

SERVICE CHARTER

WHO WE ARE

IHRM is a Statutory Professional Body established under the Human Resource Management Professionals (HRMP) Act, No. 52 of 2012.

OUR MANDATE

- (i) Regulate the practice, competence, and professional conduct of HR Professionals;
- (ii) Register persons who meet the required professional and ethical standards;
- (iii) Promote and protect the welfare and interests of the HR Profession; (iv) Engage in Public Policy formulation and advisory to the Government on HR Management. Labour policies and Professional Standards.



SERVICE RENDERED	REQUIREMENTS	USER CHARGES	TIMELINES
Receiving Incoming Calls	Clarity and Courtesy	Free	Within three rings
Attend to visitors on arrival	Clarity and Courtesy	Free	Within three minutes on arrival
Response to enquiries	Use the appropriate channel: 1. Customer Service Desk 2. Email 3. Office correspondence	Free	Immediately Within 2 days
Pay suppliers within the stipulated credit period	Supporting Documents: 1. Invoices 2. Credit note 3. Delivery note 4. Approved contract	Free	30 days
Procurement of goods and services	Purchase of prequalification/tender documents Compliance with internal policies Compliance with the Procurement & Assets Disposal Act and Regulations	As per the requirements	Feedback within 2 weeks
Recruitment	Application letter and other documents in response to an advert	As per the requirements	6 months
Training	Full payment of training fees two weeks before commencement	As per the programme	As per the programme
Research and Consultancy	Remittance of Research & Consultancy fee two weeks before commencement of contract	Depends on clients requirements	As per the contract
Information and Communication Technology	User support Online application process Email Social Media platforms	Free	Immediately Within 2 days
Membership Application	Applications with all the pre-requisite documentations Paid-up application fee/Annual subscription fee	Associate Member application fee Kshs 1, 000, Joining fee Ksh 1,000 and annual Subscription fee Kshs.4, 000 Full Member application fee Kshs 1, 000,	Within 2 Weeks
	bnal Body of HR Pr	Joining fee Ksh 1,000 and annual Subscription fee Kshs.4, 500	Kenya
		Practicing certificate application fee Kshs 1, 000 and annual Subscription fee Kshs.7, 000	
		HR Firms application fee Kshs 1, 000, and annual Subscription fee Kshs.10, 000	
		Membership upgrade (Associate to Full Member) Kshs.500	
Application for Awards of CPD Points	Apply for award of CPD points 30 days before the actual training	1 CPD point Kshs.7,500 (Physical training)	Within 2 Weeks
	Provide the required documentation	1 CPD point Kshs.3750 (Online training)	
		(Offine daning)	
Clearance for Class D work Permits from the Department of immigration and Registration Service	Issuance of clearance letters to foreigners who wish to practice HR in Kenya.	Clearance letter 20,000	Within 1 Week
Permits from the Department of immigration and Registration	foreigners who wish to practice		Within 1 Week Within 1 hour