University of Nairobi. The School currently offers 12 academic programmes.

At the School our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, team work and team spirit, transparency, accountability, fairness and timely service delivery in all units.

Excellence in teaching, learning research and scholarship, consultancy and community service good governance and management shall be our focus.

This service charter is committed by the school deliver high quality service to our students, staffs, research collaborators, donors other stakeholders and public at large.

Your feedback will enable us improve pm our service.

**Prof. Samson Gunga**

**DEAN, SCHOOL OF EDUCATION**

## **INTRODUCTION**

The School of Education is one of the two schools in the college of Education and External Studies of the Universities of Nairobi. The School began offering degree program in residence in 1988 after the re-organization, restructuring, renaming and expansion of the college.

All the programs offered in the school are conducted through all modes of learning thus making it convenient to all potential studies. For instance there is the normal learning hours from 8.00 am – 5.00 pm, 5:30 p.m – 8.30 pm including the whole day over Saturdays.

### **Vision**

To be a leading center of excellence in teacher Education, Open learning, Research and Community Service for sustainable development.

### **Mission**

To maintain a leadership role in the generation, acquisition, application, dissemination and preservation of knowledge in its areas of competence including consultancy and research training of graduate and open learning.

### **Core Values**

- Provision of high quality teaching informed research
- Dedication to excellence

- Upholding the ethics and etiquette of teaching, learning, research and consultancy.
- Nurturing responsible corporate citizenship with strong social responsibility.
- Upholding the virtues of truth, integrity, honesty, tolerance, professionalism, teamwork and meritocracy.
- Maintaining impartiality in assessment of students and staff performance.
- Adding value to interaction with various communities through extra-mural activities
- Generation, dissemination and preservation of knowledge.
- Training of graduate teachers thereby enhancing human capital as facilitators of knowledge in various disciplines.
- Providing community service.
- Carrying out research and offering consultancy and other services
- Income generation for self-sustenance.
- Respect and conservation of the environment.

### **Governance**

The school comprises of: Department of Education Administration and Planning, Department of Education Foundational Studies, Department of communication & Planning Technology and Department Physical Education and Sports. Each of this department

is headed by a chairman who is appointed by the vice chancellor from amongst academic staff in each department

### **Course offered**

- Diploma and certificate in E.C.E
- Postgraduate diploma in Education
- Bachelor of Education (Arts)
- Bachelor of Education (Science)
- Bachelor of Education (Early childhood)
- Bachelor of Education (ICT)
- Master of Education (Educational Administration and Planning)
- Master of Education – (Education Foundations)
- Master of Education (Measurement and Evaluation)
- Master of Education (Early Childhood)
- Ph.D (Education)
- Ph.D (Educational Studies)

Co- offered with the college of biological & Physical (Science)

### **Service Delivery**

Integrity honesty and accountability in delivering quality service to all stake holders

Service through participatory management and teamwork

## **Clients Right**

- Services are free of charge. Do not give bribe.

## **Obligations**

Be courteous and respectful in the delivery of services to all

Endeavoring to offer timely, prompt and satisfactory services

Practicing impartiality and transparency in all points of service delivery

Promoting positive Co-existence will all stakeholders.

## **In our service delivery we pledge to:**

- Service our clients with dignity, courtesy and respect
- Provide efficient and effective service at all times
- Adhere to ethical and equitable service provision
- Uphold transparency and accountability at all times
- Espouse the principles of natural justice at all times
- Maintain appropriate confidentiality
- Discharge our duties professionally passionately and with patriotism.

## **School Clients**

- Students
- Employees
- Parents
- Suppliers
- Community
- General Public

## Partners/Stakeholders

- Taxpayers
- Ministry of Higher Education
- Commission of Higher Education
- Teacher Service Commission
- Kenya Institute of Education
- Other government departments
- Universities
- Research collaborations
- Training institutions
- Linkage partners
- Industry Partners
- Business partners
- Kenya Education Network (KENET)
- Employers
- Donors
- Sponsors
- Trade unions
- Students 'union
- Professional bodies
- Alumni associations
- Neighbors
- Other stakeholders

## **Client expectation**

Our clients expect efficient and effective provision of service as follows

- A transparent admission process
- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination result, transcript and certificate
- Prompt research output
- Well maintained lecture theatres, laboratories offices hostel and other facilities
- Aggressive marketing of consultancy and research service.
- Adaptive human resource management practice
- An effective performance appraisal system
- Fair and just disciplinary procedures
- Efficient procurement process
- Recognition and acknowledgement of donors and sponsors
- Expeditions processing of collaborative agreements
- Existence and application of modern information and communication technology (ICT)
- Safe and healthy environment
- Courteous and timely response to request and enquiries and
- Prompt clearance of students and staff



## **Commitments to Service Delivery**

- All lectures shall be conducted fully and on time as per approved timetables.
- Supervisors for masters or doctoral degrees will feedback to their students within two weeks after receiving a project for thesis.
- All telephone calls shall be attended to within twenty seconds.
- The school shall not condone impropriety
- The school is a corruption free zone.
- The school shall maintain a healthy safe and pleasant environment.
- The school staff shall report a duty from 8.00am-5.00 p.m.
- The school is an illicit drug free and a smoking zone.

The following is the email address of the dean.

**deaneducation@uonbi.ac.ke**