

**FORM ONE SELECTION AND ADMISSION FREQUENTLY ASKED QUESTIONS/  
RECEIVED COMPLAINTS FROM THE PUBLIC**

SN <sup>o</sup>	Frequently Asked/Received complaints	Possible Causes	Solutions
1	Letter not available	<ul style="list-style-type: none"> <li>Ø Errors in the KNEC code</li>   <li>Ø Failure to select the correct County or sub County where the learner sat KCPE</li>   <li>Ø Failure to apply the correct link based on the category of school where the learner was placed.</li>   <li>Ø Poor internet connectivity or low bandwidth</li>   <li>Ø System congestion</li> </ul>	<ul style="list-style-type: none"> <li>Ø Contact support Centre via E-mail: <a href="mailto:placement@education.go.ke">placement@education.go.ke</a></li>   <li>Ø Confirm the correct County or Subcounty from the KCPE results of learner</li>   <li>Ø Ensure that the correct link is selected as per category of school.</li>   <li>Ø Ensure enough bandwidth or internet connectivity</li>   <li>Ø Try accessing system during off peak hours</li> </ul>

2	Learner placed in a school that he/she never chose	<p>Learners are placed based on Merit, choice and availability of vacancy</p> <ul style="list-style-type: none"> <li>Ø There was no vacancy in the school of choice</li> <li>Ø Some learners fail to select any school</li> <li>Ø Some learners allege that they didn't chose the school while they actually did.</li> </ul>	<ul style="list-style-type: none"> <li>Ø Encourage learner to report to the school where they were placed or submit request in preferred school</li> <li>Ø Confirm the choices first – this can be done at the primary school</li> </ul>
3	Request to change school	<ul style="list-style-type: none"> <li>Ø Distance of school from home, especially for disabled parents</li> <li>Ø Medical conditions</li> <li>Ø Individual preference</li> </ul>	Place request in school of preferred choice
4	Wrong Gender placement	Ø Error emanating at the point of KCPE registration at the school.	<ul style="list-style-type: none"> <li>Ø Refer to the CDE</li> <li>Ø Primary School to initiate correction of the anomaly by writing to KNEC</li> </ul>
5	Placement in a sub county school away from learner's own home county.	<ul style="list-style-type: none"> <li>Ø Change of location by the parent</li> <li>Ø Wrong choice by learner</li> </ul>	Refer to the SCDE

6	Special Need Education (SNE) learner placed in SNE school that doesn't match the disability or placed in non-integrated school	<ul style="list-style-type: none"> <li>Ø Wrong choice by learner</li> <li>Ø Wrong coding of disability</li> </ul>	Refer to Director, Special Needs Education
7	Placement of a learner from a regular school to SNE school.	Wrong choice by learner	Refer to CDE
8	Twins placed in different schools against their expectations.	They system treats them as individuals	Parent to place request in preferred school.
9	Learners with lower marks placed in preferred school as opposed to the ones with higher marks while both were in the same school	<ul style="list-style-type: none"> <li>Ø Merit</li> <li>Ø Choice</li> <li>Ø Quotas</li> <li>Ø Affirmative action</li> </ul>	Encourage learner to report to the school where they were placed or submit request in preferred school
10	Request for sponsorship.	Lack of awareness on the various Government, non-government bodies, private institutions that offer scholarships	Refer to various institutions that offer sponsorship e.g. Elimu Scholarship, Jomo Kenyatta Foundation, Wings to Fly, NGCDF, KCB, Cooperative bank, County Governments etc
11	Downloading joining instructions is tantamount to acceptance of joining that school and effectively locks out one from changing schools.	Lack of information	This is a misconception.

