



INTERNATIONAL OFFICE
SERVICE DELIVERY CHARTER

Vision statement

“To be the leading Center for DeKUT on all matters relating to internationalization of the University.”

Mission statement

“To provide a resourceful, welcoming and supportive atmosphere for international students and staff; as well as DeKUT students and staff embracing diversity, cultural sensitivity and harmonious integration; spurring excellence of the University internationally.”

S/No.	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1.	Provide efficient and effective Services	None	Free	All times
2.	Adhere to ethical and equitable service provision	None	Free	All times
3.	Continuous awareness and sensitization of students on the available exchange programmes in the University	Online sessions, university events, Coffee hour schedules	Free	Once every semester in each department
4.	Facilitating registration of International Students within the university	In liason wit the Admissions Office	Free	Upon reporting
5.	Attend to telephone calls	None	Free	Promptly

6.	Reply to correspondence	None	Free	48 Hours
7.	Provide guidance on visa acquisition	Invitation letters/ Admission documents, proof of accommodation, A passport	Free	Within one week of student confirmation/acceptance
8.	Addressing complaints and suggestions from our customers	None	Free	7 days from date of receipt
9.	Accommodation booking for all University's international guests	Confirmation of visit	Free	1month prior to arrival
10.	Organizing and coordinating the orientation program for new international staff and visiting professors	Confirmation of visit	Free	1 week before reporting
11.	Organize for airport transfers	Flight ticket	Free	On arrival Booking done a week before
12.	Processing immigration documents (Work Permit, Special Pass, Student/Internship Pass)	Required documents as per eFNS portal checklist	Free	3 Months prior to arrival
13.	Organizing and coordinating the reception and orientation of international students	Confirmation of visit	Free	One week before arrival of student
14.	Organizing cross-cultural adjustment assistance to foreign staff & students by organizing socio-cultural events in and out of the university	Departmental work schedule/Class timetable	Free	Upon reporting
15.	Process registration documents for International students	Passport, transcripts and other application documents	Free	Before and after reporting

16.	Provide continuous monitoring and supporting the needs of the international students	Contact details including of place of residence	Free	Continuously during their stay
17.	Links with student buddies to the incoming students	Contact information of the students involved	Free	One month before arrival of student
18.	Assigning offers to students for exchange to other countries	Registration on Electronic Platform	Subject to payment of the relevant charges	Within 2 days after request by student.
19.	Nomination of students for exchange offers to other countries	Registration on Electronic Platform	Subject to payment of the relevant charges	Within 2 days after request by student.
20.	Notification of acceptance for exchange to other countries	Acceptance documents on email/electronic platform	Subject to payment of the relevant charges	Within 2 days of acceptance of student

The International Office is located at the Main Campus, Resource Center1 1st Floor and Resource Center3 2nd Floor is operational between 8.00 a.m. - 1.00 p.m. and 2.00-5.00 p.m. from Monday to Friday

In case of complaints or compliments regarding the services offered please contact:

HoD, International Office:

Email: internationaloffice@dkut.ac.ke

Office Telephone: 0110002411

Or Vice-Chancellor: vc@dkut.ac.ke

Office Telephone: 0713835965