



5th Edition 2015

KNEC **Service Charter**

KNEC PROFILE

Vision

FEATURED

To be a world class organization in **assessment** for quality education.

Mission

FEATURED

To objectively **assess** learning achievements in order to safeguard and enhance globally acceptable educational certification standards

Mandate

FEATURED

According to section 10 of the **Kenya National Examinations Council Act No. 29 of 2012**; KNEC is mandated to:

- set and maintain examination standards;
- conduct public academic, technical and other national examinations within Kenya at basic and tertiary levels;
- award certificates or diplomas to candidates in such examinations;
- confirm authenticity of certificates or diplomas issued by the Council upon request by the government, public institutions, learning institutions, employers and other interested parties;
- issue replacement certificates or diplomas to candidates in such examinations upon acceptable proof of loss or damage of the original;
- undertake research on educational assessment;
- advise any public institution on the development and use of any system of assessment when requested to do so, and in accordance with such terms and conditions as shall be mutually agreed between the Council and the public institution;
- promote the international recognition of qualifications conferred by the Council;
- advise the Government on any policy decision that is relevant to, or has implications on, the functions of the Council or the administration of examinations in Kenya;
- do anything incidental or conducive to the performance of any of the preceding functions.



In its operations; the Council is guided by the following values:

- respect to rule of law as stipulated in the **Constitution; the KNEC Act No. 29 of 2012; Basic Education Act No. 27 of 2012** and other laws of the land;
- responsiveness to national and sectoral policies;
- strict adherence to examination regulations in the conduct of examinations;
- maintenance of high level of efficiency, integrity and honesty by all Council employees and contracted professionals involved in the conduct of examinations;
- Conducting examinations that are relevant, fair, valid and reliable;
- responsiveness to public needs in service delivery;



The business of KNEC is to administer examinations and issue certificates to successful candidates, equate certificates issued by other examining bodies, and to carry out research on educational assessment



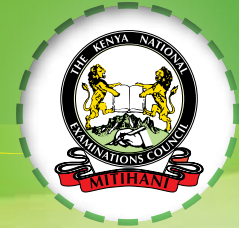
KNEC Service Charter

NO	SERVICE(S) RENDERED	DEPT/DIV/SECTION	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
1.0	Receive visitors and record all cases and complaints in CRM and departmental registers	All departments	1.1 To provide accurate factual and timely information 1.2 To provide feedback on the quality of KNEC services	Nil	On the spot
2.0	Acknowledge all correspondence	All departments	To provide accurate factual and timely information	Nil	2.1 Written - 10 working days 2.2 Telephone- On the spot
3.0	Payment for goods	Finance	3.1 To provide accurate factual and timely information 3.2 To deliver all goods as per specifications	Nil	10 working days from date of receipt in Finance
4.0	Payment for consultancies	Finance	To deliver all documents as per the contractual terms	Nil	10 working days from date of receipt in Finance

NO	SERVICE(S) RENDERED	DEPT/DIV/SECTION	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
5.0	Subsistence and fuel payment for Field officers	Finance	To account for funds previously provided	Nil	10 working days from date of receipt in Finance
6.0	Payment to supervisors, invigilators, drivers, security personnel and examiners	Finance	6.1 Successful completion of the service rendered 6.2 Provision of timely and accurate information 6.3 To update KNEC on any change of material information including contacts	Nil	30 working days from date of receipt in Finance
7.0	Payment for setters and moderators	Finance	7.1 Successful completion of the assignment 7.2 Provision of timely and accurate information	Nil	10 working days from date of receipt in Finance
8.0	Payment of allowances and imprest for KNEC staff members	Finance	Provision of timely and accurate information and approval at least 2 weeks before the activity commences	Nil	10 working days from date of receipt in Finance
9.0	Equate certificates issued by credited foreign examination bodies with the qualifications awarded by KNEC	Research	9.1 To provide accurate and factual information 9.2 To pay all fees charged	3480/-	10 working days
10.0	Confirm authenticity of Certificates and Diplomas issued by KNEC	Research	10.1 To provide accurate and factual information and documents 10.2 To pay for the service on application	a) Confirmation send outside Kenya 3,480/- b) Confirmation send within Kenya 2,320 /- c) Use of Fax to send confirmation within Kenya 928/- d) Use of Fax to send confirmation outside Kenya 1,392/-	10 working days

NO	SERVICE(S) RENDERED	DEPT/DIV/SECTION	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
11.0	Issue of replacement certificate	Research	11.1 To provide accurate and factual information and documents 11.2 To pay for the service on application	5,800	60 working days
12.0	Handling of examination queries	Examination Administration	12.1 To channel all queries regarding results and certificates through the KNEC agents 12.2 To query within 30 days from the date of the release of an examination or release of certificate	(a) KCSE - 5,000 (b) KCPE - 3,000	30 working days
13.0	Issuing of results for remarked cases	Examination Administration	13.1 To request for remarking through respective institutions within 30 days from the date of the release of an examination 13.2 To attach all relevant documents and payment in the remarking request	Fee depends on the examination	90 days
14.0	Issuing of examination result slips and certificates	Examination Administration	14.1 Candidates to pick certificates from institutions eight (8) months after release of examinations 14.2 Sub-County Education or their representatives to pick certificates from County Directors Office within 30 working days after receipt from foreign boards. 14.3 To lodge a complaint on errors in examination results within 30 days from the date of release of examination results	Nil	30 working days
15.0	Recruitment of examiners	Examination Administration	15.1 To ensure the selection criteria for each category is met 15.2 To apply with endorsement by the principal of the respective institution 15.3 Successful completion of training session.		60 working days

NO	SERVICE(S) RENDERED	DEPT/DIV/SECTION	CUSTOMER OBLIGATION	USER CHARGE (KES)	TIME LINE
16.0	Recruitment of invigilators, supervisors, drivers and security personnel	Examination Administration	To sign and adhere to the terms of contracts including payments	Nil	30 working days before the start of examination
17.0	Registration of candidates for KNEC Examinations and for examinations administered on behalf of Foreign Examination Boards	Examination Administration	Customer obligations written in details in circulars sent to institutions	Fee charged depending on the examination	Varies depending on the examination
18.0	Amendment of candidate's registration details before the release of the examination results	Examination Administration	18.1 To register all candidates accurately before the end of the registration period for the respective examination 18.2 To pay for the service on application after the end of the registration period	a) KCPE – 300/- per query b) All other examinations – 500 per query	Amendment to be applied for immediately after the close of the registration period but before release of the examination results
19.0	Late submission of TP/CAT/ Project/Oral /Aural/Course Work marks	Examination Administration	19.1 Upload all the required marks online as per the prescribed time frames 19.2 Submit the hard copies of the uploaded marks to KNEC on time 19.3 Notify KNEC on any marks not uploaded online as per the close of the uploading timeframes 19.4 To pay for the service on application after the end of the uploading period for each examination	2000/- per candidate for all examinations	Payment to be made and marks to be submitted two weeks before the administration of the relevant examination
20.0	Handling of Under protest cases	Examination Administration	20.1 To register all candidates accurately including their subject clusters before the end of the registration period for the respective examination 20.2 To pay for the service on application immediately after the close of the registration period but before the administration of the examination	Three thousand (3000) per subject per candidate for registered candidates only	On receipt of the application and verified deposit slips



21.0 ALL CORRESPONDENCE TO:

21.1 POSTAL ADDRESS

Chief Executive Officer
Kenya National Examinations Council
P.O. Box 73598- 00200
NAIROBI

21.2 TELEPHONE CORRESPONDENCE

LANDLINE:

+254 20 2189531020 341098
+254 20 341050
+254 20 317419
+254 20 317413

MOBILE:

0720741094
0732333860

21.3 EMAIL CORRESPONDENCE

complaints@k nec.ac.ke
info@k nec.ac.ke

21.4 WEBSITE

www.knec.ac.ke

FOR EXTERNAL HELP CONTACT:

The Commission Secretary,
The Commission on Administrative Justice/Office of the Ombudsman
2nd Floor, West End Towers, Waiyaki Way-Westlands T: +254202270000/+254 202303000/+254 772125818
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