UNIVERSITY OF NAIROBI

This is to certify that

Elizabeth Wanjiku Kahuria

having satisfied the requirements

for the award of the

Certificate

IN

Information Technology Enabled Services/Business Process Outsourcing (ITES/BPO)

Grade

Credit

was presented the award on the

14ᵗʰ Day of December in the Year 2012

Principal, CBPS

Director, SCI

UNIVERSITY OF NAIROBI

ACADEMIC TRANSCRIPT

NAME OF STUDENT: KAHURIA, ELIZABETH WANJIKU

REGISTRATION NO.: P156/008/2012

SCHOOL OF COMPUTING & INFORMATICS

PROGRAMME: ITES - BPO

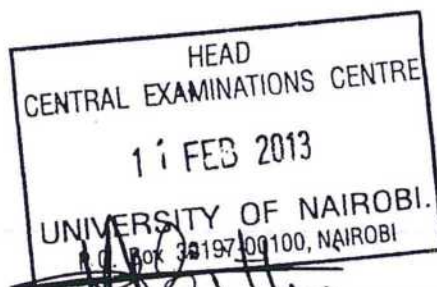DATE OF ADMISSION: MAY 2012   ACADEMIC YEAR: 2011/2012   SESSION: MAY – AUGUST 2012

Course Units	Course Unit Titles	Academic Hours	Final Grade
	Communication:		B
CTC 011	Business Communication Skills and Customer Care	40 (Theory + Pract.)	
CTC 013	Basic Grammar and Composition	80 (Theory + Pract.)	
CTC 015	Listening and Speaking Skills	60 (Theory + Pract.)	
CTC 017	Cross-Cultural Communication in Business	20 (Theory + Pract.)	
	Technology:		B
CTC 012	PC & Networking Fundamentals	60 (Theory + Pract.)	
CTC 014	Keyboarding Skills	40 (Theory + Pract.)	
CTC 016	Office Productivity Tools	60 (Theory + Pract.)	
CTC 018	Internet and e-Communication tools	20 (Theory + Pract.)	
	Combined Practical:	-	B

RECOMMENDATION:
Pass. Awarded the Certificate in Information Technology Enabled Services and Business Process Outsourcing (ITES-BPO) at **Credit Level**.

Key to the grading system:

A	=	75% - 100%	-	Distinction
B	=	60% - 74%	-	Credit
C	=	50% - 59%	-	Pass
D	=	49% & Below	-	Fail

HEAD
CENTRAL EXAMINATIONS CENTRE
1 1 FEB 2013
UNIVERSITY OF NAIROBI.
P.O. Box 30197-00100, NAIROBI

Date Issued: 11/2/2013   Signed: _____
DIRECTOR, SCHOOL OF COMPUTING & INFORMATICS