

EAST AFRICAN SCHOOL OF AVIATION

ICAO Platinum Training Center of Excellence (TCE)

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.

VALUES

Academic freedom and Excellence, Teamwork, Innovativeness, Customer Focus, Integrity and Employee Empowerment.

EASA SERVICE CHARTER

S/No.	SERVICE	REQUIREMENTS/ PROCEDURES	COST	TIME
1.	Response to general enquiries	Written/oral enquiry	Free	1 day
2.	Response to requests and claims	Formal requests and claims	Free	2 days
3.	Payment for service, work and products	Invoices	Free	30 days
4.	Registration of new students	Presentation of admission letter and required documents	Free	10 days
5.	Acknowledgement of requests for application for admission of new students	Filled application forms and payment of application fee	Kshs 1500	5 days
6.	Issuance of Transcript	Student Identification 30 days have lapsed after the last exam	Free	2 days
7.	Issuance of Certificates	Completion of Course and Clearance	Free	2 days
8.	Allocation of accommodation and Conferencing facilities	Confirmation of availability and proof of payment	Free	2 days
9.	Allocation of sports facilities, ground, related services/ facilities	Confirmation of availability and proof of payment	Free	2 days
10.	Acknowledgement of request for hire of sports, grounds and other facilities	Formal Request via Email	Free	1 days
11.	Acknowledgement of complaints on service provision	Formal complaints through email, or duly filled customer feedback forms	Free	5 days
12.	Complaints Handling and Resolution	Written complaints	Free	30 days

NOTE:

1. Days refer to working Days
2. Time refers to the period after all requirement have been fully complied with to the time of completion of the service.

The emails for various services are;

1. General enquiries: info@easa.ac.ke or enquiries@easa.ac.ke
2. Conferencing/housekeeping /catering/ sports facilities: conferencing@easa.ac.ke or housekeeping@easa.ac.ke or hospitality@easa.ac.ke or catering@easa.ac.ke
3. Finance: finance@easa.ac.ke
4. Feedback on Complaints and compliments: complaints@easa.ac.ke / compliments@easa.ac.ke

Any service that does not conform to the above standard 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, Website: www.easa.ac.ke

Or

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