



KENYATTA UNIVERSITY
ICT PROFESSIONAL TRAINING AND CERTIFICATION CENTRE
P.O BOX 43844 Nairobi 00100
Tel 254 20 870 4580
Email: iptcc-coordinator@ku.ac.ke

SERVICE DELIVERY CHARTER

We are committed to efficient and quality service delivery

S/No	Services Rendered	Requirement	Charges	Timelines
1	Academic advisory services to potential and current students	none	Free	Upon request
2	Processing of application	Completely filled Application forms	Free	2 working days after receipt of forms
3	Change of campus	Upon student request	Free	After completion of current module
4	Issuance of certificates for all course	Completion of exams and course feedback	Free	Immediately

For further information regarding the services offered, please contact:

The Coordinator,

ICT Professional Training and Certification Center,

Kenyatta University,

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Telephone 020-870 4580

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