



Annex VIII. Process Documentation Guide

 REPUBLIC OF KENYA				
Institution/Organization Name:		Kenya School of Law		
Affiliations; Ministry / Department/ County/Parent Company:		Office of the Attorney General & Department of Justice (OAG & DOJ)		
Economic Sector Alignment:		N/A. Since we fall under Political Sector in the Vision 2030		
Big 4 Alignment:		N/A. Since we are an enabler of big 4 agenda in capacity development		
Accounting Officer:		Dr. Henry K. Mutai		
Period: FY		2021/23		
Process Documentation				
Service Name	Offering Academics Services – Advocates Training Programme and Paralegal Training Programme – Procedure for management of queries			
Brief Description Document Purpose/service	To provide guidance on how queries must be managed			
Document Control: Change Record/ Version Number	Reference: KSL/ QMS / ASD Issue/ Rev: 03/01			
Process Owner: Name and Position	Principal Officer Academic Services			
Process Writer (s); Name and Position	1. - Principal Officer Academic Services			
	2.			
Process Reviewer (s) Name and Position	1. – Management Representative			
	2.			
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Addressing of the enquiry	1- 7	POAS, enquirer	
2.	Retrieval and addressing enquiry from the website	1-7	POAS, enquirer	
(Add rows where necessary)				
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1:	1.			

2.

(if any other, add rows)

Process Maps/Visuals

Attach the flowchart/maps for the steps discussed

