	
Institution Name:	**Kenya School of Law**
Affiliations; Ministry / Department/ County/Parent Company:	**Office of the Attorney General & Department of Justice (OAG & DOJ)**

SERVICE CHARTER

/No.	Name of Service	Customer Requirements To Obtain Service	Service Cost (Kshs.)	Service Turn Around Time
1.	Offering Academic Services (Advocates Training Programme (ATP) and Paralegal Training Programme (PTP)	1. Applicants admitted into the LL. B AFTER 8TH DECEMBER, 2014 must satisfy the following requirements: - Graduates of Kenyan Universities: i) Attained a minimum of grade B (plain) in English Language or Kiswahili and a mean grade of C (plus) in the Kenya Certificate of Secondary Examination or its equivalent; ii) Attained a minimum of two (2) principals and one (1) subsidiary totaling to an aggregate of ten (10) points in the Kenya Advanced Certificate of Education or its equivalent: and iii) Passed the mandatory 16 core subjects as stipulated in the Second Schedule to the Legal Education Act,Cap. 16 B; and iv) Hold or are eligible for conferment of an LL. B degree from a recognized Kenyan	1.Application fee 2,000/= 2. School fees 145,000/= 3. 75% of the School fees during registration. 4. 25% of the School fees on or before the end of 5th month after commencement of the academic year.	18 Months

		university. Graduates of Foreign Universities i) Attained a minimum of grade B (plain) in English Language or Kiswahili and a mean grade of C (plus) in the Kenya Certificate of Secondary Examination or its equivalent; ii) Attained a minimum of two (2) principals and one (1) subsidiary totaling to an aggregate of ten (10) points in the Kenya Advanced Certificate of Education or its equivalent: and iii) Passed the mandatory 16 core subjects as stipulated in the Second Schedule to the Legal Education Act, Cap. 16 B; and iv) Hold or are eligible for conferment of a recognized LL. B degree from a foreign university; and v) Obtain clearance from the Council of Legal Education vi) Must sit and pass the Pre-Bar Examination provided for under the Second Schedule to the Kenya School of Law Act,Cap.16C part 1(b) (iii) Applicants admitted into the LL. B BEFORE 8TH DECEMBER, 2014 must satisfy the following requirements: - a) having passed the relevant examination of any recognized university in Kenya, holds or has become eligible for the conferment of the Bachelor of Laws Degree (LL. B) of that university;		

		b) having passed the relevant examinations of a university, university college or other institution prescribed by the Council of Legal Education, holds or has become eligible for the conferment of the Bachelor of Laws Degree (LL.B) in the grant of that university, university college or other institution, and prior to enrolling at that university, university college or other institution – (i) attained the minimum entry requirements for admission to a university in Kenya; and ii) obtained a minimum grade B (plain) in English Language and a mean grade of C (plus) in the Kenya Certificate of Secondary Examination or its equivalent; NB: Applicants holding secondary school qualifications other than those offered by the Kenya National Examinations Council (KNEC) must seek equation from any institution lawfully mandated to equate secondary school qualifications in Kenya		
		Paralegal Training Programme (PTP) 1. A mean grade of C (PLAIN) in the Kenya Certificate of Secondary Education (KCSE) or its equivalent, and a minimum grade C (PLUS) in English; or.	1.Application fee 2,000/= 2. 75% of the School fees during registration. 3. 25% of the School fees two weeks before examination period.	(2) academic years

		2. A minimum of Division III in KCE/EACE or its equivalent, with at least a credit in English Language; 3.At least one principal pass at the Kenya Advanced Certificate of Education (KACE), or its equivalent; or 4. A distinction or credit pass in the Certificate in Law course conducted at the Kenya School of Law between the years 2000 and 2003 or any other Certificate or Diploma in a relevant field from an institution recognized by the Council of Legal Education.		
2.	Conducting Continuing Professional Development Training	1. A professional with relevant qualifications, which need not be in Law, may be admitted to the programme. 2. Registration form 3. Evidence of payment of fee. 4. Evaluation form after the training.	As per the rates stated in the annual calendar	3 - 5 days
3.	Providing consultancy services	1. Client issues request for proposal or terms of reference; 2. Execution of Consultancy contract/Issuance of Local Service Order; 3. Payment in accordance with the contract terms 4. Evaluation form after the consultancy services	As per the agreed consultancy fee	90 days
4.	Offering Certified secretaries Course (CS)	1.KCSE with a minimum C+ (C plus) or its equivalent 2.KACE with two principal passes (with credits in English & Mathematics at KCE level) 3.KASNEB technician, diploma, or	1.One-time application fee of 2,000/= 2. 7,500/= - 9,000 per unit 3. Library fee 5,000/= 4.Exams paid to KASNEB	3 months

		professional certificate 4.A degree from a recognised university 5.IGCSE: Grade C in six subjects, including English and Mathematics 6.Other qualifications approved by KASNEB		
5.	Offering hospitality services	**1. Conferencing facilities / Catering services** A. Government Institution - LPO or LSO B. Private Institution - Evidence of payment, Valid National Identity Card C. NGO Institution - A Commitment letter	**Conferencing facilities per person** Full board 7,500/= Half board 4,500/= Bed and breakfast 3,500/= Full day conference 3,500/= Half day conference 2,500/= Buffet lunch/dinner 1,200/= Breakfast 800/=	1 day 1 day
		2. Student's accommodation A. Admission Letter, Evidence of payment and National Identity Card	**Students accommodation** Deposit (non-refundable) 5000/= Accommodation fee 15,000/= @gate A includes 2 meals for 4 days. Executive accommodation fee only - 20,000/= per Month. Executive accommodation and 2 meals - 35,000/= per month	30 days
		3. Hire of Grounds	**Hire of Grounds**	1 day

		A. Evidence of full payment B. NEMA Certificate	55,000/=	
		4. Sports facilities A. Evidence of full payment B. National Identity Card	**Sports facilities** Swimming pool- 250/=pax Football ground 3,000/= per training team 4,000/= per game	1 day 1 day
6.	Responding to enquiries about services offered by the School via 1. Telephone calls,	1. Customer details	Nil	1. Telephone calls - Less than a day - Within 3 rings
	2. Emails			2. Emails - 2 days
	3.Letters			3.Letters - 3 days
	4. Face to Face			4. Within a day
7.	Payment of goods, services and works offered to the School	1.Supplier invoice 2. Delivery note 3. Contract document 4. LPO/LSO copy	Nil if tender documents are downloaded from the School's website 1,000/= if the tender documents are picked from the School	30 days
8.	Handling of complaints lodged directly to the School	1. Information of the complaint	Nil	30 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Director /Chief Executive Officer Kenya School of Law Karen – Langata South Road P.O. Box: 30369 - 00100 Telephone: 0202699581/2/3/4 Email: complaints@ksl.ac.ke	**The Commission Secretary/Chief Executive Officer** Commission on Administrative Justice 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 2270000/2303000 Email : complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO