



REPUBLIC OF KENYA



# CENTRE FOR CUSTOMER SERVICE EXCELLENCE (CSE)

## TRAINING CALENDAR 2024/2025

Centre for Customer Service Excellence, Kenya School of Government, Nairobi  
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# TRANSFORMING THE PUBLIC SERVICE THROUGH COMPETENCY DEVELOPMENT

I. The Kenya School of Government (KSG), through the Centre for Customer Service Excellence is dedicated to transforming the Public Service by fostering the development of knowledge and competencies among public servants. This commitment aims to drive continuous improvement in the quality of services provided to citizens. The School achieves this through comprehensive capacity-building programs focusing on leadership and management-related issues, encompassing:

- a. Training designed to promote professional expertise and uphold public service values;
- b. Research initiatives aimed at enhancing institutional problem-solving capabilities;
- c. Consultancy services supporting the re-engineering of public institutions; and
- d. Advisory services contributing to policy reform.

II. The capacity development programs and services offered at the Centre for Customer Service Excellence are strategically aligned to meet citizens' expectations regarding institutional performance. Public officials are empowered to:

- a. Embrace a culture of Customer Service Excellence as the roadmap to the success of organisations

- b. Provide quality customer service
- c. Ensure compliance with customer service excellence standards
- d. Incorporate best practices in the application of Customer Service Excellence policies

III. Programs offered by the Centre target public servants from Government ministries, state corporations, constitutional commissions, the Judiciary, Legislature, and County Governments. Participants from the private sector, non-governmental organizations, and foreign countries are also welcome.



CODE	PROGRAM	DURATION	RECOMMENDED CATEGORY OF STAFF	DATES	CHARGES
<b>PROGRAM FOR EXECUTIVES</b>					
<b>CSEE</b>	Customer Service Excellence Program for Executives	3 Days	The Program targets executives in the Public and Private Sector. The Program is recommended for Principal Secretaries, Heads of Organizations, Industry Leaders and Directors in Ministries, Departments, Agencies and Counties (MDACs)	July 22-24, 2024 October 28-30, 2024 February 24-26, 2025 May 19-21, 2025	84,216 (Tuition and Meals)
<b>PROGRAM FOR SENIOR MANAGERS</b>					
<b>CSEM</b>	Customer Service Excellence Program for Senior Managers	5 Days	This Program is intended for senior managers in the Public Service, Private and Non-Governmental Organizations (NGO)	July 15-19, 2024 October 14-18, 2024 January 20-24, 2025 April 14-18, 2025	127,728 (Tuition and Full Board Accommodation) 77,198(Tuition and Meals)
<b>CSE FOR PROGRAM FOR FRONTLINE OFFICERS</b>					
<b>CSEF</b>	Customer Service Excellence Program for Frontline Officers	5 Days	The Program targets all officers working at the frontline desks and any other customer-facing departments, sections and organisations. They include: customer care officers from Government Ministries, Departments, Agencies and Counties (MDACs); Non-Governmental Organisations (NGOs) and the private sector.	August 5-9, 2024 November 4-8, 2024 February 10-14, 2025 May 5-9, 2025 October 7-11, 2024	127,728 (Tuition and Full Board Accommodation) 77,198 (Tuition and Meals)
<b>CSE PROGRAM FOR QUALITY STANDARD ASSESSORS</b>					
<b>CSEQ</b>	Customer Service Excellence Program for Quality Standard Assessors	10 Days	This training is intended for officers who wish to be trained as CSE Quality Standard Assessors/Auditors in the Public Service, the Private Sector and Non-Governmental Organisations (NGOs)	July 1-12, 2024 November 4-15, 2024 April 28 - May 9, 2025 June 9-13, 2025	255,455 (Tuition and Full Board Accommodation) 154,396 (Tuition and Meals)
<b>CSE Program For Technical Officers</b>					
<b>CSET</b>	Customer Service Excellence Program for Technical Officers	4 Weeks	The training is intended for officers in technical cadres in the Public, private and Non-Governmental Organisations (NGO) sectors who are responsible for delivery of services to customers. This presupposes some variations in objectives, learning outcomes, content and methodology depending on the level of participants.	August 19 - September 13, 2024 November 18- December 13, 2024 January 6-31, 2025 March 10-April 4, 2025 May 26 - June 20, 2025	296,455 (Tuition and Full Board Accommodation) 181,958 (Tuition and Meals)

## Charges for Customized Trainings

### Training Outside Kenya School of Government

Additional training administrative charges will be included, covering transport and daily subsistence allowance (DSA) for facilitators, as per the SRC recommended rate.

### In-House Preferred Courses

Charges for in-house preferred courses will be determined by the following factors:

- Level of participants and nature of training
- Number of training days
- Number of participants
- Training location

### Consultancies

Kshs. 177,042 per day for consultancies.

Other administrative charges will be included as per agreement

If the consultancy is out of KSG, charges will be included such as the transport and accommodation charges for the consultants as per the SRC recommended rates.



**CUSTOMER**  
=Service=



**For more information contact us:**

### **KSG LOWER KABETE**

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