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**UNIVERSITY OF NAIROBI**

**COLLEGE OF EDUCATION AND EXTERNAL STUDIES**

**SCHOOL OF EDUCATION**

**DEPARTMENT OF PHYSICAL EDUCATION AND SPORT**

**SERVICE CHARTER**

**FOREWORD**

The Department of Physical Education and Sport is one of the four departments in the School of Education. At the department, there is a firm commitment to offer services in both the informal and formal education sectors as there is need for specially trained personnel who understand physical education, sports management and coaching.

Excellence in teaching, learning research and scholarship, consultancy and community service good governance and management shall be the focus of the Department. This service charter is therefore a commitment by the Department to ensure quality service to all partners and stakeholders.

Dr. Simon Munayi

**Chairman**

**Department of Physical Education and Sport**

**INTRODUCTION**

Physical Education and Sport department offers the following degrees. A four year course leading to the award of a degree of Bachelor of Education (Physical education and Sports Option). A two year Master of Education in Physical education and Sport and A doctor of Philosophy in Physical Education and Sport.

The objectives include equipping learners with skills to manage leisure and recreational activities, teach PE and sports and to provided a base for further study and research. The department was established in 2006.

**VISION**

To be leader in the preparation and production of personnel in the field of Physical Education and Sport for Kenya and world at large.

**MISSION**

To develop and inculcate appropriate skills, knowledge and attitudes in students of Physical Education and develop manpower in this field.

**CORE VALUES**

* To uphold ethics and etiquette of teaching learning and research
* To espouse integrity
* To enhance self discipline
* To adhere to professional commitments to duty to be sensitive towards others

**GOVERNANCE**

The department is headed by a Chairman with lecturers who are specialized in the scientific principles, humanities, foundations and all the relevant practical domains of sport. The department also has secretaries and personnel to manage the storage and issue of equipment.

**PRINCIPLES OF SERVICE DELIVERY**

The Department commits itself to serve our clientele with dignity courtesy and respect provide effective service while adhering to professional standards and ethics and maintain discipline in all aspects of service delivery.

**CLIENTS RIGHT**

* Services are free of charge. Do not give bribe to get service.

**OBLIGATIONS**

* Be courteous and respectful in the delivery of services to all.
* Endeavoring to offer timely, prompt and satisfactory service.
* Practicing impartially 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
* Espouse the principles of natural justice at all times
* Maintain appropriate confidentiality
* Discharge our duties professionally passionately and with patriotism.

**CLIENTS**

The departmental clients include

* Students
* Suppliers
* Parents
* The community
* General Public

**PARTNERS/STAKEHOLDERS**

* Department of Sport
* Sports federations
* Sports consultants
* Institutional partners
* Sponsors
* Teacher Service Commission
* Other government departments
* Universities
* Research collaborations
* Linkage Partners

**CLIENT EXPECTATIONS**

Our clients expect efficient and effective provision of services as follows

* Immediate response to queries an requests
* Exhaustive coverage of syllabi
* Maintenance of punctuality to lectures
* Attendance of all lectures
* Well maintained equipment and facilities

**COMMITMENTS TO SERVICE DELIVERY**

* All Lecturers shall be concluded fully and on time as per approved timetables.
* Supervisors for masters or doctoral degrees will feedback to their students within two weeks after receiving a project for thesis.
* All telephone calls shall be attended to within twenty seconds.
* The Department is a corruption free zone.
* The Department shall maintain a healthy safe and pleasant environment.
* The Department shall report on duty from 8.00 am to 5.00 pm.

**FFEDBACK**

Complaints, compliments and suggestions should be forwarded to the Head of Department and maybe channeled via telephone, email, letters or suggestion box. All feedback shall be addressed within seven (7) days. Comments can be addressed to:

The Chairman

Physical Education and Sport Department (CEES)

P.O. Box 92-00902

**KIKUYU**

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