



## EAST AFRICAN SCHOOL OF AVIATION

### SERVICE CHARTER

**Vision**

“To be the global aviation training Centre of Choice”

**Mission**

“Effectively offering quality training that meets the needs of the global aviation industry by optimally leveraging resources”.

**Core Values**

EASA believes and is committed to promote Academic freedom and Excellence, Integrity, Employee Empowerment, Teamwork, Innovativeness, Customer Focus and Product Quality.

Service	Requirements/Procedure	Cost	Time
Response to general enquiries	Written/oral enquiry	Free	1 Day
Responses to requests and claims	Formal requests and claims	Free	2 days
Payment for services, works and products	Invoices	Free	30 days
Registration of new students	Presentation of admission letter and required documents	Free	1 day
Feedback to request for admission of new students	Filled application forms and payment of application fee	Ksh 1000	5 days
Issuance of Transcripts	Student Identification 30 days have lapsed after the last exam date	Free	1 Day
Issuance of Certificates	Completion of Course and Clearance	Free	1 day
Allocation of accommodation and Conferencing Facilities	Confirmation of availability and proof of payment	Free	1 day
Allocation of sports facilities, grounds, related services/facilities	Confirmation of availability and proof of payment	Free	1 Day
Provision of Catering and Conferencing Services	Requisition & Proof of Payment	As per current rates	2 day
Response to request to hire sports, grounds and other facilities	Formal request	Free	1 Day
Responses to complaints on service provision	Formal complaints through email, or duly filled customer feedback forms	Free	5 days
Complaint Handling and Resolution	Written complaints	Free	30 days

*Note: Days refer to Working Days*

EASA is committed to adherence to the National Values and Principles of Governance in delivery of its services in a courteous, excellent and environmentally sustainable manner.

To serve our clients better, we expect them to attend scheduled appointments punctually; to respond to requests for information by the organization accurately, thoroughly and in a timely manner.

Any service that does not conform to the above standards or any officer who does not live up to the above commitment in Service Delivery should be reported to:

The Director  
East African School of Aviation  
Off Airport North Road  
Email: [info@easa.ac.ke](mailto:info@easa.ac.ke)  
Web: [www.easa.ac.ke](http://www.easa.ac.ke)

Or

Feedback on compliments and complaints can be submitted through **feedback boxes located at reception areas** or through our electronic link **GIVE US YOUR FEEDBACK** found on our website [www.easa.ac.ke](http://www.easa.ac.ke)

Or

The Commission Secretary /Chief Executive Officer,  
Commission of Administrative Justice  
2<sup>nd</sup> Floor, West End Towers  
P.O. Box 20414 – 00200 Nairobi  
Tel: + 254 020 2270000  
Email: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)  
Website: <http://www.ombudsman.go.ke/>

#### KCAA VISION

*To be a superior, safe, secure and sustainable civil aviation system'*

#### KCAA MISSION

*To economically and efficiently plan, develop, manage and regulate a modern, safe and secure civil aviation industry while delivering quality training and Air Navigation Services'.*