



**KENYA NATIONAL QUALIFICATIONS
AUTHORITY (KNQA)
SERVICE CHARTER**



 www.knqa.go.ke

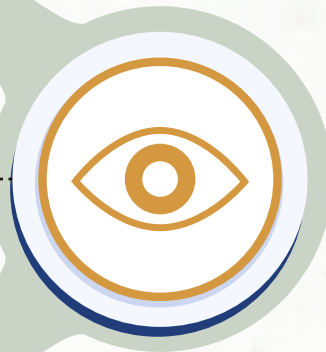
Mission

To establish and manage the Kenya National Qualifications Framework, register and accredit qualifications, recognize and equate qualifications and create a credit accumulation and transfer system to achieve Global Recognition and Competitiveness.



Vision

Globally Recognized and Competitive Qualifications Transforming Kenya



Core Values

Integrity | Accountability | Quality | Relevance | Innovativeness | Equity



Our Promise

Shaping the future of Kenya



FOREWORD



The Kenya National Qualifications Authority (KNQA) was established in 2015 as set out in the Kenya National Qualifications Framework (KNQF) Act No. 22 of 2014 (and KNQF Regulations, 2018) to help coordinate and harmonize the various levels of education and to create a database of all qualifications in the country.

To achieve its mandate effectively KNQA has developed various instruments of execution the Strategic plan, Annual Work Plan, budget plan, procurement plan, and a service charter. The Charter intends to educate the public about services offered by KNQA and serve as a contract between the Authority and the public at large.

It is a public declaration of our commitment to provide services in a timely, efficient and effective way. Implementation of Charter will therefore enhance speedy and consistent service delivery and will be used as a tool to reinforce integrity and professionalism in serving our clients.

This Charter therefore is expected to instill public confidence in our clients, establish a competitive edge and enhance organizations' management of client's prospects regarding the delivery of services.

We have a duty to deliver and be accountable to our actions. Therefore, I call upon all staff to uphold KNQA's promise to the public as a team. The Authority will appreciate your feedback to enable us continuously improve our services.

Hon. Dr. Kilemi Mwiria
KNQA Council Chairman



ESTABLISHED



2015

ACKNOWLEDGEMENT



The Kenya National Qualifications Authority (KNQA) is an overall facilitator within the Education Sector in Kenya cutting across Basic Education, Technical Vocational Education and Training sector and University Education and Research.

As the custodian of all National Qualifications in education, KNQA is charged with the responsibility of ensuring all qualifications meet national & international standards.

This is achieved through; accrediting Qualifications Awarding Institutions and registering National Qualification into the Kenya National Qualifications Framework.

In order to realize the Authority's mandate, the Service Charter was developed with our customers and other stakeholders. The Service Charter sets out our service commitments and outlines your rights and obligation as our customer. It identifies the core services that we offer and sets standards that we pledge to achieve in serving our customers

In this regard, this clients Service Charter is intended to foster good ethics in execution of services and reinforcement of accountability in handling client's thereby enabling a smoother interface between clients and KNQA. I therefore recommend this charter as a platform of enhancing constructive dialogue and accountability.

Dr. Juma Mukhwana, PhD, HSC
Director General / CEO



Our Clients Service Charter

Objectives of the Service Charter

- Provide clients with complete, timely and accurate information on services offered by the KNQA;
- Outline your rights and responsibilities as our client.
- Explain how our Clients can lodge complaints and make suggestions about service provision.
- Respond quickly, efficiently and professionally.
- Treat our clients with courtesy and respect.
- Provide clear and concise information about our mandate

Mandate

The mandate of the KNQA is to establish and maintain the Kenya National Qualifications Framework (KNQF).

In doing this the KNQA: Accredits qualification awarding institutions and registers qualifications, recognizes and equates local and foreign qualifications; Provides for the Recognition of Prior Learning; Establishes the National Learners Record Database (NLRD); Creates the Kenya Credit Accumulation and Transfer System (KCATs); publishes manuals, codes and guidelines on national qualifications; set standards and benchmarks for qualifications and competencies including skills, knowledge, attitudes and values; build confidence in the national qualifications system that contributes to the national economy and aims to create harmony and better coordination within the education and training sector by working with quality assurance bodies and regulators.

Quality Policy Statement

KNQA is committed to register national qualifications and accredit all Qualification Awarding Institutions, strengthen assessment and quality assurance of qualifications to international standards and enhance integration, flexibility and mobility into training system and labour market. . In pursuit of this, the KNQA management shall review this Charter on an annual basis to ensure continuing suitability for sustainable socio-economic development.

Core Functions

Our esteemed Clients expect the following services from us:

S.No	Our Services	Your Obligation	Charges	Timelines
1	Enquiries	Voluntary Visit or telephone call	Nil	5 Minutes
2	Response to correspondence	Written correspondence	Nil	5 Working Days
3	Acknowledgement of Correspondences	Written Correspondence	Nil	3 Working Days
4	Recognition/Equation of qualifications for Kenyan citizens	Submits application for equation	5,000	14 working days
5	Recognition/Equation of qualifications for foreign citizens	Submits application for equation	10,000	14 working days
6	Verification of Qualifications for foreign nationals	Submission of qualifications for verification	3,000	60 working days
7	Verification of Qualifications for Kenyan Citizens	Submission of qualifications for verification	1,000	60 working days
8	Kenya Credit Accumulation and Transfer System (KCATS)	Submission of Application for KCATS	5,000	14 working days
9	Application for Credit Transfers by Students with National Qualifications	Submission of National Qualifications	5,000	14 working days
10	Application for Credit Transfer by Learners with Foreign Qualifications	Submission of credit Transfer for learner with Foreign Qualification	10,000	14 working days

11	Application for Institutions to participate in Kenya Credit Accumulation & Transfer System (KCATS)	Submission for application of KCATS Label	10,000	30 working days
12	Application for a Qualification to participate in Kenya Credit Accumulation & Transfer System (KCATS)	Submission of Application for KCATS per programme	5,000	30 working days
13	Verification of Certificates in the Kenya National Learners Records Database	Submit Application	1,000	Instant
14	Uploading of learners in the Kenya National Learners Records Database by Qualification Awarding Institutions	Submit Learners Records	NIL	Instant
15	Appeals cases	Written correspondence	Nil	14 working days
	Applicants' formal complaint	Wait for appeal decision	Nil	90 working days
	Appeal decision	Written correspondence	Nil	7 working days
16	Response to applicant on Appeals	Written correspondence	Nil	7 working days
16	Accreditation of Qualification Awarding Institutions	Submit application	30,000	60 working days
17	Accreditation of an External Quality Assurance Agency	Submit application	30,000	60 working days

18	Accreditation of a National Assessment and Examination Body	Submit application	30,000	60 working days
19	Accreditation of a Professional Body	Submit application	30,000	60 working days
20	Registration of National Qualifications into the KNQF	Submit application	10,000	60 working days
21	Registration of Foreign Qualifications into the KNQF	Submit application	20,000	60 working days
22	Registration of a Professional Qualifications in the KNQF	Submit application	10,000	60 working days
23	Application for Certificate of Qualification Equivalence(CoQE) Local Qualification	Submit application	50,000	60 working days
24	Application for Certificate of Qualification Equivalence(CoQE) Foreign Qualification	Submit application	100,000	60 working days

Service Standards

In conformity with the KNQA Act, No. 22 of 2014 and KNQA Regulations, we are committed to provide services in accordance with the following standards.

- Acknowledge correspondences within 7 days.
- Respond to enquiries as outlined in this Charter.
- Available to serve clients from Monday to Friday from 8am to 5pm

If you contact us by telephone or e-mail, we shall:

- Answer your call promptly.
- Be accessible and respond Professionally.
- Give you our name and our area of work when we answer your call.
- Be courteous and helpful at all times.
- Respond to your inquiries where possible and if we cannot do so immediately, we will take your details and give feedback..

Obligations to our Clients

1. Provide timely and up-to-date services and/or information
2. Maintain an open-door policy to all in need of our services.
3. Simplify business processes to ease client experience.
4. Encourage two-way communication at all levels.
5. provide relevant information as requested by clients.
6. To resolve all complaints received within the stated timeframe

Your Rights as our Client

KNQA will strive to uphold your rights as our client, in line with the constitution of Kenya 2010 and laws governing the provision of our services.

As our esteemed client, you have the right to expect the highest standards of service delivery from us and forward for resolutions any dissatisfaction or complaints regarding our services.

In this regard, you have the right to;

Accurate information on all aspect of the service you seek from us. This is inclusive of information on how to access our services, the time period within which your request would be considered and details of any fees chargeable;

Privacy and confidentiality with respect to information given by our clients to KNQA.

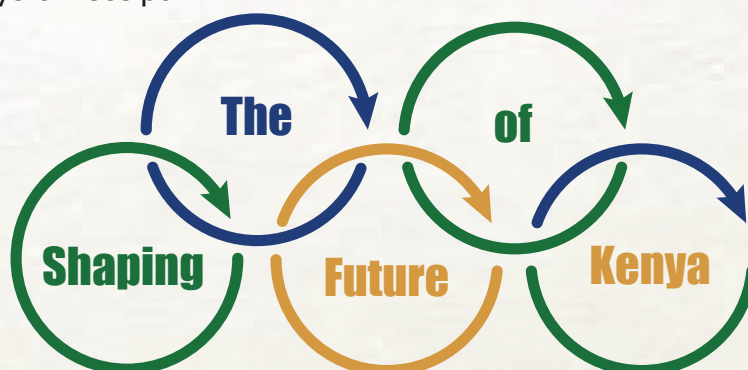
Your Obligations as our Client

1. To enable us serve you better and deliver our commitment to you, we expect our clients to;
2. Uphold and treat our staff with integrity, professionalism, honesty and courtesy.
3. Provide KNQA with accurate and timely information.
4. Prompt response to requests for information from us.
5. Not offer any gifts, favors and inducements to our staff or solicit the same.
6. Comply with existing legal frameworks including KNQA Act of 2014 and KNQA Regulations that govern provision of the service you are seeking, as may apply; and Payment of requisite fees.

Redress Mechanism

Clients who have a complaint, remark or suggestion to make can seek redress as follows;

- A client may address his/her complaints or suggestions to the Director General through the physical address, post, telephone, short message or e-mail provided.
- Use suggestion and Corruption reporting boxes maintained at the Headquarter offices. Enquiries shall be acknowledged within five days of receipt.



HOW TO CONTACT US

Contact Details, Feedback and Essential Information

Written Correspondence

If you send a letter, fax or e-mail, we will endeavor to:

- Ensure you receive full reply within 7 working days.
- Include a contact name, reference number (where appropriate) and other contact details (telephone, fax, e-mail) when replying.

Visitors to the Office

If you visit us in person, we shall:

- Respect your privacy and be fair in our dealings.
- Meet clients at the agreed time.
- Endeavour to treat clients with courtesy, confidentiality and fairness.

Help us help you

You can help us give you Quality service by:

- Providing the Authority with accurate and timely information
- Ensuring that you send us copies of supporting documents when submitting your request.
- Quoting relevant reference number in all communications.
- Making suggestions on the services you receive.



Feedback

We welcome your comments and suggestions on this Charter regarding how we can improve our services to you in the future.

S. No.	Mode of Contact	How to Contact Us	Our Conduct Standards
1.	Telephone	<p>Head Office.</p> <p>NACOSTI Building, 4th Floor</p> <p>+254-020-210 0272</p> <p>Website: www.knqa.go.ke</p> <p>Email: knqa.go.ke@gmail.com</p> <p>8:00 am to 5:00 pm</p> <p>Monday to Friday</p> <p>(Weekends and Public Holidays excluded)</p>	<p>Answering calls promptly and resolve enquiries.</p>
2.	In person	<p>KNQA is Located at NACOSTI Headquarters' Building, Upper Kabete, Off Waiyaki way, 4th Floor.</p> <p>Office Hours: 8:00 a.m. to 5:00 p.m.</p> <p>Monday to Friday</p> <p>(Weekends and Public Holidays excluded)</p>	<p>We purpose to resolve face to face inquiries immediately.</p> <p>When this is not possible, we may request to call or respond to you inform of writing later.(E-mail, telephone)</p>

For comments or suggestions please write to

The Director General /C.E. O

Kenya National Qualifications Authority (KNQA)

NACOSTI Building, 4th Floor

Off Waiyaki Way, Upper Kabete

P.O Box 72635-00200, Nairobi, Kenya

Client Care Desk Telephone 020-2100272

For more information, log on to www.knqa.go.ke

Office working hours

Monday – Friday 8:00Am – 5:00 PM



COMPLAINTS AND FEEDBACK

KNQA values and welcomes your feedback either in the form of a complaints or queries as a way of improving our service delivery. Complaints can be lodged in KNQA through the following modes:



- In Person: NACOSTI Building 4TH Floor, Phone: +254-020-2100272;
- Any service that does not live up to the above standards may be reported to:
- Complaints Information Centre: (complaints@knqa.go.ke)
- If you are still dissatisfied please write to: directorgeneral@knqa.go.ke or knqa.go.ke@gmail.com
- If you are still dissatisfied, please write to: Office of the Ombudsman: complain@ombudsman.go.ke.

KNQA