



**UNIVERSITY OF NAIROBI
COLLEGE OF EDUCATION AND EXTERNAL
STUDIES**

**DEPARTMENT OF EDUCATIONAL
FOUNDATIONS SERVICE
CHARTER**

FOREWORD

The department of Educational Foundations is one of the four departments in the School of Education.

At the Department our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, team work and team spirit, transparency, accountability, integrity, 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 committed by the Department to deliver high quality service to our students, staffs, research collaborators, donors other stakeholders and public at large.

Your feedback will enable us improve our service.

Dr. Lewis M. Ngesu

Chairman, Department of Educational Foundations

INTRODUCTION

The Department of Educational Foundations was created in 1988 when the Faculty of Education was re-introduced in the University of Nairobi. The department is one of the four that currently form the school of Education and which participate in offering all education degree programmes in the University of Nairobi.

In the 1998/1999 academic year, the department launched self sponsored programmes (commonly referred to as Module 2) at the undergraduate level under the B.Ed. (Arts) programme. In the year 2000, it started offering its units to the Bachelor of Education B.Ed. (Science) degree students. In the academic years 2001/2002 and 2002/2003 respectively the department launched its Master of Education in Educational Foundations and Postgraduate Diploma in Education

All the programs offered in the department are conducted through all modes of learning thus making it convenient to all potential studies. For instance there is the normal learning hours from 8.00 am – 5.00 pm, 5:30 p.m – 8.30 pm including the whole day over Saturdays.

Vision

To be a leading centre of excellence in research, consultancy and articulating the foundations of education that underpins educational theory and practice.

Core Values

The Core values of the department of educational foundations are:

- Provision of high quality teaching informed by research
- Dedication to excellence
- Uphold the ethics of teaching, learning, research and consultancy
- Nurture responsible corporate citizenship with strong social responsibility
- Embrace the virtues of integrity, honesty, tolerance, professionalism, teamwork and meritocracy
- Maintain impartiality in assessment and evaluation of students and staff performance
- 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.

Governance

The department is headed by a chairman who is appointed by the vice chancellor from amongst academic staff in the department'.

There are course coordinators appointed by the chairman among academic staff in the department.

Course offered

- Postgraduate diploma in Education
- Bachelor of Education (Arts)
- Bachelor of Education (Science)
- Bachelor of Education (ICT)
- Master of Education – (Education Foundations)
- Ph.D (Education)

Service Delivery

Integrity, honesty and accountability in delivering quality service to all stake holders

Service through participatory management and teamwork

Clients Right

- Services are free of charge. Do not give bribe.

Obligations

Be 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:

- Service 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
- Discharge our duties professionally passionately and with patriotism.

Department of Educational Foundations Clients

- Students
- Employees
- Parents
- Suppliers
- Community
- General Public

Partners/Stakeholders

- Taxpayers
- Ministry of Higher Education
- Commission of Higher Education
- Teacher Service Commission
- Kenya Institute of Education
- Other government departments
- Universities
- Research collaborations
- 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 expectation

Our clients expect efficient and effective provision of service as follows

- Exhaustive coverage of the approved syllabi
- Prompt and fair processing of examination result, transcript and certificate
- Prompt research output
- Well maintained offices 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
- Expeditions processing of collaborative agreements
- Existence and application of modern information and communication technology (ICT)
- Safe and healthy environment

- Courteous and timely response to request and enquiries and
- Prompt clearance of students and staff

Commitments to Service Delivery

- All lectures shall be conducted fully and on time as per approved timetables.
- Supervisors for masters or doctoral degrees will give feedback to their students within two weeks after receiving a project or thesis.
- All telephone calls shall be attended to within twenty seconds.
- The department shall not condone impropriety
- The department is a corruption free zone.
- The department staff shall report on duty from 8.00am-5.00 p.m.
- The department shall maintain a healthy safe and pleasant environment.
- The department is an illicit drug free and a smoking zone.

The following is the email address of the chairman.

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