



**KENYATTA UNIVERSITY**  
**DEPARTMENT OF FASHION DESIGN AND MARKETING**

**SERVICE DELIVERY CHARTER**

*We are Committed to Courtesy and Excellence in Service Delivery*

Services Rendered	Requirements	Charges	Timeline
Unit Registration	<ul style="list-style-type: none"><li>• Student Unit Registration Form</li></ul>	Free	1 Month
Teaching	<ul style="list-style-type: none"><li>• Course Outline</li> <li>• Class Attendance</li></ul>	Free  Free	1 <sup>st</sup> Week of Teaching  Per Semester
Processing of CATs and Assignments	<ul style="list-style-type: none"><li>• CATs/Assignments/Tasks</li></ul>	Free	2 Weeks
Examinations Results queries	<ul style="list-style-type: none"><li>• Missing unit Marks Form</li><li>• Print out of exam results</li></ul>	Free	2 Weeks
Processing of Postgraduate proposal	<ul style="list-style-type: none"><li>• Post graduate seminar</li></ul>	Free	After two months
Academic advisory	<ul style="list-style-type: none"><li>• Academic advisory</li></ul>	Free	Continuous

*In case of complaints or compliments regarding the services offered, please contact:  
Chairperson, Fashion Design and Marketing Department  
Kenyatta University, P.O. Box 43844-00100  
Nairobi, Tel. (020) 8710901, Cisco 4122  
Email: chairman-fashion @ku.ac.ke*