



UNIVERSITY OF EMBU

DIRECTORATE OF ACADEMIC QUALITY ASSURANCE SERVICE CHARTER

Directorate of Academic Quality Assurance services

S/No	Service Offered	Process/Requirement	Cost	Timeline
1.	Responding to formal correspondence	Request submitted to the relevant office	Nil	7 working days
2.	General Quality Assurance Enquiry	Verbal, written or e-mail	Nil	3 working days
3.	Handling of Customer Complaints	Lodging of a Complaint	Nil	1 month
4.	Monitoring of student Registration Process	Students filing forms during registration	Nil	3 weeks
5.	Monitoring of Lecture Take off	DAQA staff walking into classes the first two weeks of the semester	Nil	2 weeks
6.	Conducting Student Lecturer Evaluation	Students filing Student Lecturer Evaluation forms	Nil	2 months
7.	Monitoring of Examination Invigilation	DAQA staff walking into classes during Examination Period	Nil	3 weeks



ISO 27001:2013 Certified

Knowledge Transforms



ISO 9001:2015 Certified