Foreword

The College of Education and External Studies (CEES) is one of the six colleges that constitute the University of Nairobi. It offers over 38 academic programmes in two schools and two centres.

At the college our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, 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 a commitment by the college to deliver high quality service to our student, staff, research collaborators, donors, other stakeholders and the public at large.

Your feedback will enable us improve on our service delivery.

PROF. H.W. MUTORO
PRINCIPAL
Introduction:

The college of Education and External Studies is one of the six colleges of the University of Nairobi. It began with Makerere College, which appointed its first Extra-mural resident tutor for Kenya in 1956. In 1963, the Extra-mural department was transferred to then University College, Nairobi. Later in the same year, the College of Social Studies that had been established at Kikuyu as an independent adult residential college was absorbed into the university College, Nairobi and subsequently amalgamating with the Extra –mural department to form the institute of Adult Studies in 1966.

Following the recommendations of the inspection and Visitation Committee that established the six colleges of the University of Nairobi in 1983, the institute of adult Studies became the college of Adult and Distance Education (CADE).

1988 saw the re-organisation, restructuring, renaming and great expansion of the college. CADE became the College of Education and External Studies (CEES) and its main undertaking was to offer the Bachelor of Education degree both in residence at Kikuyu campus and also through distance learning method.

The headquarter of the college is situated at Kikuyu campus, 25 kms Northwest of Nairobi along the Kikuyu-Naivasha road. The College has two schools and ten regional centers located in Nairobi, Mombasa, Thika, Garissa, Nyeri, Kakamega, Kapenguria, Kisumu, Kisii and Nakuru.

Plans are underway to establish sub-regional centres in other parts of the country.

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.

Motto: Committed to Providing Quality Education

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 constancy and other services.
- Income generation for self-sustainance.

Governance
The academic and administrative head of the college is the Principal. The college has three faculties namely: - Faculty of education, faculty of social sciences and faculty of external studies. Each faculty comprises of several departments headed by a dean who is elected by the academic members of staff in the faculty. There are fourteen academic departments headed by a chairman who is appointed by the Vice chancellor from amongst academic staff in each department.

The students’ welfare authority (SWA) deals with accommodation and catering services for university students. At the college, a Dean of students in the principal’s office offers counseling to students in all aspects of life including career guidance.
School of education

The faculty of education provides a broad education background and professional training most appropriate to the noble career of teaching. All students taking education course in the university are registered in this faculty.

The faculty is made up of three departments namely:

- Department of educational foundation
- Department of education communication and Technology
- Department of education administration and planning.

Courses Offered

- Bachelor of education foundation (Arts)
- Bachelor of Education (science)
- Bachelor of education in early childhood.
- Master of Education
- Doctors of philosophy in education
- Diploma and certificates in early childhood Education.

*(Co-offered with the college of biological & physical sciences)*

Centre of open and distance learning

- Material production and distribution for all faculties
- Media facilities
- Learners support services
- Research Evaluation and quality assurance
- Research of open and distance learning, academic programmers of the University of Nairobi.
- Co-ordination of open and distance learning, academic programmes of the University of Nairobi.

School of Continuing and Distance Education

The School of Continuing and Distance Education was established in 1988 and charged with coordinating continuing education. It provides an opportunity for aspiring Kenyans who have attained University entry qualifications to further their education. The main mode of teaching is through distance Learning method interfaced with face-to-face interaction during school vacations. The school also runs a full time diploma in adult Education and other Extra-mural courses.
The faculty has three operational departments namely:-

- Department of distance Studies
- Department of Educational Studies
- Department of Extra-Mural Studies with regional centres in Nairobi, Mombasa, Thika, Garissa, Nyeri, Meru, Kakamega, Kapenguria, Kisumu, Kisii and Nakuru.

**Courses offered**

Bachelor of Education (Arts) - By distance learning

- Postgraduate diploma in Human resource Management (evening)
- Postgraduate diploma in education – by distance learning
- Postgraduate Diploma in Sexually Transmitted Infections – by distance learning
- Postgraduate diploma in education in adult Education and Community Development *(Co-offered with the College of Health sciences)*
- Diploma in Adult education and Community Development
- Diploma in Sales and Marketing (evening)
- Diploma in Business Management (evening)
- Diploma in clearing and Practical freight Forwarding (evening)
- Diploma and Certificate in early Childhood education
- Commonwealth Diploma in Youth in Development work
- Diploma in Guidance and Counseling
- Certificate courses in computer applications, public relations, sales and Marketing
  Guidance and Counseling, Managerial skills, Criminology, languages, CPA, CPS, KATC among others.

*(Diploma and certificate courses are offered in all extra-mural centres. Diploma in adult education is a one-year full time course offered at Kikuyu campus)*

**Service policy**

**Recruitment**

Staff sourcing, placement and training is transparent and the college adheres strictly to university procedure on recruitment to enhance integrity and professionalism at all levels.
**Discipline**

- Respect and recognize the dignity of all members of staff and student.
- Promote in staff and student a sense of responsibility in order to minimize the need to take discipline measures.
- Handle disciplinary cases promptly through statutory committee to ensure timely rectification of the issue at hand.

**Service delivery**

- Integrity, honesty and accountability in delivering quality service to all stakeholders.
- Services through participatory management and teamwork.

**Resources Management**

- Provide a secure, clean and conducive environment for all college operations.
- Provide state of the art facilities and ensure their proper maintenance
- Ensure prudent use of all college resources.

**Clients Right**

Services are free of charge. Do not give bribes!

**Obligations**

- Being 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 with all stakeholders

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

- Serve 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
**College clients**

College clients comprise of the following among others:

- Students
- Employees
- Parents
- Suppliers
- The community
- The general public

**Partners /Stakeholders**

College partners and Stakeholders comprise the following among other:

- Taxpayers
- Ministry of Higher Education
- Commission of Higher Education
- Teacher service commission
- Kenya institute
- Other government departments
- Universities
- Research collaborators
- 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 expectations**

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, transcripts and certificate
- Prompt research output
- Well maintained lecturer 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
- Expeditious processing of collaborative agreements
- Existence and application of modern information and communication technology (ICT)
- Safe and healthy environment
- Courteous and timely response to requests and enquiries and
- Prompt clearance of students and staff

**Commitment to service delivery**

In our service delivery, we pledge that:

- Student admitted to the university shall receive admission letters two months prior to reporting date.
- Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- All lectures shall be conducted fully and on time, as per approved timetables.
- Consolidated mark sheet shall be finalized and forwarded to examinations office within one month following end of examinations.
- Postgraduate supervisors for masters or doctorial degrees will give feedback to their students within two weeks after receiving a project or thesis.
- Disciplinary cases for students and staff shall be completed within period of thirty days.
- Graduation ceremonies shall be held on schedule –in September and December annually.
- University certificates shall be issued within two months after graduation while transcripts shall be issued within one week upon application.
- The college libraries shall be opened from 8.00 a.m to 10.00 p.m on weekdays and 8.00a.m to 5.00 p.m on Saturdays.
- Queries from library users shall be responded to within a day.
- The university calendar containing the almanac and all programmes shall be published every year.
- The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters.
- Staff performance appraisal shall be conducted between October and March every academic year.
- The finance department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and processes approved payments within three days.
- Procurement of goods and services shall be done within one month, and in line with the university and government procurement regulations.
- College clinics shall open from 8.00am to 5.00pm daily. Senior staff clinic shall open for 24 hours for all cases including emergencies.
- The College shall maintain a healthy, safe and pleasant environment.
- The College staff reports on duty from 8.00am to 5.00pm
- The Extra Mural staff report on duty from 8.00am to 5.00pm and in the evening up to 8.00pm
- The Extra Mural staff works over the weekends from 8.00am to 5.00pm.
- The College is an illicit drug free and a no smoking zone.
- Sports and games facilities and equipments shall be up to date and well maintained.
- Transport shall be provided on time as per approved requests.
- Quality ICT services shall be provided to students and staff.
- All telephone calls shall be attended to within twenty seconds.
- Routine correspondence shall be replied to within seven days from the date of receipt.
- The university shall not condone impropriety.
- The College is a CORRUPTION FREE zone.
- Clearance of students and staff shall be finalized within two days.