



The authoritative examination and certification body in supply chain-management

Mission

To provide the best-in-class research, certification and career development in supply chain management for sustainable development.

Core values

Integrity, Credibility, Engaging, Future-oriented, Professionalism, Accountability

Mandate

Prescribe and regulate syllabuses of instruction for professional supplies, certification for persons seeking registration under the Act, prepare and conduct examinations for persons seeking registration under the Act, prepare regulations to be made by the Institute regarding the standard of proficiency to be gained in each examination for a diploma, degree, or other award; and make rules with respect to such examinations, prescribe the fees and other charges payable with respect to such examinations, issue professional qualifying certificates and other awards to candidates who have satisfied the examination requirements, investigate and determine cases involving indiscipline by students registered with the Examinations Board, liaise with the Ministry of Education in the accreditation of institutions offering the examination of the Board for the purpose of carrying out examinations, promote recognition of its examination in foreign countries and perform such other functions as may be necessary for the proper administration of this Act.

CITIZEN SERVICE DELIVERY CHARTER

Services Rendered	Our Commitment	Timelines	Applicable Charges	Our Customer/Stakeholders' Obligations
1. Response to customer enquiries and other correspondence	<ul style="list-style-type: none"> Answer telephone calls Attend to visitors Respond to enquiries: <ol style="list-style-type: none"> Email, b) Social media Post/Courier/Drop in's <ol style="list-style-type: none"> General correspondence Technical 	<ul style="list-style-type: none"> Within four (4) rings Within ten (10) minutes of arrival Within forty-eight (48) hours after notification/receipt <ol style="list-style-type: none"> Within five (5) working days Within ten (10) working days 	Free	<ul style="list-style-type: none"> Call 0111 051 840, 0726244828, Visit KISEB offices Lodge queries through the official email and social media pages and the KISEB support system Lodge queries through the official email and social media pages and the Student Portal support system
2. Examinations and related services	Registration of Candidates for Examinations/Assessments	Thrice a year, in April, August and December or otherwise as approved by the Board	Registration, exemptions and Examination fee as prescribed by the Board	Register, book exams and exemptions & pay the requisite fee online accurately before the end of the registration period for the respective examination/assessment
	Handling of Examinations related Queries	Within one (1) working day	Free	To channel all examination-related queries through the examinations office.
	Administration of examinations	As timetabled	Free	Download the timetable from the system
	Release examination results	Thirty (30) working days from the last date of the examination	Free	Download the result notification from the student portal
	Examinations appeals	Within two weeks (14) working days from the last date of the examination	CPSP-K 7,500 per paper APS-K 5,000 per paper	Lodge queries through the official email To pay the requisite fees in full within the deadline given, Provide a reliable email address
	Examination Results and Completion Letter	Within forty-eight (48) hours after notification/receipt	Free	Lodge queries through the official email/Examinations system
	Issue certificates to successful candidates	Within four (4) months after the release of results for the qualification or part-qualification as applicable	Free or herein payment of storage charges if due i.e., two months after issuance of the certificates	Collect the certificate in person from the KISEB office or request to be posted by registered mail
	Issue accreditation certificates to qualifying training institutions	Within seven (7) days of approval for accreditation	Free	Collect the certificate in person from KISEB office or request to be posted by registered mail
	Review the examinations syllabuses	Major review- 4yrs, Minor review- 2yrs	Free	Provide feedback on the syllabuses participation in the syllabuses review
	Process of disciplinary cases	Within thirty (30) days after the examination	Free	An explanation letter
	Processing of confirmation letters	Processed within two (2) working days	Free	An official request of confirmation
	Processing of deferment application	Processed within two (2) days after application	Free	An official request abiding rules of deferment
Recruitment of setters, moderators and markers	Once every year or otherwise as approved by the Board	Free	Meet selection criteria for onboarding	
3. Channels for payment eCitizen https://students.kiseb.or.ke/ Bank Payment Account No. NBK: 0102023994600	Process payments after receipt of all relevant and valid documents	24 Hours	Free	Issue receipts of payments following completion of a transaction
4. Payment for goods, services & works	Payment to setters, markers and moderators and to provide budget estimates	Process payments after receipt of all relevant and valid documents	Free	Deliver quality products and services as per contractual obligations
	Make payment for goods, works and services supplied as per specifications	Within thirty (30) days of receipt of a valid invoice, or as per contractual obligations	Free	
5. Procurement of goods, works and services	Observe and uphold procurement laws, rules and regulations	As per provisions of the Public Procurement and Asset Disposal Act, 2015 and Public Procurement and Asset Disposal Regulations, 2020	Respective tender or quotation fee	<ul style="list-style-type: none"> Deliver quality and timely products and services. Observe and uphold procurement laws, rules and regulations
6. Access to Student Portal services	Ensure real-time student Portal update	Continuously	Free	Sign up and transact through the student portal
7. Publication of the KISEB Journal	Publish and distribute KISEB online	Three (3) times a year	Free	Receiving the KISEB journal and commenting on it

KISEB is committed to delivering an effective superior customer experience with no discrimination or prejudice whatsoever to any stakeholder. Any service that does not conform to the standards prescribed above or any officer who does not live up to the expectation in service delivery should be reported to:

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