VISION STATEMENT

Quality Education Assessment and Credible Certification for a Value Based Society.

MISSION STATEMENT

To Assess Abilities and Certify Learner Achievements in Conformity with Global Standards.

MANDATE

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;
- Advice 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;
- Advice 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 and
- 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:

- Accountability
- Integrity
- Team Spirit
- Professionalism
- Inclusiveness
- Quality Customer Service
- Innovativeness
The Kenya National Examinations Council is dedicated to offering excellent services. Here is our service delivery commitment:

<table>
<thead>
<tr>
<th>No.</th>
<th>SERVICE(S) RENDERED</th>
<th>RESPONSIBILITY</th>
<th>CUSTOMER OBLIGATION</th>
<th>USER CHARGE (KES)</th>
<th>TIME LINE</th>
</tr>
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</table>
| 1.0 | Receive and Record All Cases and Complaints     | CEO/Respective Departments              | 1.1. To provide accurate, adequate, factual and timely information  
1.2 To provide feedback on the quality of KNEC services | Nil                 | Immediate                              |
| 2.0 | Acknowledge and Respond to all Correspondences  | CEO/Respective Departments              | 2.1 To provide accurate, factual and timely information  
2.2 Use correct channel of delivery | Nil                 | Written - 7 working days  
Telephone - Immediate       |
| 3.0 | Registration of Candidates for KNEC Examinations/Assessments | CEO/Director, Examination Administration | 3.1 To register all candidates accurately before the end of the registration period for the respective examination/assessment  
3.2 To pay the requisite fees in full within the deadline given (where applicable)  
3.3 To confirm the accuracy of registration data | Fee charged depending on the examination | Two (2) months |
| 4.0 | Issuing of Examination Results                   | CEO/Director, Examination Administration | 4.1 Access KCPE/KCSE examination results after release  
4.2 Candidates to pick certificates eight (8) months after the release of examination results | SMS results access charged as per the service provider  
Results Slips and Certificates at Nil cost | Immediately  
30 working days after release of certificates to schools |
| 5.0 | Handling of Examinations Related Queries        | CEO/Director, Examination Administration | 5.1 To channel all examinations related queries through the KNEC agents  
5.2 Online submission of the queries to KNEC  
5.3 Queries on examination related matters to be raised within 30 working days after release of the examination results  
5.4 Queries on certificates to be raised within 60 working days after the dispatch of certificates | i) Penalty for late submission of queries:  
(a) KCSE, Post School and Teacher Education Examinations: 5,000/=  
(b) KCPE: 3,000/=  
ii) Penalty for late submission of | 30 working days |
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<td>6.0</td>
<td>Recruitment of Examiners</td>
<td>CEO/Director, Examination Administration</td>
<td>6.1 Meet selection criteria for each category 6.2 To apply for recruitment through the Principal of the respective institution 6.3 Successful completion of training</td>
<td>Kshs. 10,500 per trainee</td>
<td>60 working days</td>
</tr>
<tr>
<td>7.0</td>
<td>Recruitment of Invigilators, Supervisors, Drivers and Security Personnel</td>
<td>CEO/Director, Examination Administration</td>
<td>7.1 To meet selection criteria 7.2 To sign and adhere to the terms of contracts including payments 7.3 To provide accurate, adequate, factual and timely supporting documents and other relevant information</td>
<td>Nil</td>
<td>30 working days before the start of examination</td>
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<tr>
<td>8.0</td>
<td>Administration of Examinations</td>
<td>CEO/Director, Examination Administration</td>
<td></td>
<td>Nil</td>
<td>As timetabled</td>
</tr>
<tr>
<td>9.0</td>
<td>Equation of Foreign Qualifications</td>
<td>CEO/Deputy Director, Research and Quality Assurance</td>
<td>9.1 Adherence to guidelines set 9.2 To provide accurate and factual information and documents 9.3 To pay for the service upon meeting the requirements where applicable</td>
<td>3,480/= per certificate 1,392/= for use of fax/email (Dispatch by Email is applicable for Equation only)</td>
<td>14 working days from the date of receipt of complete documentation</td>
</tr>
<tr>
<td>10.0</td>
<td>Provision of Examination Related Data</td>
<td>CEO/Deputy Director, Research and Quality Assurance</td>
<td>10.1 To make formal request for data and indicate the purpose 10.2 To provide clear information on the data required and supporting documents 10.3 To pay for the service where applicable</td>
<td>Varies according to the data required</td>
<td>10 working days from the date of receipt of complete documentation</td>
</tr>
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<td>11.0</td>
<td>Confirmation of Examination Results</td>
<td>CEO/Deputy Director, Research and Quality Assurance</td>
<td>11.1 To provide accurate and factual information and documents 11.2 To pay for the service on application 11.3 Verification of ownership of certificate</td>
<td>a) Sending confirmation outside Kenya: 3,480/= per certificate b) Sending confirmation within</td>
<td>10 working days from the date of receipt of complete documentation</td>
</tr>
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|   | Examination Results Certification Letter | CEO/Deputy Director, Research and Quality Assurance | 12.1 To provide accurate and factual information and documents  
12.2 To pay for the service on application | 2,320/= per certificate  
c) Use of Fax to send confirmation within Kenya: 928/= per certificate  
d) Use of fax to send confirmation outside Kenya: 1,392/= per certificate  
e) Use of courier service is optional and clients meet the extra charges. Charges are based on distance of where the documents will be delivered | 15 working days from the date of receipt of all requisite documentation |
| 12.0 | | | | | |
|   | Payment for Goods and Services | CEO/Financial Controller | 13.1 To provide accurate, adequate, factual and timely supporting documents  
13.2 To deliver all goods or render services as per specifications | Nil | 30 days from date of receipt of complete documentation for payment in Finance |
| 13.0 | | | | | |
|   | Payment of Subsistence Allowance for Field Officers and Fuel for Administration of Examinations | CEO/Financial Controller | 14.1 To account for funds previously provided  
14.2 To provide duly filled imprest application form  
14.3 To provide budget estimates | Nil | 30 working days from date of receipt of complete documentation in Finance |
| 14.0 | | | | | |
|   | Payment to Supervisors, Invigilators, Drivers, Security Personnel and Examiners | CEO/Financial Controller | 15.1 Successful completion of the assignment  
15.2 Provision and timely uploading of accurate personal information  
15.3 To update KNEC on any change of material information including contacts | Nil | 30 working days from date of receipt of complete documentation in Finance |
| 15.0 | | | | | |
|   | Payment for Test Development Contracted Professionals | CEO/Financial Controller | 16.1 Successful completion of the assignment  
16.2 Provision of timely and accurate information | Nil | 30 working days from date of receipt of complete documentation in Finance |
| 16.0 | | | | | |
## 17.0 CUSTOMER ENQUIRIES

<table>
<thead>
<tr>
<th>NO</th>
<th>ENQUIRY</th>
<th>CONTACT OFFICE AND LOCATION</th>
<th>EMAIL AND TELEPHONE NUMBER</th>
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</thead>
</table>
| 17.1| Examiners, Invigilators, Supervisors, Drivers and Security Personnel   | Field Administration Services Industrial Area, along Likoni Road. | fa@knec.ac.ke (Field Administration)  
sefa@knec.ac.ke (School Examinations and Field Administration)  
si@knec.ac.ke (Supervision and Invigilation)  
0732 333 530, 0720 741 003 |
| 17.2| Confirmation of Examination Results                                     | Archives and Records Office New Mitihani House South C, off Mombasa Road | archives@knec.ac.ke  
0720 741 091, 0732 333 780 |
| 17.3| Equation of Certificates                                                | Archives and Records Office New Mitihani House South C, off Mombasa Road | equation@knec.ac.ke  
0720 741 091, 0732 333 780 |
| 17.4| Queries Related to Examination Registration, Examination Results and Certificates | Examinations Management Division, New Mitihani House South C, off Mombasa Road | em@knec.ac.ke (School and Teacher Education Examinations)  
beabt@knec.ac.ke (For Business and Technical Examinations) 020 331 7419/27, 020 334 1027, 0720 741 091, 0732 333 780 |
| 17.5| For Examination related queries, during KCSE and KCPE examinations period and after the release of results, Call the toll free Line 0800 724 900 |                                                                                  |                                                                                             |
FOR FURTHER ENQUIRIES, PLEASE CONTACT THE FOLLOWING:

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

2. TELEPHONE CORRESPONDENCE
   +254 20 331 7419/27, 20 334 1027,
   0720 741 091, 0732 333 780
   +254 720 741 091, 732 333 780

3. WEBSITE: www.knec.ac.ke

4. EMAIL CORRESPONDENCE:
   complains@knec.ac.ke, info@knec.ac.ke

FOR EXTERNAL HELP CONTACT:
The Commission Secretary,
Commission on Administrative Justice/
Office of the Ombudsman
Second Floor, West End Towers,
Waiyaki Way- Westlands
Tel: +254 20 227 0000, 20 230 3000,
+254 772 125 818
P.O BOX 20414 – 00200 Nairobi, Kenya.
complaints@ombudsman.go.ke