



# UKDAP-Inclusive Digital Futures Project



# **Access to Government Services and Youth Opportunities**



## Course Description

This course is designed to provide basic digital literacy skills and competencies to Kenyan youth, enabling them to access government services and youth opportunities effectively. The course will cover essential digital skills, navigation of online platforms, and practical applications of e-government services.

## Course Objectives

***By the end of this course, participants will be able to:***

1. Understand Government Services
2. Navigate and utilise various online government services.
3. Show practical skills in various online government services and opportunities
4. Access and apply for youth opportunities, including jobs, scholarships, and entrepreneurial programs.
5. Show acumen in Basic Digital Communication Skills



## Understanding e-Government

### What Is E-government

E-government refers to the use of digital tools and systems by government agencies to provide public services, engage citizens, and improve internal efficiency. It encompasses a range of activities such as online services, digital communication, and the use of information technology for administrative processes.

### Key Components

- 1. Online Services:** Websites and portals where citizens can access government services such as filing taxes, renewing licenses, and applying for permits.
- 2. Digital Communication:** Platforms for interaction between government and citizens, including social media, email, and online forums.
- 3. Administrative Efficiency:** The use of IT systems to streamline internal government processes, enhance data management, and reduce paperwork.



## Benefits of E-Government

**1. Accessibility and Convenience:** Citizens can access government services 24/7 from anywhere, reducing the need to visit

government offices in person.

**2. Cost Savings:** Both citizens and governments save money through reduced paperwork, travel, and administrative overheads.

**3. Transparency and Accountability:** E-government systems can increase transparency by providing real-time access to information and allowing citizens to track the progress of their requests.

**4. Efficiency:** Automated processes and digital records enhance efficiency and reduce the likelihood of errors.

**5. Citizen Engagement:** E-government platforms facilitate better communication and engagement with citizens, allowing for

more responsive and participatory governance.

**6. Data Management:** Improved data collection and analysis capabilities can enhance decision-making and policy formulation.

## Challenges

1. **Digital Divide:** Ensuring all citizens have access to the necessary technology and skills to use e-government services.
2. **Cybersecurity:** Protecting sensitive data and systems from cyber threats.
3. **Interoperability:** Ensuring different government systems and agencies can communicate and share data effectively.
4. **Change Management:** Overcoming resistance to change within government agencies and ensuring staff are adequately trained.

## Key government websites and portals in Kenya

### E-Citizen:

- Birth and death certificate applications
- **Website: eCitizen**
- Land rent and rates payments
- **Description:** eCitizen is Kenya's official digital platform
- Access to other government agency services providing access to various government services
- Driving license applications and renewals including:
  - Business registration and permits



## Huduma Kenya:

- **Website:** Huduma Kenya
- **Description:** Huduma Kenya offers a one-stop-shop for integrated public services, both online and at physical Huduma Centers. Services include:
  - National ID card applications and replacements
  - NHIF (National Hospital Insurance Fund) registration and contributions
  - NSSF (National Social Security Fund) registration and contributions
  - Police clearance certificates
  - KRA PIN application and tax services
  - Youth and women enterprise fund services

## Kenya Revenue Authority (KRA):

- **Website:** Kenya Revenue Authority
- **Description:** The KRA portal provides a range of tax-related services including:
  - Taxpayer registration (application for KRA PIN)
  - Filing and payment of taxes (income tax, VAT, etc.)
  - Access to tax compliance certificates
  - Customs services and clearances
  - Excise duty management
  - Tax education and advisory services



## National Transport and Safety Authority (NTSA):

- **Website:** NTSA
- **Description:** NTSA offers services related to road transport and safety, including:
  - Motor vehicle registration and transfer
  - Issuance and renewal of driving licenses
  - Road safety regulations and enforcement
  - Inspection of vehicles
  - Access to accident reports and statistics
  - Traffic offense fines and payments

## Kenya Power and Lighting Company (KPLC):

- **Website:** Kenya Power
- **Description:** KPLC provides electricity services including:
  - Electricity bill payments and account management
  - New electricity connections
  - Reporting power outages and faults
  - Prepaid meter services
  - Energy conservation tips and resources
  - Customer support and inquiries



## National Social Security Fund (NSSF):

- **Website:** NSSF Kenya
- **Description:** The NSSF portal offers social security services including:
  - Member registration and contributions
  - Pension scheme management
  - Benefits calculation and claims
  - Access to member statements
  - Employer registration and compliance
  - Educational resources on social security benefits

## Higher Education Loans Board (HELB):

- **Website:** HELB
- **Description:** HELB provides financial support services for higher education including:
  - Student loan and scholarship applications
  - Loan repayment and status checking
  - Bursary applications
  - Loan balance inquiries
  - Financial advisory services for students
  - Employer remittance of loan repayments



## Kenya Bureau of Standards (KEBS):

- **Website:** [KEBS](#)
- **Description:** KEBS provides standardization and quality assurance services including:
  - Product certification and quality marks
  - Standards development and publication
  - Inspection and testing services
  - Metrology and calibration services
  - Market surveillance and compliance enforcement
  - Training and consultancy on standards and quality management

# Registering And Creating Accounts On E-government Platforms

Step -by-step instructions on how to create accounts on some of the key e-government platforms in Kenya:

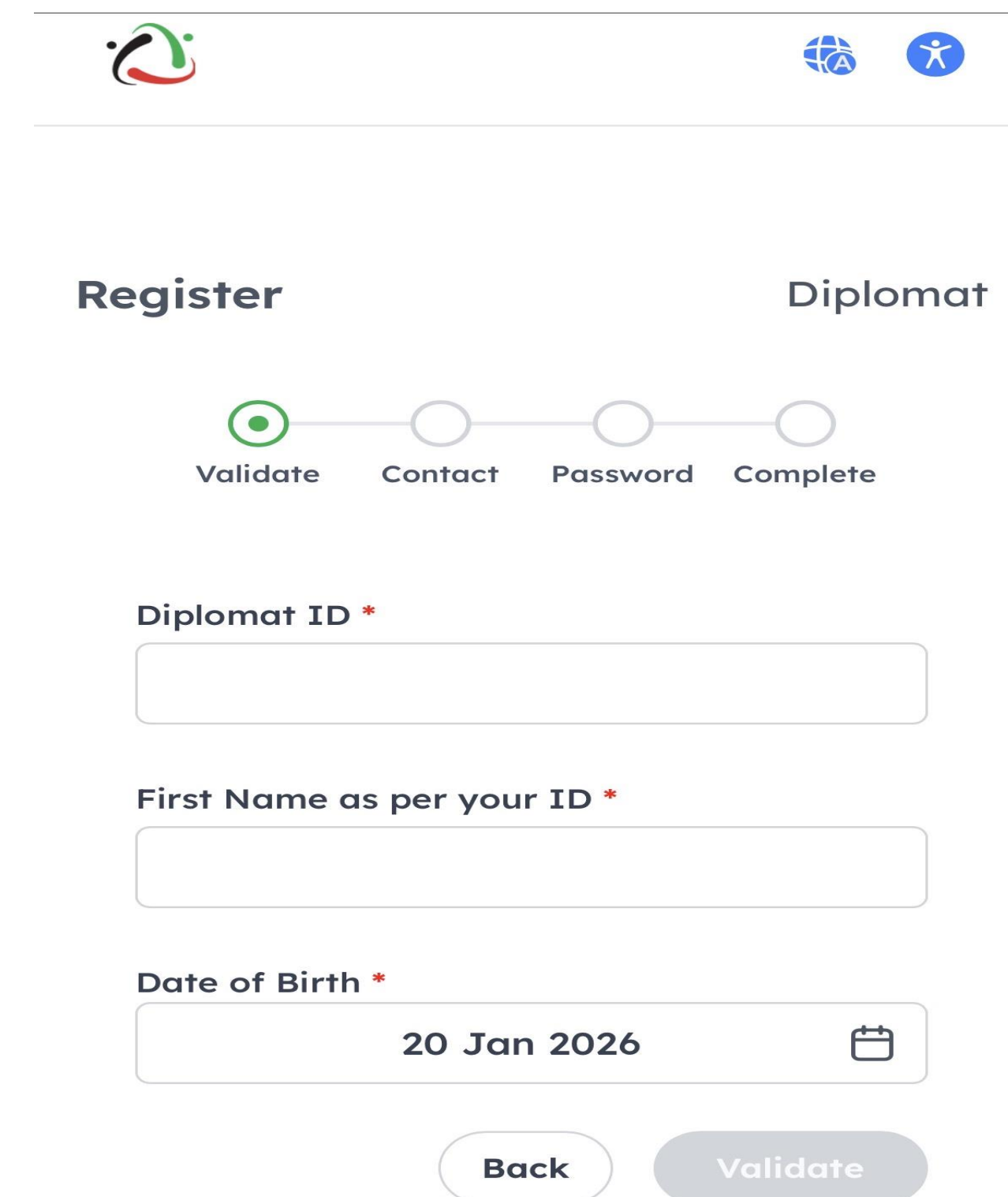
## E-Citizen

1. Visit the Website: <https://accounts.ecitizen.go.ke>

- Go to eCitizen.

2. Sign Up:

- Click on the "Create an Account" button.



The screenshot shows the E-Citizen registration interface. At the top, there is a navigation bar with the E-Citizen logo on the left and icons for a globe and a person on the right. Below the navigation bar, there are two tabs: "Register" (which is selected) and "Diplomat". A progress bar is located below the tabs, consisting of four circles connected by a line. The first circle is green and labeled "Validate", while the other three are grey and labeled "Contact", "Password", and "Complete". Below the progress bar, there are three input fields: "Diplomat ID \*" (with an asterisk indicating it is required), "First Name as per your ID \*" (with an asterisk), and "Date of Birth \*" (with an asterisk). The "Date of Birth" field contains the text "20 Jan 2026" and a calendar icon. At the bottom right, there are two buttons: "Back" and "Validate".

### 3. Select Account Type:

- Choose "Kenyan Citizen", "Foreign Resident", or "Visitor".

### 4. Enter Personal Details:

- Provide your ID number (for Kenyan citizens) or passport number (for foreign residents/visitors), first name, and surname.

### 5. Provide Contact Information:

- Enter your mobile number and email address.

### 6. Create Password:

- Choose a strong password and confirm it.

Select account type

or [Sign in](#)

**Citizen**

For Kenyan Citizens

**Resident**

For Foreign Residents



**Refugee**

For Refugees

**Diplomat**

For Diplomats within Kenya

**Foreigner**

For Visitors to Kenya

### 7. Verify Information:

- You will receive a verification code on your mobile number or email. Enter the code to verify your account.

### 8. Complete Registration:

- Once verified, you can log in and start using eCitizen services.

## Huduma Kenya

### 1. Visit the Website:

o Go to Huduma Kenya.

<https://www.hudumakenya.go.ke>

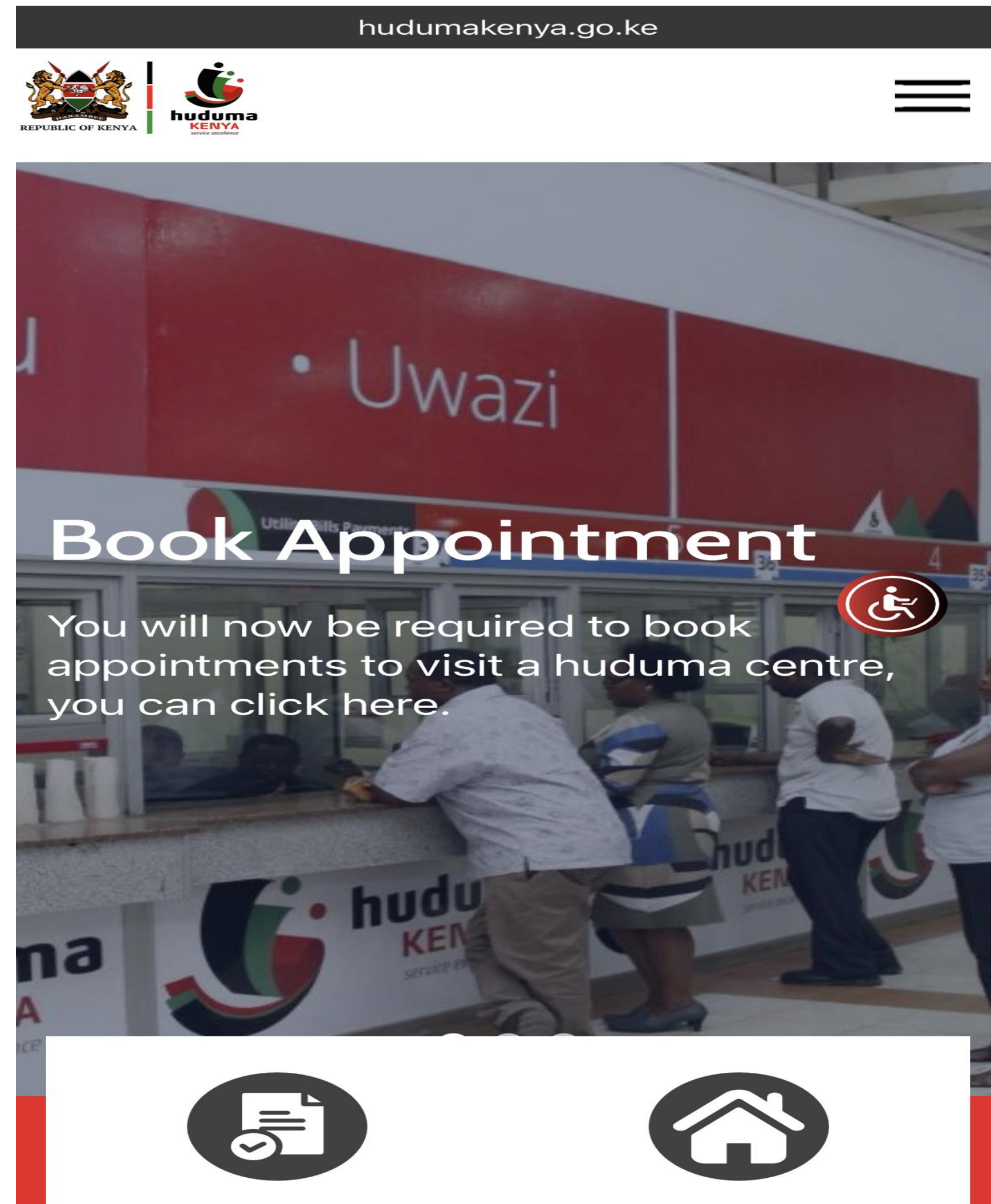
### 2. Find Service

#### Centers:

- While there is no direct online account creation for Huduma Kenya, you can locate the nearest Huduma Centre for in-person services.

### 3. Prepare Necessary Documents:

- Visit the Huduma Centre with the required documents for the specific service you need.



## Kenya Revenue Authority (KRA)

### 1. Visit the Website:

o Go to KRA. <https://itax.kra.go.ke>

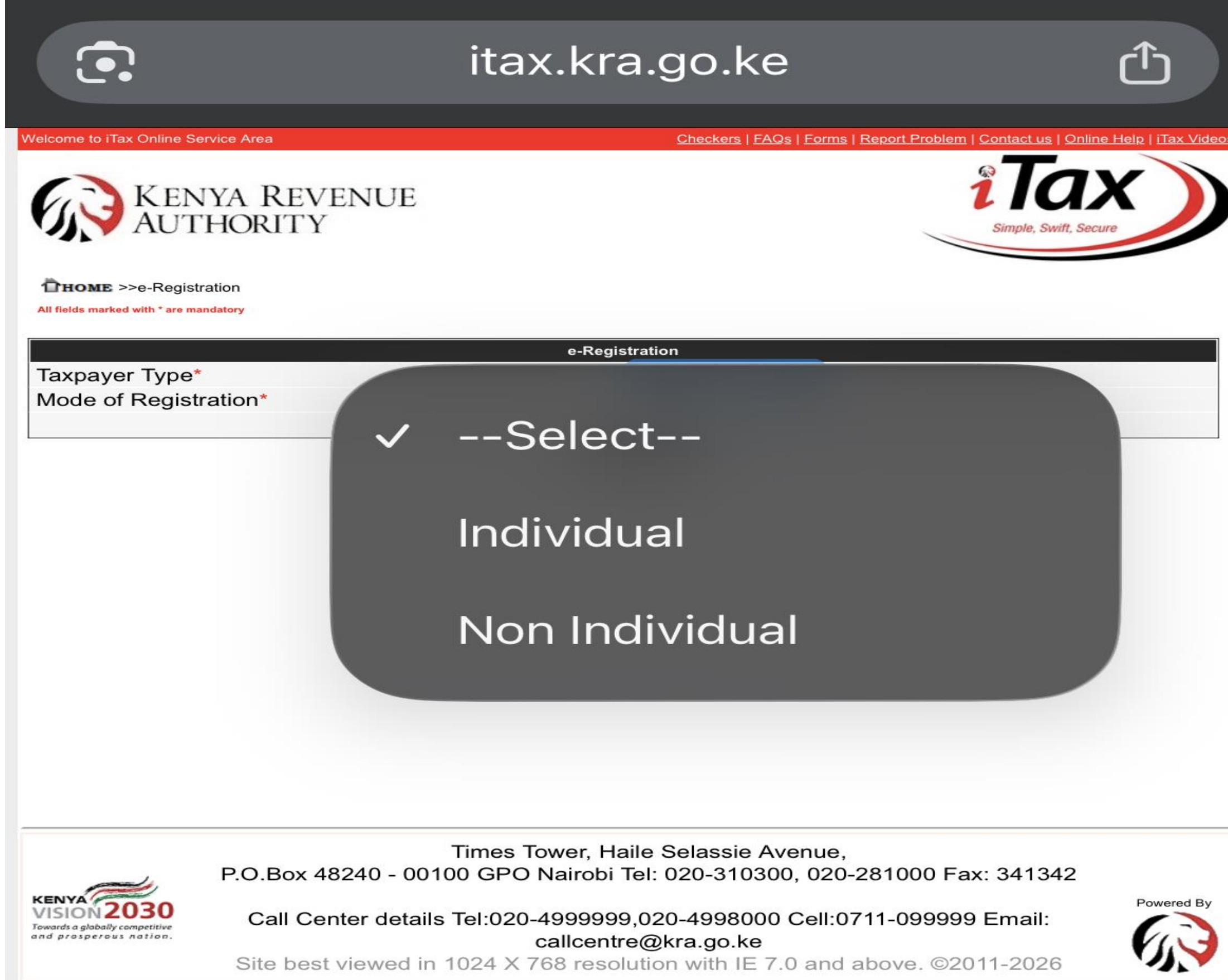
### 2. Navigate to iTax Portal:

o Click on the "iTax" link to go to the iTax portal.

### 3. New Pin Registration:

o Click on "New pin Registration? Click Here to Register".

### 4. Choose Taxpayer Type:



The screenshot shows the iTax portal registration page. The browser address bar displays `itax.kra.go.ke`. The page header includes the Kenya Revenue Authority logo and the iTax logo with the tagline "Simple, Swift, Secure". A navigation bar contains links for "Checkers", "FAQs", "Forms", "Report Problem", "Contact Us", "Online Help", and "iTax Videos". The main content area is titled "e-Registration" and contains a form with the following fields:

- Taxpayer Type\* (dropdown menu)
- Mode of Registration\*

The dropdown menu for "Taxpayer Type\*" is open, showing the following options:

- ✓ --Select--
- Individual
- Non Individual

The footer of the page contains the following information:

Times Tower, Haile Selassie Avenue,  
P.O.Box 48240 - 00100 GPO Nairobi Tel: 020-310300, 020-281000 Fax: 341342

Call Center details Tel:020-4999999,020-4998000 Cell:0711-099999 Email:  
callcentre@kra.go.ke

Site best viewed in 1024 X 768 resolution with IE 7.0 and above. ©2011-2026

The footer also includes the Kenya Vision 2030 logo and the text "Powered By" with the KRA logo.

## 5. Fill in Details:


o Provide the required details such as your ID number, date of birth, and other personal information.

## 7. Receive PIN:

o Once approved, you will receive your KRA PIN, which you can use to log in to the iTax portal.

## 6. Submit and Verify:

o Submit the form and verify your details.



The screenshot shows the iTax portal registration form for individuals. The page header includes the URL [itax.kra.go.ke](http://itax.kra.go.ke) and navigation links for Checkers, FAQs, Forms, Report Problem, Contact us, Online Help, and iTax Videos. The Kenya Revenue Authority logo and the iTax logo are also present. The form is titled "e-Registration for Individual" and includes a note that all fields marked with an asterisk are mandatory. The form is divided into sections: A\_Basic\_information, B\_Obligation\_Details, C\_Source\_Income\_Details, and F\_Agent\_Details. The current section is "Section A : Basic Information".

**Section A : Basic Information**

**Residential Details**

Do you want to register for Significant Economic Presence Tax? \*  Yes  No

Citizenship \*  Kenyan  Non Kenyan Resident  Non Kenyan Non Resident

Do you want to register for TOT ? \*  Yes  No

**Employee's Profession**

Major Group \* --Select--

Sub Group \* --Select-- Minor Group \* --Select--

**SMS Notification**

Would you like to Subscribe/Unsubscribe of receiving alerts through SMS? \*  Subscribe  Unsubscribe

**Data privacy**

This website uses cookies to enhance your browsing experience. To learn more about this and how we handle any data we collect from you, click on the [KRA data privacy statement and cookies policy](#). Click I understand will indicate that you have read and understood the provisions of the statement and policy.?

Times Tower, Haile Selassie Avenue,  
P.O.Box 48240 - 00100 GPO Nairobi Tel: 020-310300, 020-281000 Fax: 341342

Call Center details Tel:020-4999999,020-4998000 Cell:0711-0999999 Email: [callcentre@kra.go.ke](mailto:callcentre@kra.go.ke)

Site best viewed in 1024 X 768 resolution with IE 7.0 and above. ©2011-2026

National Social Security Fund (NSSF)  
Visit the Website: <https://www.nssf.or.ke>

o Go to NSSF Kenya.

## Register

## Account:

o Click on "Register" for a new account.

## 4. Enter

Details: o Provide your NSSF number, ID number, date of birth, and other required details.

**Account Info**

Username:\*  
Password:\*  
Verify Password:\*

**Member Particulars**

Nationality:\*  
Surname:\*  
Middle Name:  
Country of Birth:\*  
Date of Birth:\*  
Birth Cert Issued By:  
Employment Date:\*  
ID Document Type:\*  
ID No.:\*  
Voluntary:\*  
Employer ID:\*

First Name:\*  
Mother's First Name:  
Payroll No.:  
Birth Cert No.:  
Birth Cert Issued Date:  
ID Document Issued Date:  
KRRA Pin no.:

**Member Permanent Address**

P.O. Address 1:\*  
P.O. Address 2:  
Telephone:  
Email:  
Mobile:

**Home Details**

County:\*  
District:\*  
Location:\*  
Village:  
Estate:  
District of Birth:\*  
Sub Location:  
Local Market:  
Street Name:

Please type the visual verification code below:  
ad88y  
Refresh

Save Reset Back

**Help Instructions**

In this form you first complete the username and password you need to have as a user of this e-Service user and afterwards you enter all your additional employer information.

Fill-in all the required fields that have an asterisk (\*).

- Username:** It must consist of 8-12 latin characters or digits.
- Password:** It must consist of 8-15 characters and include digits. The higher the combination of alphanumeric and special characters you enter, the stronger and safest your password will be
- Verify Password:** Enter the same text with the Password field for verification purposes.
- At the Visual Verification Code** field you need to enter the characters that you discern at the image directly above it. If you are uncertain about the content of the visual verification image, please click the "Refresh" link

## 5. Create Username and Password:

o Set a username and password for your account.

## 6. Verify Information:

o You may receive a verification message via email or SMS. Follow the instructions to verify your account.

## 7. Complete Registration:

o Once verified, log in to access your NSSF

## Higher Education Loans Board (HELB)

### 1. Visit the Website:

o Go to. <https://www.helb.co.ke>

### 2. Navigate to Student Portal:

o Click on the "Student Portal" link.

### 2. Create Account:

o Click on "Create an Account".



The screenshot shows a mobile browser interface for the Higher Education Financing Portal (HELB). The address bar displays 'portal.helb.co.ke'. The page header reads 'HIGHER EDUCATION FINANCING PORTAL'. Below the header, there are logos for the Government of Kenya, the Ministry of Education, and HELB. The main content area is titled 'Account Creation' and features a red box with the text 'Specify if you have a National ID Number below to proceed'. Below this, there is a question: 'Do you have a National ID Number /Maisha Number ? \*'. A dropdown menu is shown with the text '-- Select --' and a downward arrow icon.

### 3. Enter Personal Details:

o Provide your ID number, first name, surname, and email address.

### 4. Create Password:

o Choose a strong password and confirm it.

### 5. Verify

**Information:** o You will receive a verification code via email.

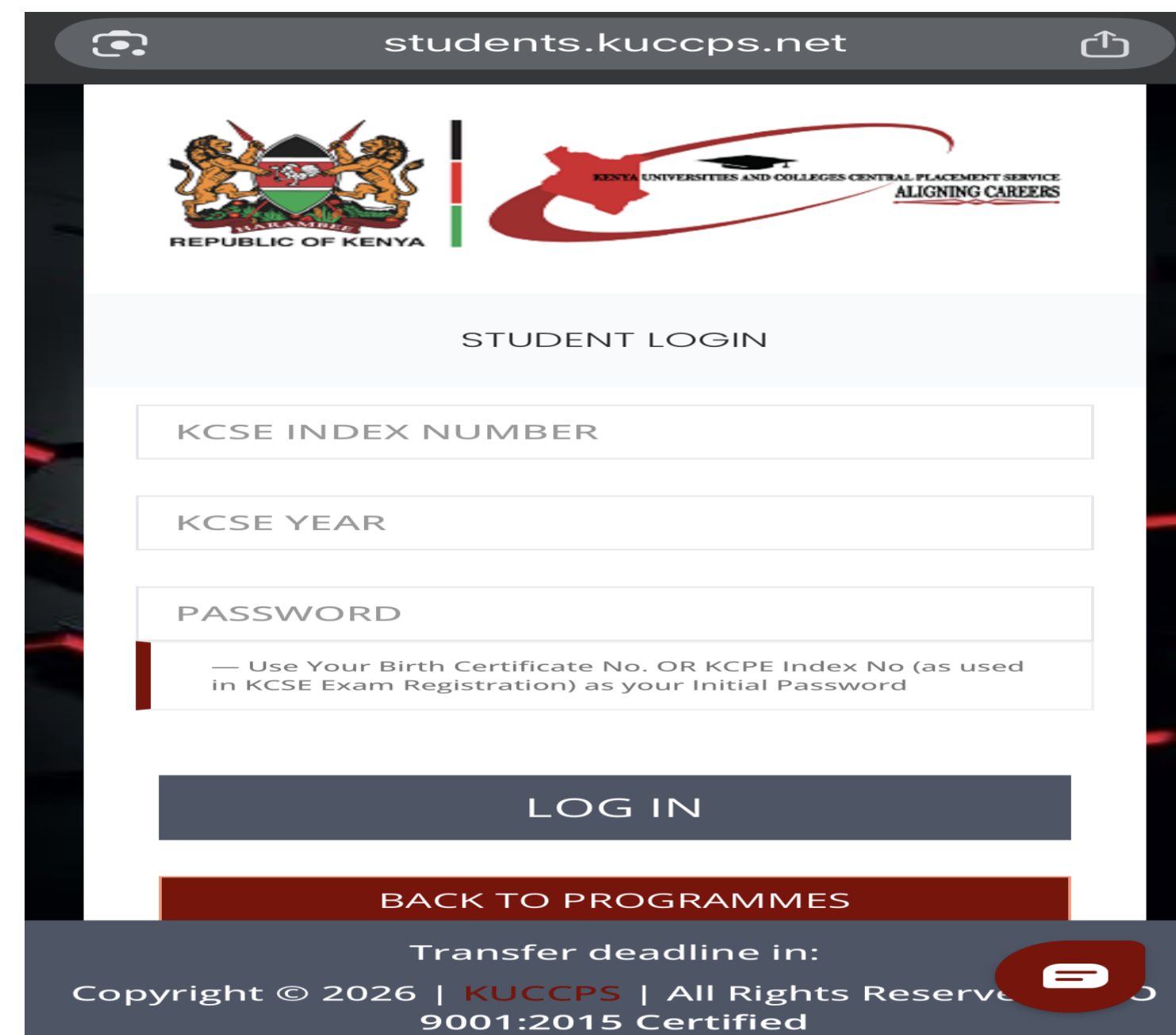
Enter the code to verify your account.

### 6. Complete Registration:

o Once verified, log in and apply for loans or scholarships as needed.

## KUCCPS (Kenya Universities & Colleges Placement Services)

1. Visit the KUCCPS Website:
  - o Go to <https://kuccps.net>
2. Access the Student Portal:
  - o Click on the "Student's Portal" link or directly go to KUCCPS Student



The screenshot shows the 'STUDENT LOGIN' page on the website students.kuccps.net. At the top, there are logos for the Republic of Kenya and KUCCPS (Kenya Universities and Colleges Central Placement Service). Below the logos, the text 'STUDENT LOGIN' is centered. There are three input fields: 'KCSE INDEX NUMBER', 'KCSE YEAR', and 'PASSWORD'. Below the password field, there is a note: '— Use Your Birth Certificate No. OR KCPE Index No (as used in KCSE Exam Registration) as your Initial Password'. There are two buttons: a dark blue 'LOG IN' button and a red 'BACK TO PROGRAMMES' button. At the bottom, there is a footer with the text 'Transfer deadline in:', 'Copyright © 2026 | KUCCPS | All Rights Reserved', and '9001:2015 Certified'.

### 6. Complete Your Profile:

o After logging in, you may be required to complete your profile by providing additional personal information. Make sure all the details are accurate.

### 7. Access KUCCPS

**Services:** o Once your account is set up and verified, you can now access various KUCCPS services such as course application, checking placement results, and more.



## TOPIC 2: NAVIGATING ONLINE GOVERNMENT SERVICES

### 2.0 Topic Learning Outcomes

By the end of the topic, the participant will be able to;

- Access vital records via eCitizen.
- Use online tax services (Kenya Revenue Authority) Portal.
- Effectively Utilize online health services (NHIF).

## Accessing vital records via eCitizen.

E-Citizen is Kenya's online platform providing access to a range of government services and vital records. Here's how to access some key records and services:

### Accessing Birth Certificates

- How to Access: i. Log in to your eCitizen account.
- ii. Navigate to the "Civil Registration" section.
- o Complete the application form, upload necessary documents, and pay the required fee.

crs.ecitizen.go.ke

## Online Services

Apply for your child's birth certificate and pay using mobile money. After completing the application print the application form and the invoice and submit to the registrar for the birth certificate processing.



### Birth Certificate

Register within 6 months from the date of the birth

[Learn more](#)

[Apply Now →](#)



### Late Birth Certificate

For births reported/notified more than six months after the date of occurrence

[Learn more](#)

[Apply Now →](#)

## Accessing Passports

- How to Access:
  - o Log in to your eCitizen account.
  - o Navigate to the "Directorate of Immigration Services" section.
  - o Select "Apply for Passport."
  - o Complete the application form with personal and travel information.

dis.ecitizen.go.ke

### How to apply

1. Read the instructions carefully then fill the application form
2. Select the mode of payment and pay for the passport fees (refer to the [table](#) below)
3. Download and print the application form and four copies of the application invoice (receipt)
4. Submit the application form in person to the Immigration offices (Nairobi - Nyayo House, Mombasa - Regional Coordinator's Office, and Kisumu - Provincial HQs)
5. Please declare ALL your children during Passport application

### Requirements during submission

1. Applicants MUST appear in person for Biometric Enrolment
2. A downloaded and printed passport application form
3. One Government and One customer copy of the payment receipt
4. Original birth certificate and one photocopy
5. Original National ID Card and one photocopy
6. Three current passport size photos

## Accessing Driving Licenses

### •How to Access:

- Log in to your eCitizen account.
- Go to the "National Transport and Safety Authority (NTSA)" section.

The screenshot displays the NTSA Individual Account dashboard. At the top, there is a navigation bar with 'Home', 'Services', and 'Application History' tabs. The main content area is titled 'Individual Account' and includes a user profile for 'John Doe' (ID: 20301120). Key metrics shown are 'Driving Points: 18' and 'Driving Experience: 1 yr 11 months'. A 'Services' section offers buttons for 'Driving License Copy of Records', 'Vehicle Copy of Records', 'Apply for Vehicle Inspection', 'Register a vehicle', and 'Driving License Conversion'. Below this is a 'My Vehicles' table with columns for Model, Vehicle Reg., Year of Man., Color, Inspection, and Action. The table lists four vehicles: a 2014 white car (KAT 183M), a 2008 white car (KSA 811N), a 2003 white car (KAN 905M), and a 2007 white car (KAN 459D). A 'Need Help?' section provides contact information for the NTSA, including a call center, email, and a 'Report a Traffic Incident' link.

Model	Vehicle Reg.	Year of Man.	Color	Inspection	Action
Hyundai Tucson	KAT 183M	2014	White	View	View
Hyundai Tucson	KSA 811N	2008	White	View	View
Hyundai Tucson	KAN 905M	2003	White	View	View
Hyundai Tucson	KAN 459D	2007	White	View	View

Choose "Apply for Driving License" or "Renew Driving License." · Complete the online form and upload necessary documents.

## Using online tax services (Kenya Revenue Authority).

### Filling Tax Returns

#### Log In to iTax:

- Visit the KRA iTax portal and log in with your PIN and password.

#### Navigate to the "Returns" Section:

- Go to the "Returns" tab on the dashboard.



#### Select "File Return":

- Choose the type of return you want to file (e.g., VAT, Income Tax, Pay As You Earn).

#### Fill Out the Return Form:

- Complete the required details for the return period, including income, expenses, and deductions.

#### 1. Submit the Return:

- Review the information,

## Updating Personal or Business Information

### Log In to iTax:


- Visit the KRA iTax portal and log in.

### Navigate to the "Registration" Section:

Go to the "Registration" tab.

### Select "Amend Details":

- Choose the type of information you want to update (e.g., contact details, business information).



The screenshot shows the KRA iTax portal interface. At the top, the URL 'itax.kra.go.ke' is displayed. The header includes the Kenya Revenue Authority logo and the iTax logo with the tagline 'Simple, Swift, Secure'. A navigation menu is visible, with 'Registration' highlighted. A dropdown menu is open under 'Registration', showing options like 'Amend PIN Details', 'e-Reactivation', 'e-Dormance', 'e-Cancellation', 'Value Added Tax Application', 'Excise, Remissions & Import Certificate', 'Withholding Tax', 'Monthly Rental Income', 'Exemptions, Reliefs & Preferential Rates', 'Tax Agents and Representative', and 'Turnover Tax Cancellation'. The 'Amend Details' option is selected. The main dashboard area shows a 'Dashboard for February 2026' with various metrics and a 'Download' button. The footer contains contact information for the Kenya Revenue Authority, including the address, phone numbers, and email address.

### Complete the Update Form:

- Enter the updated information and upload any required documents.

### Submit the Update:

- Review and submit the changes. You will receive a confirmation once the update is processed.

## Check Tax Compliance Certificate

### 1. Log In to iTax:

- o Visit KRA iTax and log in.

### 2. Go to "Certificates":

- o Click on the "Certificates" tab.

### 3. Request Compliance Certificate:

- o Follow the instructions to apply and check the status.



### Tax Compliance Certificate

For General Tax Questions  
Contact KRA Call Centre  
Tel: +254 (020) 4999 999  
Cell: +254(0711)099 999  
Email: callcentre@kra.go.ke

www.kra.go.ke

Taxpayer PIN : A004309286F

Certificate Date: 01/11/2017

Name and Address :

Certificate Number:

JOYCE WAMUYU MUKURIA  
MUHITO PRIMARY SCHOOL, NYERI, Mukurweini District,  
PO Box:14,  
Postal Code:10103

KRANER8823962017



**This is to confirm that JOYCE WAMUYU MUKURIA,  
Personal Identification Number A004309286F  
has filed relevant tax returns and  
paid taxes due as provided by Law.**

**This Certificate will be valid for  
twelve (12) months up to 31/10/2018.**

**Caveat:** This certificate is issued on the basis of information available with the authority as at the certificate date mentioned above. The Authority reserves the right to withdraw the certificate if new evidence materially alters the tax compliance status of the recipient.

**Disclaimer :** This certificate is system Generated and therefore does not require signature.You may confirm validity of this certificate on the iTax Portal by using the TCC Checker.



## Accessing educational services (KUCCPS)

The Kenya Universities and Colleges Central Placement Service (KUCCPS) is responsible for placing students in higher education institutions. Here's a step-by-step guide on how to access and utilize KUCCPS educational services online:

Register or log in to the KUCCPS Portal

Visit the KUCCPS Portal:

Go to the [KUCCPS website](#).

Register or Log In:

Enter

Details:

If you are a new user, click on "Register" to create an account. If you already have an account, click "Login."

Enter your personal details, such as your KCSE INDEX NUMBER ,Exam Year.

Create a password and submit the registration form.

Log In:

Use your registered credentials to log in to the KUCCPS portal.



## Apply for Placement in Universities and Colleges

### 1. Log In to KUCCPS Portal:

- Go to the [KUCCPS Website](#) and log in.

### 2. Navigate to the "All Programmes" Section:

- Click on the "all Programmes" tab or section.

### 3. Under All Programs choose Your Cluster program me in the qualified level

### 4. Click On the courses of your choice and move them to the Course basket

### 5. Select "Apply for Placement":

Choose the option to apply for placement in universities or colleges.

### 6. Complete the Application Form:

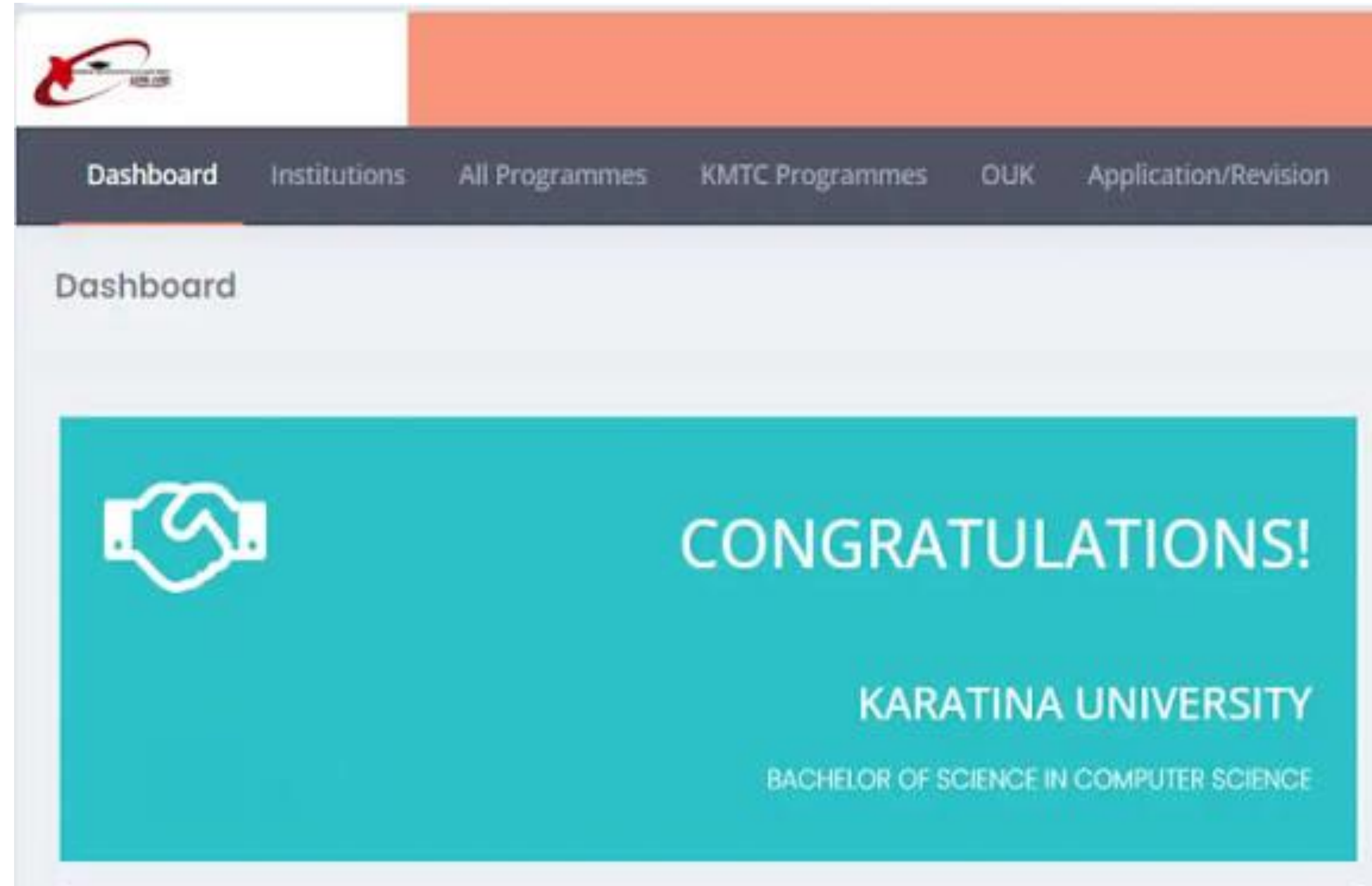
Fill out the application form with details such as your KCSE grades, preferred courses, and institutions.

### 7. Submit the Application:

Review your application details and submit the form. You will receive a confirmation once your application is successfully submitted.

## Checking Placement Status

1. Log In to KUCCPS Portal:
  - Access the [KUCCPS website](#) and log in.
2. Navigate to the " Dashboard " Section:
3. Check Your Placement Status:



## Updating Personal Information

1. Log In to KUCCPS Portal:
  2. ○ Go to the [KUCCPS website](#) and log in.
- Navigate to the "Profile" Section:
- Click on the "Profile" tab.
3. Select "Account Setting":
    - Choose to update your personal details.
  5. Complete the Update then Form:
    - Enter the updated information and submit the changes.



### Checklist for KUCCPS Application

- 1 KCSE Index number
- 2 KCPE Index number
- 3 Birth Certificate Number
- 4 Your (Applicant's) KCSE year
- 5 Your (Applicant's) email address
- 6 Your (Applicant's) phone number
- 7 Parent/Guardian email address
- 8 Parent/Guardian phone number
- 9 County name
- 10 Constituency name
- 11 Codes of selected programmes
- 12 Application fee of Shs 1500

Apply now via the Student's Portal [students.kuccps.net](https://students.kuccps.net)

## Requesting for Certificate of Good Conduct

### Step 1: Login to Your eCitizen Account

- i. Visit the eCitizen portal.
- ii. Enter your email or ID number and password.
- iii. Click on "Sign In."

### Step 2: Access the Directorate of Criminal Investigations (DCI) Services

- i. Click on the "Directorate of Criminal Investigations" option from the list of services.
- ii. Select "police clearance certificate"

### Step 3: Fill in the Application Form

- i. ii. Complete the application form with your personal details.

Upload a recent passport-sized photo.

### Step 4: Pay for the Certificate

- i. ii. Choose your preferred payment method (e.g., M-Pesa, credit card).
- Complete the payment and keep the payment receipt.

## Police Clearance Form

Name

Father's Name

Address

Phone

Occupation

Date of Birth



Step 6: Book an Appointment

i. Schedule an appointment for fingerprint capture at your nearest Huduma Centre or DCI office.

Step 7: Visit the Appointment Location

i. Take the payment receipt and your ID to the appointment location.

ii. Complete the fingerprint capture process.

Step 8: Collect Your Certificate

i. ii. You will receive a notification when your Certificate of Good Conduct is ready.

Download the certificate from the eCitizen portal or collect it from the DCI office.



## Government Programs

Some successful government programs and opportunities for youth in Kenya, showcasing how e-government services have been effectively utilized:

### Youth Enterprise Development Fund (YEDF)

The Youth Enterprise Development Fund supports youth-led businesses by providing financial assistance to help start or grow enterprises. It targets youth aged 18-35 across various sectors.

#### Successful Examples:

- 1. Tech Innovations:** A youth-led tech startup received YEDF support to develop a mobile app for local farmers. With the funding, they were able to hire developers and market the app. The app facilitated better crop management and increased farmers' yields, leading to successful market penetration and revenue growth.
- 2. Fashion Design Business:** A group of young fashion designers utilized YEDF to acquire sewing machines and fabric. The funding enabled them to establish a workshop, design a clothing line, and start selling their products. Their business expanded rapidly, with increased orders and local recognition.

## How to Apply:

- Visit the YEDF website.
- Download The Loan Application Form the YEDF Website.
- Submit Application: Fill out the application form with your business details and funding needs.
- Review and Approval: Wait for application review and, if approved, receive the funds for your enterprise.



## How to Access YEDF Loan Products

- Visit your nearest Youth Fund county office
- Seek information regarding the best suited loan product from our county officer
- Agree on the suitable days for entrepreneurship training and pay for the appropriate fees
- Submit the correctly filled loan application form including the required documentation to the Youth Fund county officer
- Loan proceeds will be deposited into the bank account after processing
- Ensure the loan is used for the purposes it was applied for
- All loans **MUST** be repaid within the stipulated timelines using appropriate payment channels



## Uwezo Fund

The Uwezo Fund provides financial support to youth, women, and persons with disabilities to promote economic empowerment through small businesses and community projects.

### Successful Examples:

- 1. Agricultural Expansion:** A youth group involved in poultry farming used the Uwezo Fund to purchase modern equipment and expand their operations. They improved their production efficiency and sales, leading to increased income and job creation within their community.
- 2. Solar Energy Project:** Another youth initiative used Uwezo Fund resources to install solar panels in a rural area. The project provided affordable and sustainable energy solutions, enhancing the quality of life and creating job opportunities for local technicians.

## How to Apply:

- 1. Visit the Uwezo Fund Website:** Go to the Uwezo Fund Portal.
- 2. Download the Uwezo Application Form the website.**
- 3. Complete Application Form:** Provide details about your project and funding requirements.
- 4. Submit Proposal:** Submit your proposal for review. Upon approval, receive the funds to support your project.





## Ajira Digital Program

The Ajira Digital Program aims to equip youth with digital skills and facilitate access to online freelancing opportunities, addressing unemployment through remote work.

### Successful Examples:

1. **Freelance Success:** A participant in the Ajira Digital Program leveraged the training to secure freelance projects on platforms like Upwork. Their success in digital marketing and content creation led to a steady income and career growth, with increased opportunities for higher-profile projects.
2. **Virtual Assistant Services:** Another beneficiary used Ajira training to become a virtual assistant. They found clients globally, providing administrative support and managing tasks remotely. This venture resulted in a successful freelance career and professional development.

### How to Apply:

1. **Register on the Ajira Platform:** Visit the Ajira Digital Program website and sign up.

2. Complete Training: Participate in the free digital skills training provided by the program.

3. Explore Job Opportunities: Use the platform to find and apply for remote work opportunities.



The Future works online



Young Africa Works



## Digital Tools

### Email Platforms

#### Gmail Creating a Gmail Account:

##### 1. Go to the Gmail Website:

- Visit Gmail.

##### 2. Click on "Create account":

- Find this option on the sign-in page.

##### 3. Enter Your Information:

- Fill in your first and last name.

##### Enter Your Information:

i. Fill in your first and last name.

iii. Create a password and confirm it

o

ii. Choose a username (this will be your email address).

iv. Click "Next": Enter your phone number for account security (optional but recommended).

Google

### Create your Google Account

First name  Last name

Username  @gmail.com

You can use letters, numbers & periods

[Use my current email address instead](#)

Password  Confirm

Use 8 or more characters with a mix of letters, numbers & symbols

Show password

[Sign in instead](#)

One account. All of Google working for you.

v. Provide a recovery email address (optional) and other personal

## Tools

details.

vi. Agree to the Terms:

- Read and accept Google's terms and privacy policy.

vii. Set Up Your Account:

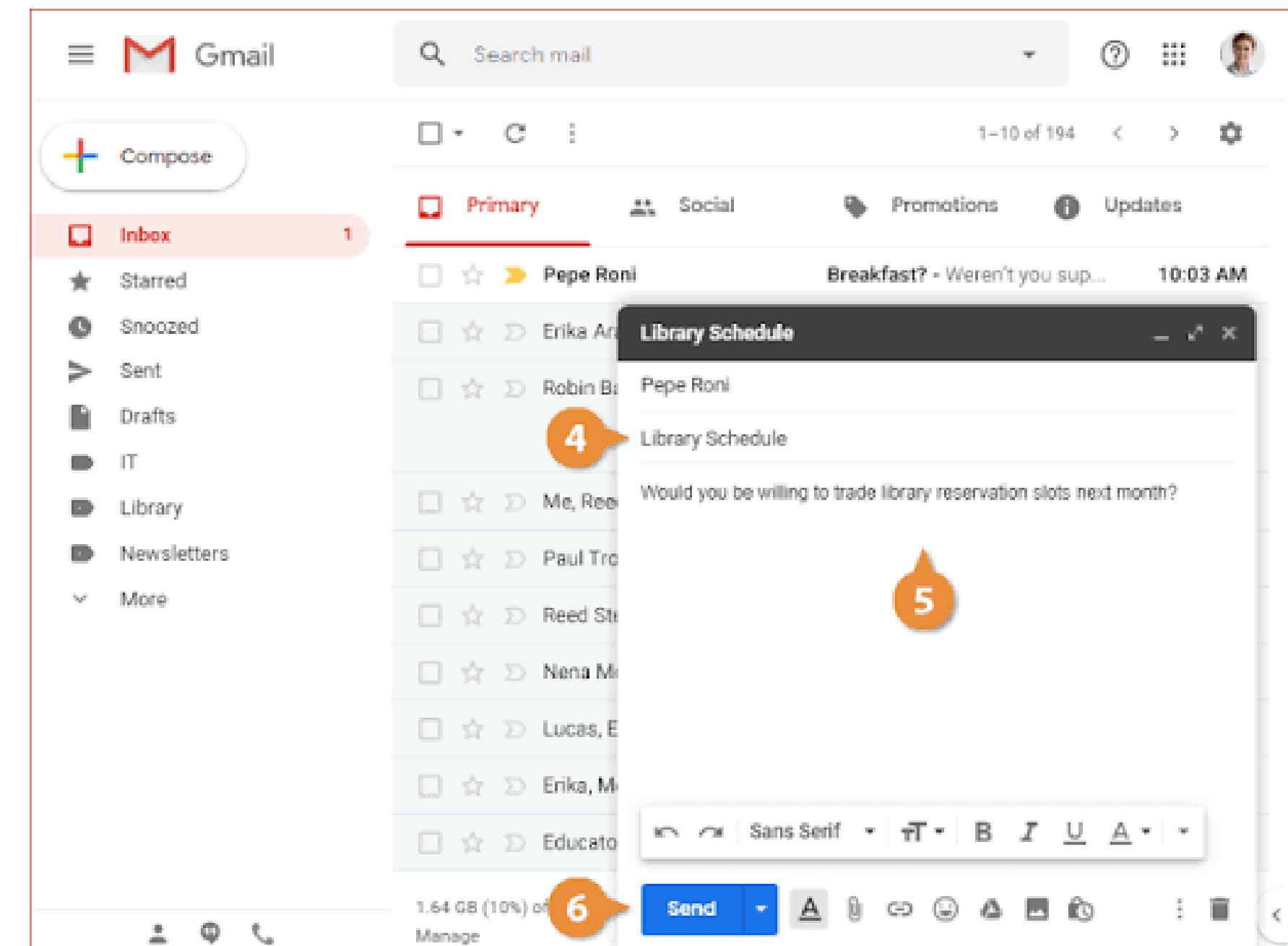
- Complete any additional setup steps, such as customizing your profile and settings.

Using Gmail:

i. Compose an Email:

Click on the “Compose” button on the left side of your inbox

ii. Enter the recipient’s email address, subject line, and message.



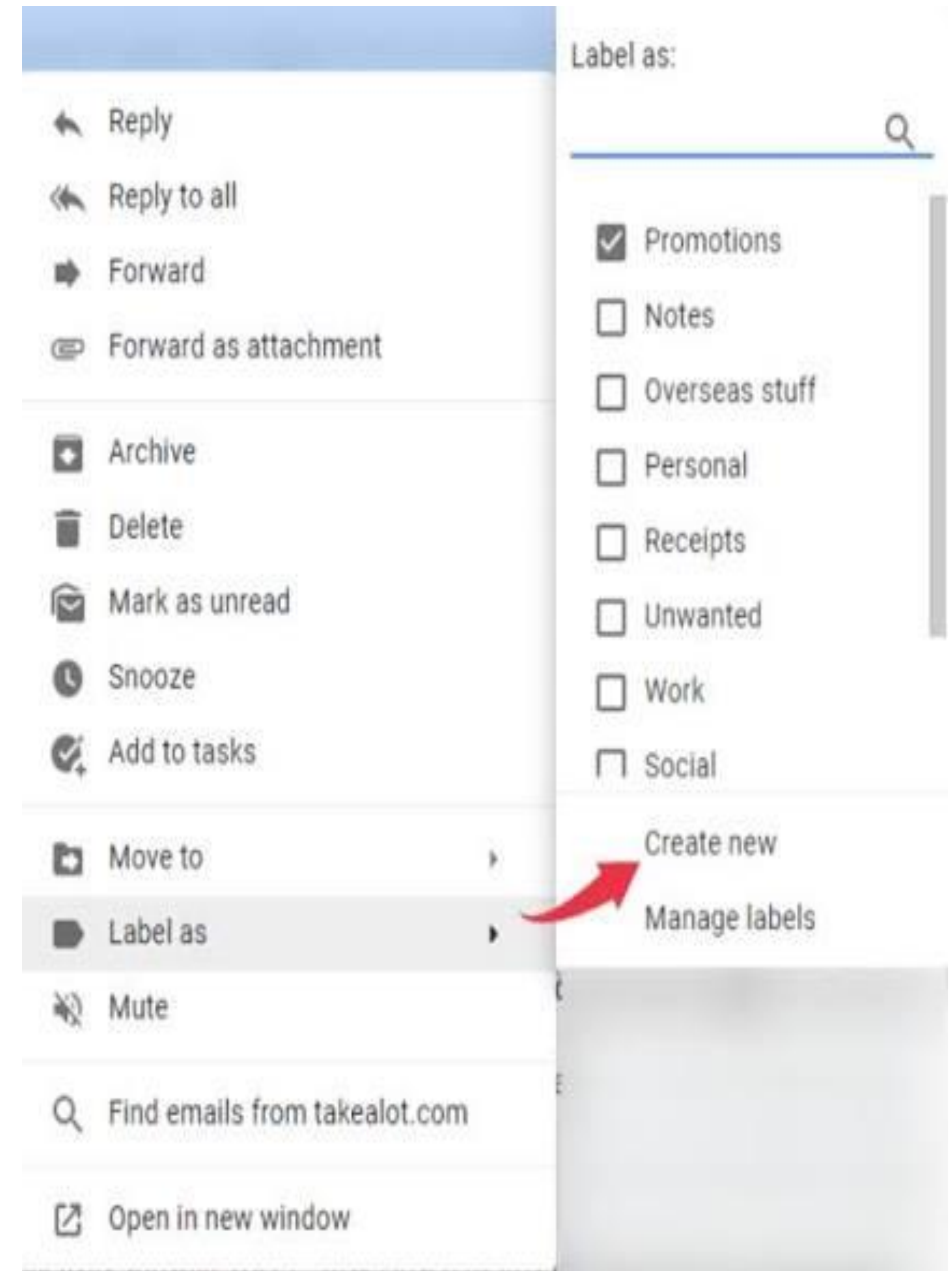
iii. Attach files if needed by clicking the paperclip icon.

iv. Send

the Email: Click “Send” to deliver your email.

v. Organize Your Inbox:

- Use labels and folders to categorize emails.
- Set up filters by going to “Settings” and selecting “Filters and Blocked Addresses.”



## Outlook

Creating an Outlook Account:

i. Go to the Outlook Website:

- Visit [Outlook](#).

ii. Click on “Create free account”:

- This option is available on the sign-in page.

iii. Choose a Username:

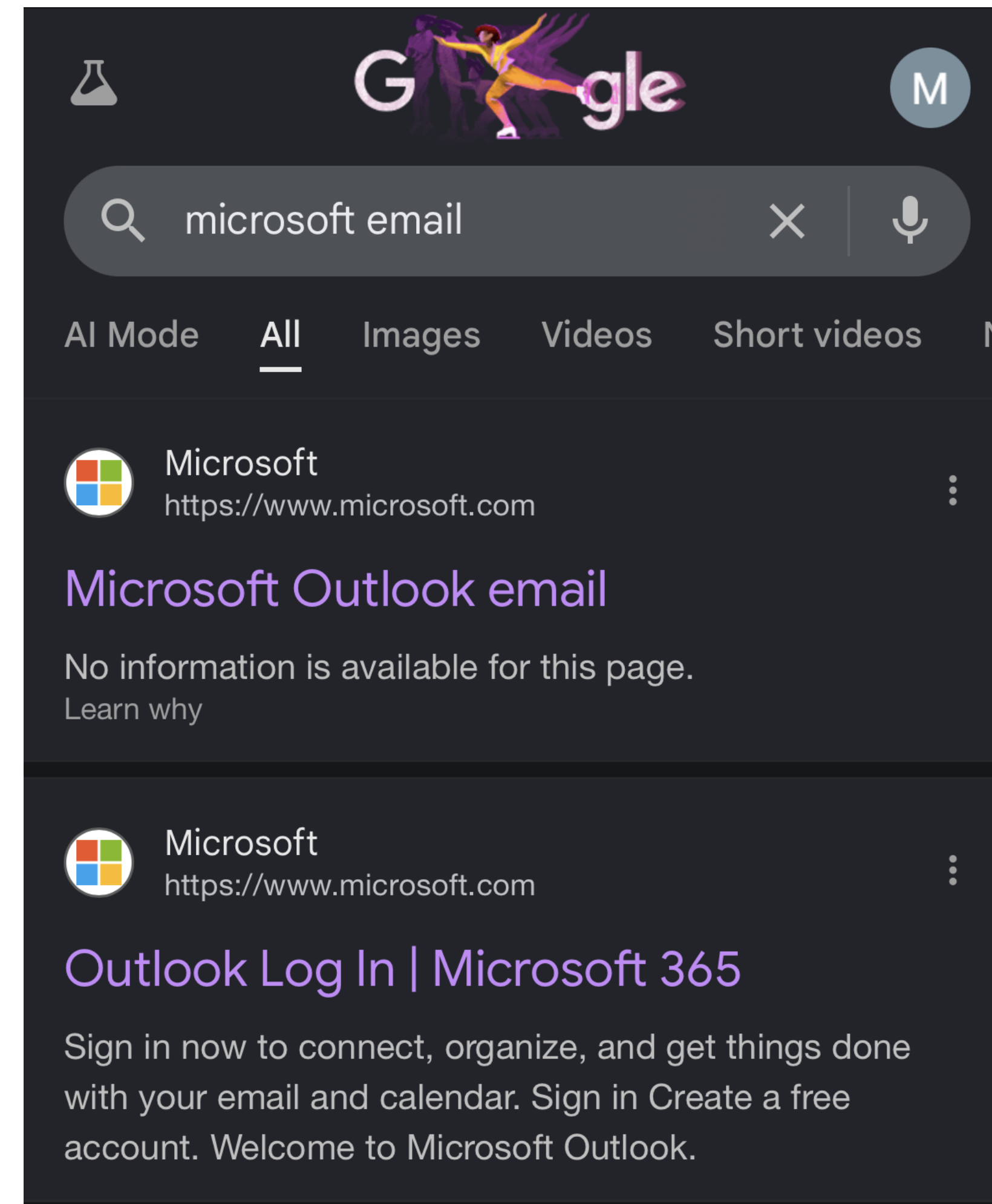
- Enter a desired email address and select either @outlook.com or @hotmail.com.
- Click “Next.”

iv. Create a Password:

- Enter a password and click “Next.”

v. Enter Personal Information:

- Provide your name and click “Next.”
- Complete the CAPTCHA verification to confirm you're not a robot.



## LinkedIn

### 1. Creating a LinkedIn Account:

Go to the LinkedIn Website:

- Visit [LinkedIn](#).

Click “sing up”:

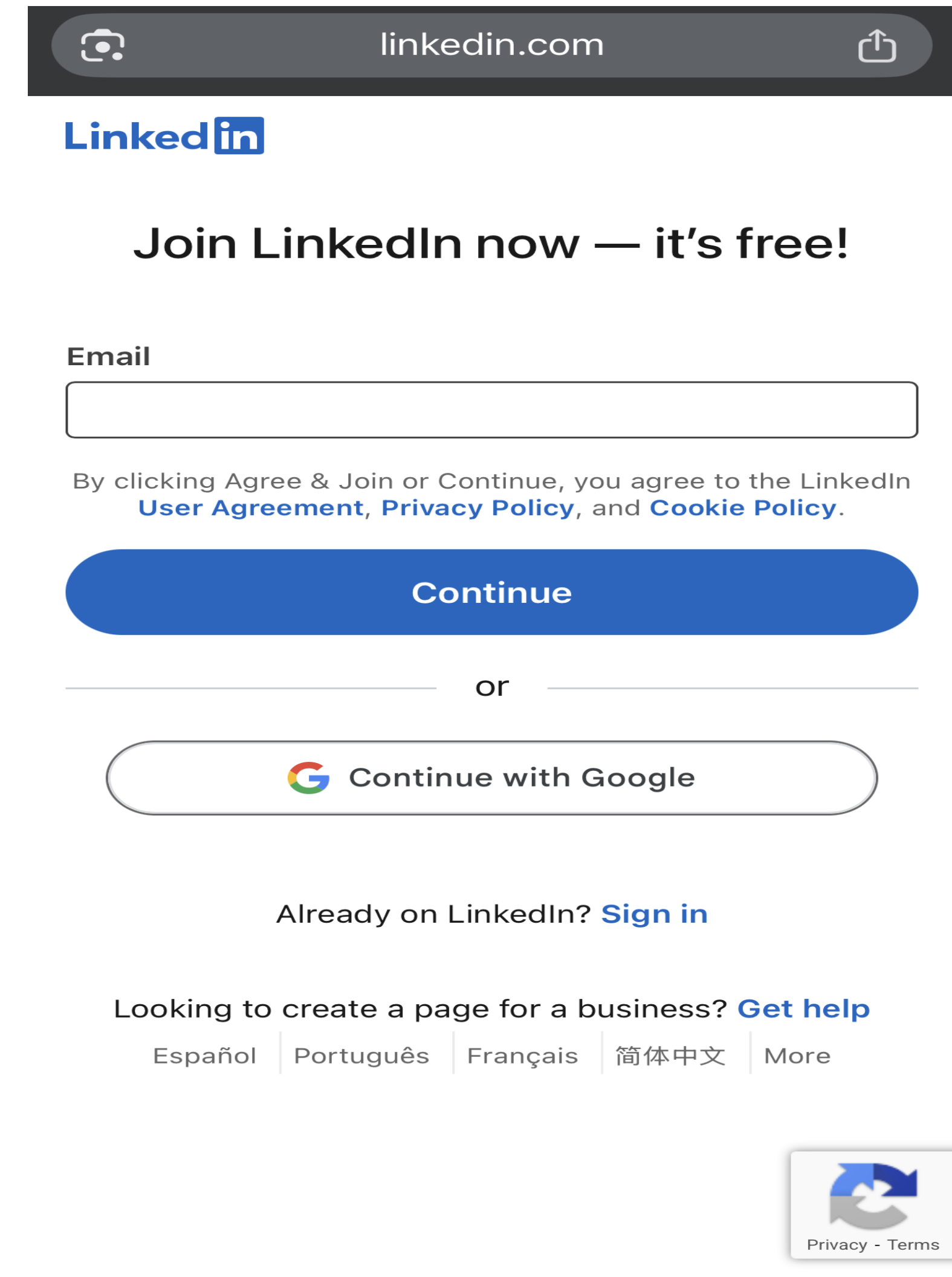
- You’ll see this option on the homepage.

### 2. Enter Your Information:

- Provide your email address and create a password.
- Enter your first and last name.

### Click “Agree & Join”:

- Follow the prompts to complete the registration process.



The screenshot shows the LinkedIn registration page in a browser. The address bar displays 'linkedin.com'. The page features the LinkedIn logo at the top left. The main heading reads 'Join LinkedIn now — it's free!'. Below this is an 'Email' input field. A line of text states: 'By clicking Agree & Join or Continue, you agree to the LinkedIn [User Agreement](#), [Privacy Policy](#), and [Cookie Policy](#).' There are two primary buttons: a blue 'Continue' button and a white 'Continue with Google' button with the Google logo. At the bottom, there is a link for 'Already on LinkedIn? [Sign in](#)' and another for 'Looking to create a page for a business? [Get help](#)'. A footer contains language options: 'Español | Português | Français | 简体中文 | More' and a 'Privacy - Terms' link with a circular arrow icon.

## Verify Your Email:

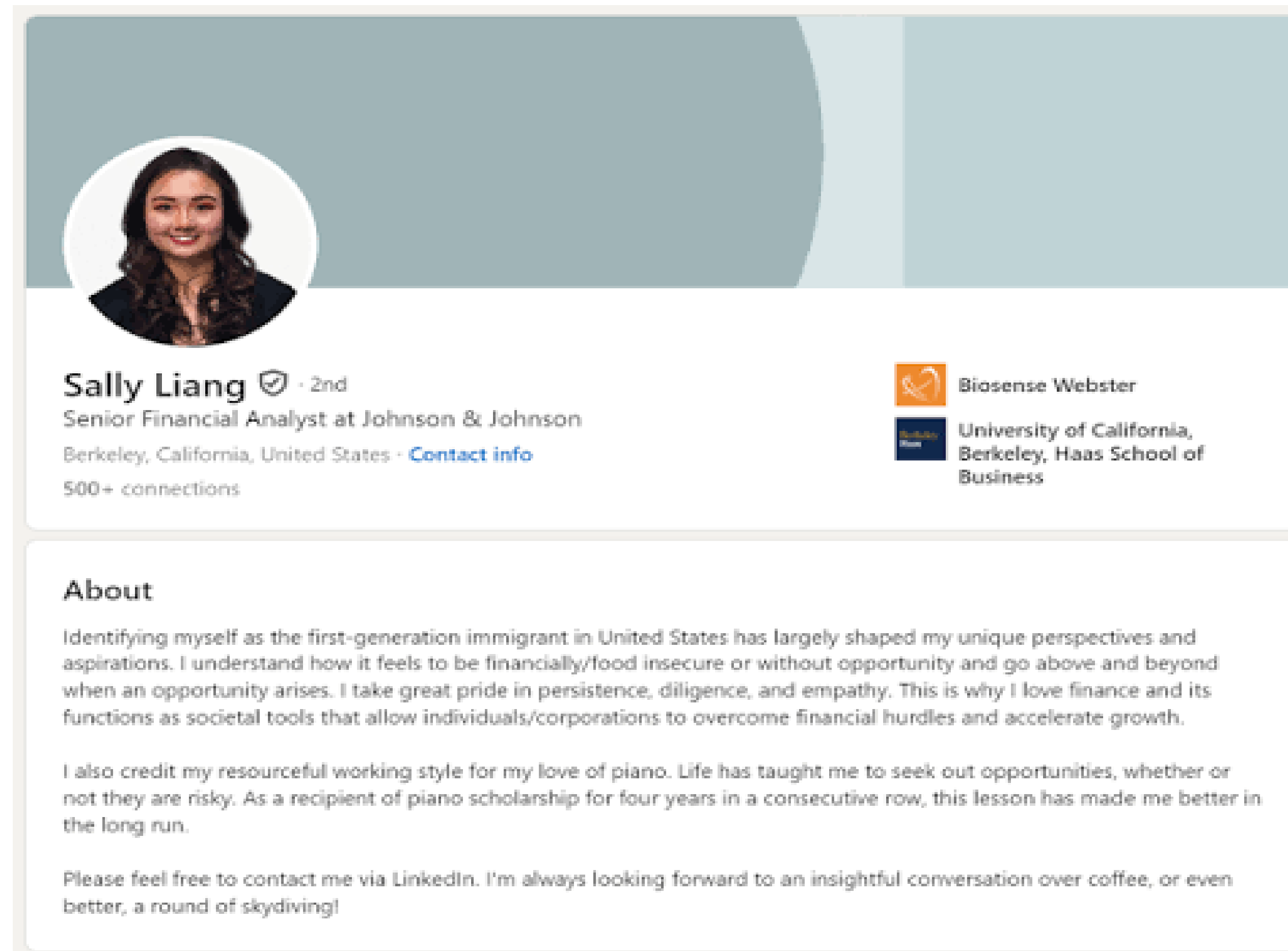
- Check your email for a verification link and follow the instructions.

## 6. Complete Your Profile:

- o Add details such as your job title, company, education, and skills.

Profile: Click on your profile picture and select “View Profile.”

2. Click the pencil icon to edit and add details about your experience, education, and skills.



The image shows a LinkedIn profile for Sally Liang. At the top left is a circular profile picture of a woman with long dark hair. To the right of the picture is a light blue banner. Below the picture, the name "Sally Liang" is displayed with a verified badge and "2nd" next to it. Underneath the name is the job title "Senior Financial Analyst at Johnson & Johnson" and the location "Berkeley, California, United States" with a "Contact info" link. To the right of the name are two logos: "Biosense Webster" and "University of California, Berkeley, Haas School of Business". Below the profile information is an "About" section with the following text:

**About**

Identifying myself as the first-generation immigrant in United States has largely shaped my unique perspectives and aspirations. I understand how it feels to be financially/food insecure or without opportunity and go above and beyond when an opportunity arises. I take great pride in persistence, diligence, and empathy. This is why I love finance and its functions as societal tools that allow individuals/corporations to overcome financial hurdles and accelerate growth.

I also credit my resourceful working style for my love of piano. Life has taught me to seek out opportunities, whether or not they are risky. As a recipient of piano scholarship for four years in a consecutive row, this lesson has made me better in the long run.

Please feel free to contact me via LinkedIn. I'm always looking forward to an insightful conversation over coffee, or even better, a round of skydiving!

•Use the search bar to find and connect with professionals in your field.

Apply for Jobs:

- o Click on the “Jobs” tab.
- o Search for job postings and use the “Easy Apply” option to apply directly through LinkedIn.

# 19 TOP LINKEDIN PROFILE TIPS FOR JOB SEEKERS

1	 Start With a Catchy Headline	2	 Broaden Your Location		
3	 Add Contact Info	4	 Add a Relevant Industry	5	 Customize Your URL
6	 Use a Professional Profile Photo	7	 Add a Background Photo	8	 Spice Up Your About Section
9	 Add Multimedia	10	 Use Relevant Experience	11	 Add a Current Job Even When Unemployed
12	 Include School or Work Projects	13	 Utilize Your Volunteer Experience	14	 Add Relevant Skills Only
15	 Ask for Recommendations	16	 Follow Pages to Add Interests	17	 Think About SEO
18	 Join Relevant Groups	19	 Network Within Your Desired Industry	<b>Bonus Tip</b>	 Get Help! 



## Effective email communication

Effective email communication is crucial for clear and professional interactions. Here are some key points to consider:

### 1. Clear Subject Line

- Make it specific and relevant to the content of the email.
- Avoid vague terms; instead, provide a brief summary of the email's purpose.

### 2. Professional Greeting

- Use appropriate salutations such as "**Dear [Name],**" or "**Hello [Name],**"
- Avoid overly casual greetings unless you have an established informal rapport.

### 3. Concise and Relevant Content

- Get to the point quickly and stay on topic.
- Use bullet points or numbered lists for clarity when covering multiple points.



## **Polite and Respectful Tone**

- Be courteous and maintain a professional tone throughout.
- Avoid using slang or overly informal language.

## **5. Clear Call to Action**

- Specify what you need the recipient to do.
- Include deadlines if applicable, and be clear about any required responses or actions.

## **6. Proper Formatting**

- Use short paragraphs and avoid large blocks of text.
- Ensure proper grammar, spelling, and punctuation to maintain professionalism.

## **7. Signature Block**

- Include your full name, title, and contact information.
- Optionally, add any relevant links or attachments.

## **Review Before Sending**

- Proofread for errors and ensure the message is clear.
- Double-check any attached files to ensure they are correct and relevant.

## **9. Follow-Up**

- If you don't receive a response in a timely manner, send a polite follow-up email.
- Be patient and considerate of the recipient's time and workload.

## **10. Email Etiquette**

- Avoid using all caps, which can be perceived as shouting.
- Be mindful of the tone in written communication, as it can sometimes be misinterpreted.



**Example Structure:**

**Subject:** Request for Meeting to Discuss Project Proposal

**Dear [Recipient's Name],**

I hope this message finds you well.

I am writing to request a meeting to discuss the project proposal for the

upcoming quarter. Please let me know your availability next week so we

can arrange a convenient time.

Attached is a draft of the proposal for your review before our meeting.

Your feedback will be greatly appreciated.

Thank you for your time and consideration.

**Best regards,**

[Your Full Name]

[Your Position]

[Your Contact Information]



## Using social media responsibly

Using social media responsibly is important for maintaining a positive online presence and protecting your personal and professional reputation.

Here are some guidelines for using Facebook, Twitter, and LinkedIn responsibly:

Facebook

### 1. Privacy Settings:

- o Review and adjust your privacy settings regularly to control who can see your posts and personal information.
- o Be cautious about sharing sensitive details or location information.

### 2. Content Sharing:

- o Share content that reflects positively on you. Avoid posting inflammatory or controversial material.
- o Be mindful of how your posts may affect others; consider the impact before sharing.

### 3. Engagement:

- o Engage respectfully with others. Avoid arguments or heated debates on public posts.
- o Report inappropriate content or behavior if encountered.

### 4. Personal vs. Professional:

- o Maintain separate profiles for personal and professional use if possible. This helps in managing your online persona and content effectively.

Twitter

### 1. Professionalism:

- o Keep your tweets professional and avoid posting content that could be seen as offensive or controversial.
- o Use appropriate language and avoid excessive use of hashtags or mentions.



## **2. Engagement:**

- o Engage with followers and participate in relevant conversations in a constructive manner.

- o Handle disagreements or criticisms politely and professionally.

## **3. Privacy:**

- o Be cautious with sharing personal information. Twitter is a public platform, and tweets can be seen by anyone.

## **4. Verification:**

- o Verify information before retweeting or sharing to avoid spreading misinformation.



## LinkedIn

### **1. Professional Image:**

- o Ensure your profile is up-to-date with your current job title, skills, and professional accomplishments.
- o Use a professional profile picture and write a compelling summary.

### **2. Networking:**

- o Connect with professionals in your field and engage in meaningful discussions.
- o Send personalized connection requests and messages rather than generic ones.

### **3. Content Sharing:**

- o Share content that is relevant to your industry and showcases your expertise.
- o Avoid posting overly personal content or opinions unrelated to your professional interests.

### **4. Recommendations and Endorsements:**

- o Give and request recommendations and endorsements that genuinely reflect your skills and achievements.
- o Ensure that any recommendations you write are honest and constructive.

## **General Tips Across All Social Media Platforms**

### **1. Think Before Posting:**

- o Consider the potential long-term impact of your posts on your personal and professional reputation.

### **2. Respect Others:**

- o Respect others' opinions and avoid engaging in or starting conflicts.

### **3. Be Mindful of Content:**

- o Avoid sharing or engaging with content that could be seen as discriminatory, harmful, or misleading.



#### **4. Monitor Your Presence:**

- o Regularly review your profiles and posts to ensure they align with your desired image and values.

#### **5. Compliance and Regulations:**

- o Stay informed about platform policies and legal regulations regarding online behavior and data protection.

# Online CV Builders

## Canva CV Maker

### 1. Create an Account:

- Go to [Canva cv maker](#).
- Click “Sign up” and choose to sign up with your email, Google, or Facebook account.

### Select a Resume Template:

- After logging in, type “Resume” in the search bar.
- Browse through the templates and select one that suits your style.

### 3. Customize Your CV:

- o Click on the template to open it.
- o Enter your personal details, work experience, and skills.
- o Customize colors, fonts, and layout if desired.

### . Download Your CV:

- Click on the “SHARE ” button at the top right.
- Choose the format (PDF is recommended) and save your CV.

**RICHARD SANCHEZ**  
MARKETING MANAGER

**CONTACT**

- +123-456-7890
- hello@reallygreatsite.com
- 123 Anywhere St., Any City
- www.reallygreatsite.com

**EDUCATION**

2029 - 2030  
WARDIERE UNIVERSITY

- Master of Business Management

2025 - 2029  
WARDIERE UNIVERSITY

- Bachelor of Business
- GPA: 3.8 / 4.0

**SKILLS**

- Project Management
- Public Relations
- Teamwork
- Time Management
- Leadership
- Effective Communication
- Critical Thinking

**LANGUAGES**

- English (Fluent)
- French (Fluent)
- German (Basics)
- Spanish (Intermediate)

**PROFILE**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam quis nostrud exercitation. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam quis nostrud exercitation. Ut enim ad minim veniam quis nostrud exercitation.

**WORK EXPERIENCE**

**Borcelle Studio** 2030 - PRESENT  
Marketing Manager & Specialist

- Develop and execute comprehensive marketing strategies and campaigns that align with the company's goals and objectives.
- Lead, mentor, and manage a high-performing marketing team, fostering a collaborative and results-driven work environment.
- Monitor brand consistency across marketing channels and materials.

**Fauget Studio** 2025 - 2029  
Marketing Manager & Specialist

- Create and manage the marketing budget, ensuring efficient allocation of resources and optimizing ROI.
- Oversee market research to identify emerging trends, customer needs, and competitor strategies.
- Monitor brand consistency across marketing channels and materials.

**Studio Shodwe** 2024 - 2025  
Marketing Manager & Specialist

- Develop and maintain strong relationships with partners, agencies, and vendors to support marketing initiatives.
- Monitor and maintain brand consistency across all marketing channels and materials.

**REFERENCE**

<b>Estelle Darcy</b> Wardiere Inc. / CTO Phone: 123-456-7890 Email: hello@reallygreatsite.com	<b>Harper Richard</b> Wardiere Inc. / CEO Phone: 123-456-7890 Email: hello@reallygreatsite.com
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# Zety

## 1. Create an Account:

- Visit Zety.
- Click “Create Resume” and sign up using your email or through social accounts.

## 2. Enter Your Information:

- Fill out sections for your contact information, work experience, education, and skills.

## 3. Customize and Download:

- Use the builder’s tools to make adjustments.
- Click “Download” or Print to save your resume in PDF or other formats.

**John Smith**  
IT Project Manager

**Personal Info**

**Address**  
134 Rightward Way  
Portland, ME, 04019

**Phone**  
774-987-4009

**E-mail**  
j.smith@uptowork.com

**LinkedIn**  
linkedin.com/johnsw

**Skills**

Business Process Improvement  
Vendor Management  
Project Scheduling  
Sales Analysis  
Strategic Planning  
Communication Skills

**Software**

Microsoft Project  
Excellent

MS Windows Server  
Very Good

Linux/Unix  
Very Good

Microsoft Excel  
Good

**Languages**

French  
Intermediate

German  
Basic

IT Professional with over **10 years** of experience specializing in **IT department management** for international logistics companies. I can implement effective **IT strategies** at local and global levels. My greatest strength is business awareness, which enables me to permanently streamline infrastructure and applications. Striving to leverage my IT management skills at SanCorp Inc.

**Experience**

2006-12 - present  
**Senior Project Manager**  
Seton Hospital, ME

- Oversaw all major hospital IT projects for 10+ years, focus on cost reduction.
- Responsible for creating, improving, and developing IT project strategies.
- Implemented the highly successful Lean Training and Six Sigma projects.
- Cut costs by 32% in less than six months.
- Reduced the costs of IT maintenance in 2015 by successfully rebuilding the server infrastructure resulting in over \$50,000 of annual savings.

2004-09 - 2006-12  
**Junior Project Manager**  
Seton Hospital, ME

- Streamlined IT logistics and administration operation cutting costs by 25%.
- Diagnosed problems with hardware and operating systems.
- Successfully migrated two servers to new data architecture.
- Maintained the user database of over 30000 patients.
- Managed project for lean training for all IT Support Officers.

2002-08 - 2004-09  
**IT Support Officer**  
Seton Hospital, ME

- Provided support for project managers and hospital staff for 2 years.
- Prepared over 100 infrastructure performance analyses and reports.
- Implemented a new tracking dashboard, cutting manual data input by 80%.
- Successfully resolved over 200 issues in regards to IT infrastructure.

**Education**

1999-03 - 2001-05  
**Master of Computer Science, University of Maryland**

- Graduated Summa Cum Laude.
- Member of Student Association of Project Management
- Managed a student project to develop a weekly IT News podcast.

1998-09 - 1999-05  
**Bachelor of Computer Science, University of Maryland**

- Graduated Summa Cum Laude.
- Member of Student Association of Computer Science.
- Managed a student project to organize a conference for 50+ professionals.

**Certifications**

2010-05 PMP - Project Management Institute

2007-11 CAPM - Project Management Institute

**Interests**

Avid cross country skier and cyclist.

Member of the Parent Teacher Association.



## **Crafting a professional CV and cover letter.**

Crafting a professional CV (Curriculum Vitae) and cover letter is

crucial for making a strong impression on potential employers. Here

are some effective strategies for each:

### **Crafting a Professional CV**

#### **1. Format and Layout:**

- o Use a clean, professional format with clear headings and

- bullet points.

- o Keep the layout consistent and easy to read, with a font size between 10-12 points.

#### **2. Contact Information:**

- o Include your full name, phone number, email address, and LinkedIn profile (if applicable).

- o Ensure your contact information is up-to-date.

#### **3. Professional Summary:**

- o Write a brief summary at the top of your CV highlighting your key

- qualifications, skills, and career goals.

- o Tailor this section to align with the specific job you're applying for

#### **4. Work Experience:**

- o List your work experience in reverse chronological order (most recent

- job first).

- o Include your job title, company name, location, and dates of

- employment.

- o Use bullet points to describe your responsibilities and achievements,

- focusing on quantifiable results (e.g., "Increased sales by 20%").



## 5. Education:

- o List your educational qualifications, starting with the most recent degree.
- o Include the institution name, degree obtained, and graduation year.

## 6. Skills:

- o Highlight relevant skills that match the job description. Include both hard skills (e.g., software proficiency) and soft skills (e.g., communication).

## 7. Certifications and Professional Development:

- o Include any relevant certifications, licenses, or training that enhance your qualifications.

## 8. Additional Sections:

- o Add sections like awards, publications, languages, or volunteer work if relevant to the job or industry.

## 9. Proofread:

- o Carefully proofread your CV for spelling, grammar, and formatting errors.
- o Ask a trusted friend or colleague to review it as well.



## Crafting a Professional Cover Letter

### 1. Header:

o Include your contact information at the top, followed by the date and the employer's contact information.

### 2. Salutation:

o Address the letter to a specific person if possible (e.g., "Dear Ms. Smith"). If you can't find a name, use a general salutation (e.g., "Dear Hiring Manager").

### 3. Introduction:

o Start with a strong opening that grabs attention. Mention the position you're applying for and where you found the job listing.

### 4. Body:

**First Paragraph:** Explain why you're interested in the position and the company. Highlight how your skills and experience align with the job requirements.

o **Second Paragraph:** Provide specific examples of your achievements and how they relate to the role. Show how you can add value to the company.

o **Third Paragraph:** Demonstrate your knowledge of the company and explain why you're a good fit for their team and culture.

## 5. Closing:

- o Reiterate your enthusiasm for the position and express your desire for an interview.
- o Thank the reader for considering your application and provide your contact information for follow-up.

## 6. Signature:

- o Close with a professional sign-off (e.g., “Sincerely” or “Best regards”) followed by your full name.

## 7. Proofread:

- o Carefully review your cover letter for any errors in spelling, grammar, or formatting.
- o Ensure it is well-organized and tailored to the job application.

### Cover Letter

[Your Name]  
[Your Address]  
[City, State, ZIP Code]  
[Your Email]  
[Your Phone Number]  
[Date]

[Hiring Manager's Name]  
[Company Name]  
[Company Address]  
[City, State, ZIP Code]

Dear [Hiring Manager's Name],

I am writing to express my interest in the [Job Title] position at [Company Name]. With a strong background in [mention relevant experience or field], I am eager to bring my skills and passion to your team. The opportunity to contribute to [Company Name's specific mission or project] excites me, as I believe my expertise in [mention a key skill] aligns well with your goals.

Throughout my career, I have developed [mention a specific skill or achievement]. At [Previous Company], I successfully [describe an accomplishment that showcases your abilities], demonstrating my ability to [mention a key competency]. My experience in [mention relevant industry or role] has equipped me with the necessary skills to make a meaningful impact at [Company Name].

Beyond my technical skills, I am a strong collaborator and problem-solver. I thrive in fast-paced environments and am always eager to learn and adapt. I am confident that my experience and enthusiasm would make me a valuable addition to your team.

I would welcome the opportunity to discuss how my qualifications align with the needs of [Company Name]. Thank you for your time and consideration. I look forward to hearing from you.

Best Regards,  
[Your Name]



## General Tips

- **Tailor Your Documents:** Customize both your CV and cover letter for each job application. Highlight experiences and skills relevant to the specific role.
- **Use Keywords:** Incorporate keywords from the job description into your CV and cover letter to pass through Applicant Tracking Systems (ATS).
- **Showcase Achievements:** Focus on your accomplishments rather than just listing job duties. Quantify achievements where possible.
- **Keep It Concise:** Aim for a CV length of 1-2 pages and a cover letter length of 1 page. Be concise but informative.



## Importance of a professionally written Cv

A professionally written CV is crucial for several reasons:

### 1. First Impressions

- **Initial Impact:** A CV is often the first point of contact between you and a potential employer. A well-crafted CV creates a positive first impression.

- **Professionalism:** It demonstrates your seriousness and professionalism, which can be appealing to employers.

### 2. Clear Presentation

- **Organization:** A professional CV is well-organized, making it easy for employers to quickly find the information they need.

- **Readability:** Clear formatting, consistent font, and structured sections enhance readability and ensure that your CV stands out in a stack.

### 3. Highlighting Skills and Experience

- **Tailored Content:** Professional CV writers can tailor the content to highlight your most relevant skills and experiences, aligning them with the job requirements.

- **Impactful Language:** Using action verbs and impactful language can make your achievements and responsibilities sound more impressive.

### 4. Avoiding Common Mistakes

- **Error-Free:** Professionals ensure your CV is free from spelling, grammar, and punctuation errors, which can be a major turn-off for employers.

- **Appropriate Length:** They help maintain an appropriate length, avoiding overly long or too brief CVs.

## 5. ATS Optimization

- **Keyword Integration:** Many companies use Applicant Tracking Systems (ATS) to filter CVs. A professional writer knows how to integrate the right keywords to pass through these systems.
- **Formatting:** They ensure the CV is formatted in a way that is ATS-friendly, increasing the chances of your CV being seen by human recruiters.

## 6. Industry Standards

- **Up-to-Date Practices:** Professional writers stay updated on current trends and standards in CV writing, ensuring your CV meets the expectations of modern employers.
- **Industry-Specific Customization:** They can tailor your CV to fit industry-specific requirements, increasing its relevance.

## 7. Confidence Boost

- **Self-Presentation:** Having a professionally written CV can boost your confidence, knowing you are presenting yourself in the best possible light.
- **Competitive Edge:** In a competitive job market, a well-written CV can give you an edge over other candidates.

## 8. Career Advancement

- **Higher Success Rate:** A professionally written CV can lead to more interview invitations and job offers.
- **Professional Growth:** It can also position you better for career advancement opportunities, showcasing your growth and potential effectively.

## Online Digital Jobs Platforms

### Upwork

#### Creating an Account:

##### 1. Go to Upwork Website:

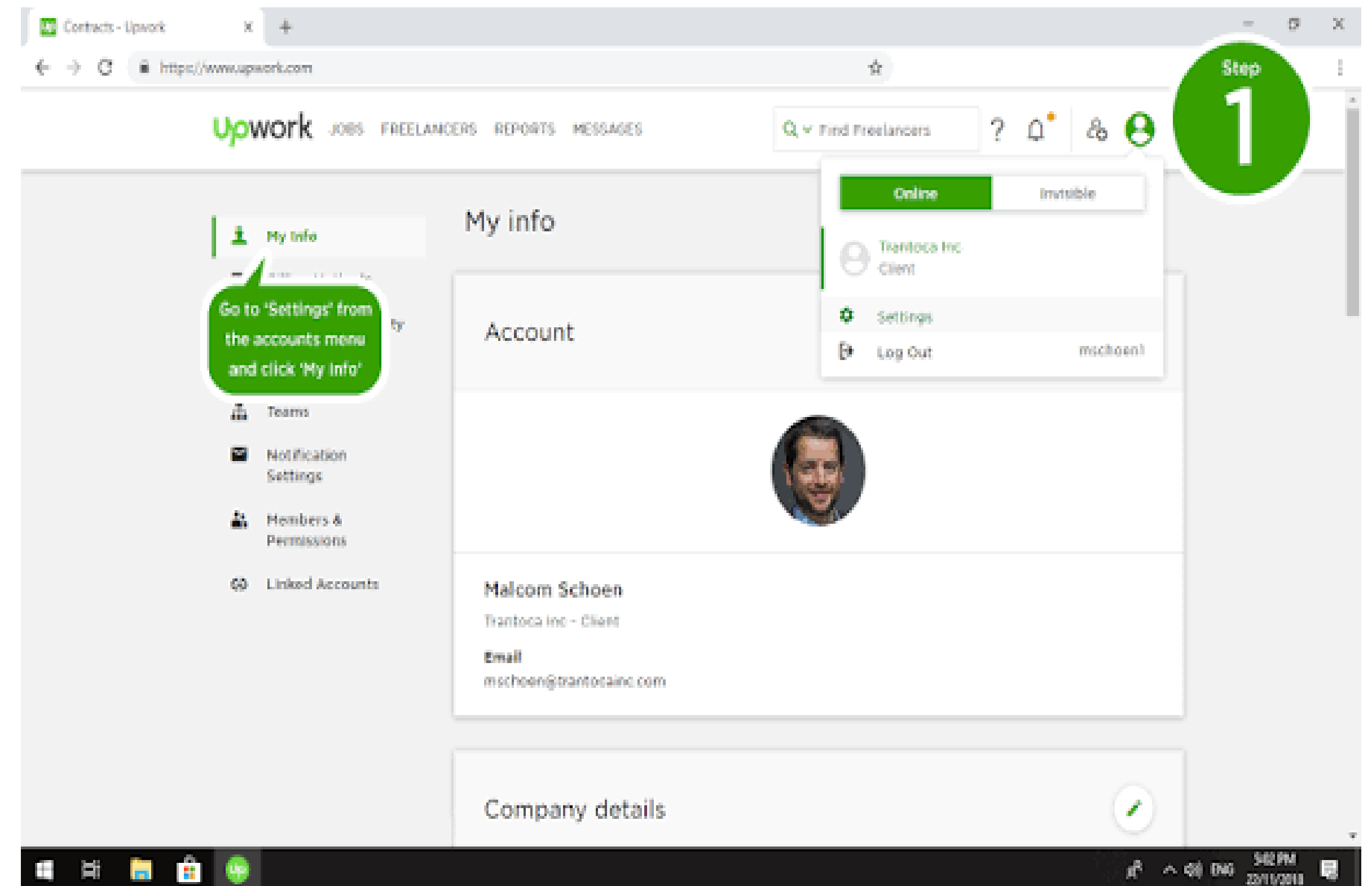
- Visit [Upwork](#).

##### 2. Click "Sign Up":

- Click "Sign Up" on the top right corner.

##### 3. Choose a Sign-Up Method:

- Sign up with your email address, Google account, or Apple ID.



#### 4. Enter Your Information:

- Provide your name, email, and password.
- Fill in additional information like country and account type (Freelancer or Client).

#### 5. Verify Your Email: account.

#### 6. Complete Your Profile:

- Check your email for a verification link and click it to activate your
- Add your skills, work experience, and a professional photo.

## Sign up to find work you love

 Continue with Apple



Continue with Google

or

First name

Barry

Last name

Low

Email

barrylow@gmail.com

Password

\*\*\*\*\*

Country

Send me helpful emails to find rewarding work and job leads.

Yes, I understand and agree to the [Upwork Terms of Service](#), including the [User Agreement](#) and [Privacy Policy \( CA Notice at Collection \)](#).

Create my account

Already have an account? [Log In](#)

## Searching and Applying for Jobs:

### 1. Log In and Go to "Find Work":

- After logging in, click on "Find Work" from the menu.

### 2. Search for Jobs:

- Use keywords, filters, and location settings to find relevant job listings.

### Apply for Jobs:

- Click on a job listing to view details.
- Click "Submit a Proposal," write a tailored proposal, and set your bid.

The screenshot shows the Upwork interface for a job listing titled "Graphic design for hire". At the top, there is a navigation bar with the Upwork logo and menu items: Jobs, Talent, Reports, and Messages. A search bar is located on the right side of the navigation bar. Below the navigation bar, the job title "Graphic design for hire" is displayed, along with a badge that says "Reach 6x more Top Rated talent upgrade this job". A progress bar below the job title shows four stages: "VIEW JOB POST", "INVITE FREELANCERS" (highlighted in green with "Unanswered Invited (1)"), "REVIEW PROPOSALS (0)", and "HIRE (0)". Below the progress bar, there are tabs for "Search", "Invited Freelancers (1)", "My Hires", and "Saved". The "Search" tab is active, showing a search bar, a toggle for "Available now", and a "Filters" button. Below the search bar, there is an "Advanced Search" section. The first search result is for a freelancer named "Lee K.", who is a "Principal Integration Orchestrator". The profile includes a profile picture, a bio stating "This freelancer spent more to get noticed.", and a cover letter: "I look forward to working with you. Please reach out if you have any questions. I will provide a new system for you depending on your requirements." Below the cover letter, there are tags for "adobe-illustrator" and "Photoshop". The profile also indicates "Member of this agency" and "Pollich Inc. Agency". To the right of the profile, there are buttons for "Hire" and "Invite to job". The second search result is for a freelancer named "Shirley B.", who is a "Principal Integration Orchestrator". The profile includes a profile picture, a bio, and a cover letter. Below the cover letter, there are tags for "adobe-illustrator" and "Photoshop". The profile also indicates "Member of this agency" and "Pollich Inc. Agency". To the right of the profile, there are buttons for "Hire" and "Invite to job".

## Freelancer

### Creating an Account:

1. Go to Freelancer Website:
  - Visit [Freelancer](#).
2. Click “Sign Up”:
  - Click “Sign Up” on the top right.

### 1. Verify Your Email:

- Check your email for a verification link and click it.

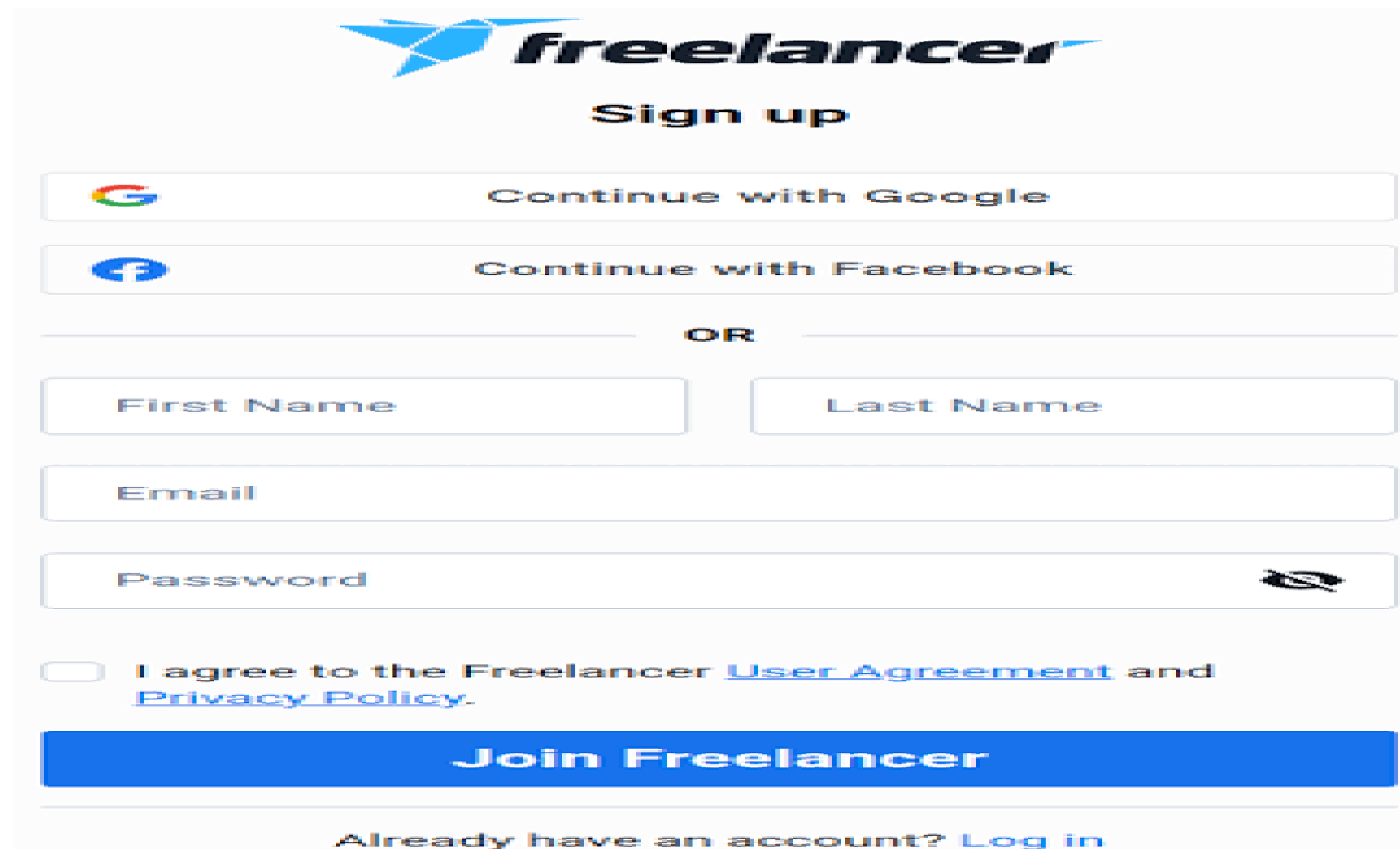
### 2. Complete Your Profile:

- Fill in your personal details, skills, and work history.

### Searching and Applying for Jobs:

#### 1. Log In and Go to “Task list”:

- After logging in, click on “Task list.”



The image shows the Freelancer sign-up page. At the top is the Freelancer logo. Below it is the text "Sign up". There are two options for signing up: "Continue with Google" and "Continue with Facebook". Below these is the word "OR". There are four input fields: "First Name", "Last Name", "Email", and "Password". Below the input fields is a checkbox with the text "I agree to the Freelancer [User Agreement](#) and [Privacy Policy](#)". At the bottom is a blue button labeled "Join Freelancer". Below the button is the text "Already have an account? [Log in](#)".

## 1. Search for Jobs:

- Enter relevant keywords and use filters to narrow down job listings.

## 2. Apply for Jobs:

- Click on a job listing to see details.
- Click “Bid on This Job,” write your proposal, and set your bid amount.



## Fiverr

### Creating an Account:

#### 1. Go to Fiverr Website:

- Visit [Fiverr](#).

#### 2. Click “Join”:

- Click “Join” on the top right corner.

#### 3. Choose a Sign-Up Method:

- Sign up with your email, Google account, or Facebook

#### 4. Enter Your Information:

- Provide your email address and create a password.

#### 5. Verify Your Email:

- Check your email for a verification link and click it.

- Add a profile picture, description, and skills.

Make and build up Gigs to sell your services on Fiverr.

## How Fiverr Works

### A seller lists a service for \$100

Under our SaaS model, sellers list their service offerings on our marketplace first. Each Gig has well defined scope of work, time of delivery, price, and other spec of the service. Millions of these gigs make up our extensive service catalog, which buyers use to search and browse to find the exact service they are looking for.

### The buyer pays \$105 to Fiverr

Once the buyer navigates through our catalog and finds the service he/she wants, he places the order and pays Fiverr the cost of the gig plus 5% service fee. For transactions under \$40, buyers pay a minimum \$2 service fee.

### Work starts immediately upon order

Upon order, Fiverr prompts the buyer to send the seller the files required in the gig description, along with a briefing document with instructions. Once received, the seller can start to work on the project immediately. They can also communicate and collaborate during the course of project through our platform.

### Fiverr pays the seller \$80

14 days after the delivery of the project, if no issue raised by the buyer, Fiverr makes 80% of the transaction value available for seller to withdraw.

Service  
Catalog

Order

Fulfillment

Delivery &  
Payment

## FlexJobs

### Creating an Account:

#### 1. Go to Flex Jobs Website:

- Visit [FlexJobs](#).

#### 2. Click "Join Now":

- Click "sign up" on the top right.

#### 3. Enter Your Information:

- Provide your email address and create a password.

#### 4. Subscribe for access:

#### 1. Log In and Go to "Search Bar":

##### Apply for Jobs:

- o Click on a job listing to view details.
- o Click "Apply" and follow the instructions to submit your application.



## The #1 Job Site to Find Work From Home Jobs. No Ads, Scams, or Junk

Find legitimate work-from-home jobs with options for flexible hours and hybrid work.

Find Your Next WFH Job!



Awesome Companies Hiring for Work-From-Home Jobs\*

## People Per Hour

### Creating an Account:

#### 1. Go to PeoplePerHour Website:

- Visit [PeoplePerHour](#).
- Sign up with your email, Google account, or LinkedIn.

#### 4. Enter Your Information:

- Provide your email address and create a password.

### Verify Your Email:

- Check your email for a verification link and click it.

### Complete Your

### Profile: • Add a profile photo, description, and skills

### Search for

### Jobs: • Enter relevant keywords and use filters to find job listings

Click on a job listing to view details.

- 4. Click “Submit Proposal,” write your proposal, and set your bid.

## Working Mechanism





## Cybersecurity Resources from KCSFA

### Cybersecurity Resources from KCSFA

#### 1. Understanding Cybersecurity Threats and Risks

- Identify Common Threats: Recognize various threats such as malware, phishing, ransomware, and insider threats.
- Risk Assessment: Evaluate potential risks to your organization or personal data and understand their impact.

#### 2. Implementing Basic Security Measures

- Use Strong Passwords: Create complex passwords that are difficult to guess and change them regularly.
- Enable Two-Factor Authentication (2FA): Add an extra layer of security by requiring a second form of verification.
- Regular Software Updates: Keep all software, including operating systems and applications, up-to-date to protect against known vulnerabilities.

#### 3. Developing a Cybersecurity Policy.

- Establish Clear Policies: Create and enforce policies for data protection, acceptable use, and incident response.
- Employee Training: Educate employees on cybersecurity best practices and awareness to prevent breaches.

#### 4. Incident Response Planning

- Create an Incident Response Plan: Develop a plan to address and manage cybersecurity incidents, including steps for containment, eradication, and recovery.
- Regular Drills: Conduct regular drills to test your incident response plan and ensure readiness.

## Cybersecurity Resources from KCSFA

### 5. Data Protection

- **Encrypt Sensitive Data:** Use encryption to protect sensitive data in transit and at rest.
- **Backup Data Regularly:** Implement regular backups and ensure they are stored securely.

### 6. Network Security

- **Use Firewalls:** Deploy firewalls to monitor and control incoming and outgoing network traffic.
- **Secure Wi-Fi Networks:** Protect your wireless networks with strong passwords and encryption.

### 7. Compliance and Legal Requirements

- **Adhere to Regulations:** Ensure compliance with relevant cybersecurity regulations and standards, such as the Data Protection Act in Kenya.
- **Regular Audits:** Conduct regular audits to assess compliance and identify potential gaps.

### 8. Resources and Tools

- **Cybersecurity Frameworks:** Utilize frameworks such as the NIST Cybersecurity Framework or ISO/IEC 27001 to guide your cybersecurity efforts.
- **Threat Intelligence:** Stay informed about the latest threats and vulnerabilities through threat intelligence feeds and updates.

### 9. Contacting KCSFA

- **Get Professional Advice:** Reach out to KCSFA for guidance, resources, and support on improving your cybersecurity posture.
- **Training and Certification:** Participate in training and certification programs offered by KCSFA to enhance your skills and knowledge.

### 10. Stay Informed

- **Follow Updates:** Keep up with cybersecurity news and updates from KCSFA to stay aware of emerging threats

## Accessing Youth Development Programs And Opportunities.

The MasterCard Foundation Scholarships  
Creating an Account:

1. Visit the MasterCard Foundation Website:
  - o Go to [MasterCard Foundation Scholarships](#).
2. Navigate to “Scholarships”:
  - o Click on the “Scholarships” tab or section.

mastercardfdn.org

← Our Programs

## Mastercard Foundation Scholars Program

The Mastercard Foundation Scholars Program is a global initiative designed to develop the next generation of transformative leaders by enabling highly talented, service-oriented young people to pursue higher education and cultivate their leadership potential.



## 1. Check Eligibility Requirements:

scholarship.

- o Review the eligibility criteria on the institution's page.

## 2. Prepare Required Documents:

- o Gather documents such as your academic transcripts, recommendation letters, and personal statement.

## 3. Complete the Institution's Application Form:

- o Fill out the application form provided by the participating institution.

## 4. Submit Your Application:

## 4. Follow Registration Instructions:

- o Submit the completed application form and documents according to the institution's instructions.

- o Each institution may have different registration procedures.

Register through the institution's portal or application system.

## 5. Track Application Status:

- o Follow up on the status of your application through the institution'



The Mastercard Foundation Scholars Program is implemented through our partner universities and non-governmental organizations. The application process and decision-making are managed individually by each partner. If you are interested in becoming a Mastercard Foundation Scholar, **please apply directly** through the Mastercard Foundation Scholars Program-affiliated institution you wish to attend. **Search the listings below.**

Partner institutions have their own application processes, deadlines, and admission fees. We recommend that you read through the application guidelines or contact the institution of your choice for more information. For schools that require application fees as part of the admissions process, the fees will be reimbursed if the student is selected for the Mastercard Foundation Scholars Program.

## Chevening Scholarships

### Creating an Account:

#### 1. Visit the Chevening Website:

o Go to [Chevening Scholarships](#).

#### 2. Click “Apply”:

o Navigate to the “Apply” section for Chevening Scholarships.

chevening.org

# Chevening Scholarships

Study in the UK on a fully-funded scholarship with Chevening.

**A Chevening Scholarship:**  
Chevening FCDO

**CHEVENING SCHOLARSHIPS**  
WHAT IS IT?

CHEVENING.ORG

Chevening Scholarships enable outstanding emerging leaders from all over the world to pursue one-year master's degrees in the UK. If you have the passion and influence to solve pressing local, national, or global challenges, we strongly encourage you to apply.

Chevening Scholarships are fully-funded, leaving you free to focus on achieving your professional goals and maximising the experience of a lifetime. You will live and study in the



## **Applying for a Scholarship:**

### **1. Log In to Your Account:**

o Return to the Chevening application portal and log in with your email and password.

### **2. Complete the Online Application Form:**

o Fill out the application form with personal details, academic qualifications, and career aspirations.

### **3. Prepare and Upload Required Documents:**

o Prepare documents such as academic transcripts, reference letters, and a personal statement.

### **4. Submit Your Application:**

o Review all details and submit your application by the deadline.

o Upload these documents as instructed.

### **Submit Your Application:**

o Review all details and submit your application by the deadline.

### **5. Track Application Status:**

o Check the status of your application through the Chevening portal or wait for communication from the Chevening team.



## Entrepreneurial support and resources for startups

### Government Programs and Funds

#### Youth Enterprise Development Fund (YEDF)

- **Purpose:** Supports youth-led businesses with financial aid and capacity-building.

- **Application Steps:**

1. Visit the YEDF website.
2. Register or log in.
3. Prepare and submit a business plan.
4. Complete the online application form.
5. Submit required documents.
6. Track your application status.

#### Uwezo Fund

- **Purpose:** Provides interest-free loans to youth, women, and persons with disabilities.

- **Application Steps:**

1. Visit the Uwezo Fund website.
2. Form a group or apply individually.
3. Complete the application form.
4. Submit required documents.
5. Submit your application.
6. Review application status.

## Kenya Industrial Estates (KIE)

- **Purpose:** Supports SMEs with financial aid and business advice.

- **Application Steps:**

1. Visit the [KIE website](#).
2. Submit a form online to get fundi
3. Submit all the required details and documentation.
4. Follow up on your application.



### **KENYA INDUSTRIAL ESTATES**

Kenya Industrial Estates (KIE) is wholly Government owned Development Finance Institution [DFI] within the Ministry of Industrialization and was established in 1967 with a mandate to promote industrialization through indigenous enterprise development.

#### **OUR PRODUCTS & SERVICES**

- 1. Small, Medium Enterprises (SME) Credit Facilities: -**
  - Interest rate is at 10% per annum on reducing balance basis
  - Provides affordable finance for value addition to individual entrepreneurs, Small & Medium companies as well as Youth and Women groups for purchase of machinery, equipment and working capital either for expansion, modernization or rehabilitation focusing on the company's priority sectors
- 2. Business Advisory Services: -** This includes
  - Consultancy services, Entrepreneurial and Management training capacity building, BIS that include markets and exhibitions, Business plans, Feasibility studies strategic plans, Business counselling and advisory services that include project implementation and commissioning and Project appraisals.
  - **Facilitating inter firm Linkages and Sub-contacting: -** This involves facilitation of linkages between Micro, Small, Medium and large scale enterprises to technological markets.
- 3. Industrial Workspace (SME Parks/Sheds/Incubators)**
  - Provision of affordable industrial workspace/industrial sheds/SME parks/incubators

**KIE has branches in 37 counties country-wide**

**FOR MORE INFORMATION, CONTACT;  
KENYA INDUSTRIAL ESTATES LTD  
P O BOX 78029 - 00507,  
NAIROBI INDUSTRIAL AREA - LIKONI ROAD  
DL: 020-6651348/54,  
ML:0722297636/0733279861  
email admin@kie.co.ke Website www.kie.co.ke**

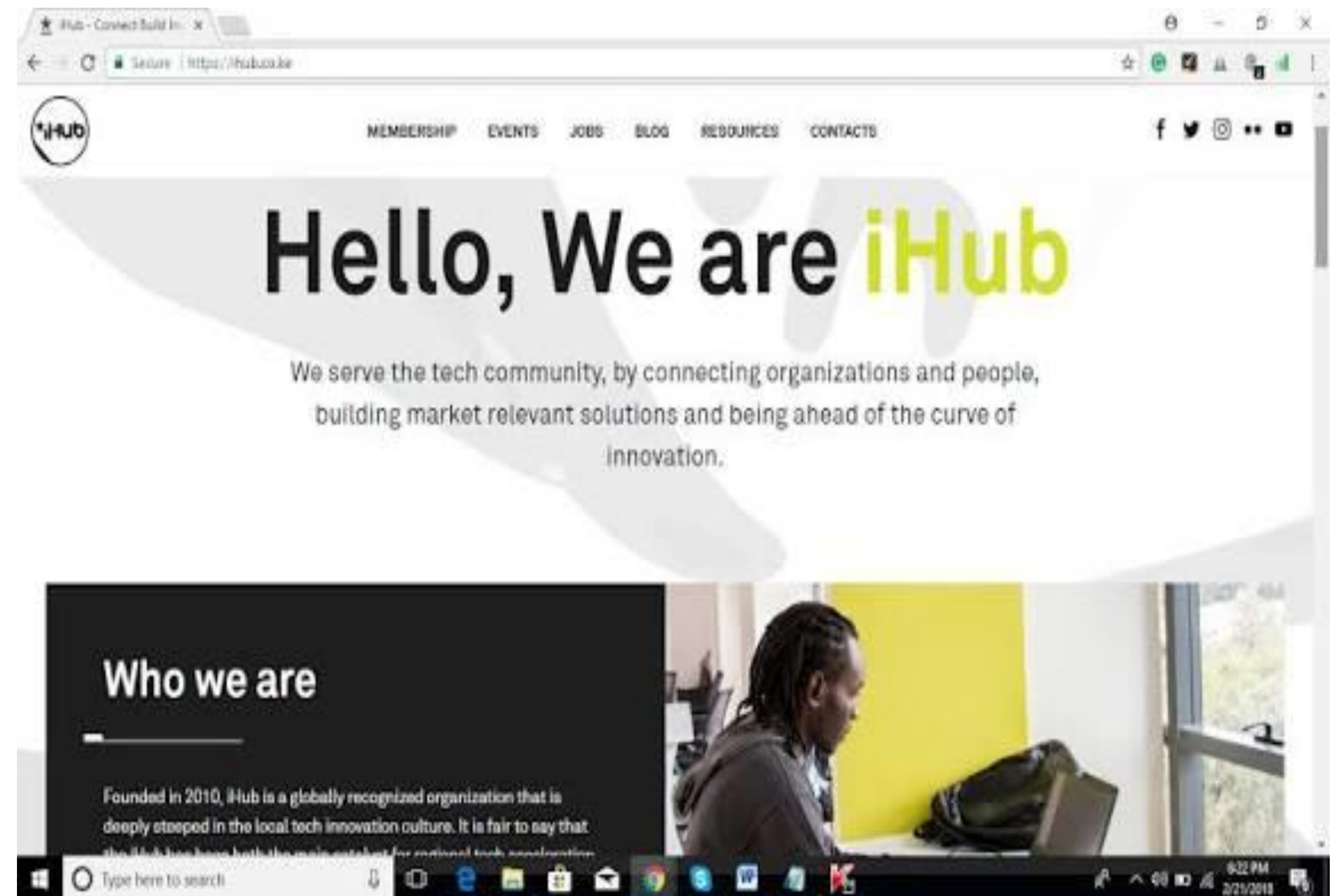
## Business Incubators and Accelerators

### iHub

- **Purpose:** Provides co-working spaces, mentorship, and support for tech startups.

- **Access Steps:**

1. Visit the [iHub website](#).
2. Engage in workshops and mentorship programs.
3. Utilize available resources.



## Nairobi Garage

- **Purpose:** Offers co-working spaces, business mentorship, and networking.
- **Access Steps:**
  1. Visit the [Nairobi Garage website](#).
  2. Book a tour or trial.
  3. Participate in events and utilize resources.



Spring Valley

## Networking and Professional Associations Kenya Association of Manufacturers (KAM)

- **Purpose:** Provides support, networking, and advocacy for businesses.

- **Access Steps:**

1. Visit the [KAM website](#).

2. Apply for membership.

Download the below form and fill then submit.

3. Participate in events and workshops.

4. Utilize advocacy support.





## Kenya National Chamber of Commerce and Industry (KNCCI) what's their role

- **Purpose:** Offers networking, training, and advocacy services for businesses.
- **Access Steps:**
  - Visit the KNCCI website.
  - Join as a member.

### Key Roles and Functions of KNCCI:

**Policy Advocacy & Lobbying:** Acts as a bridge between the business community and government, advocating for favorable policies, legislation, and tax reforms at national and county levels.

**Trade Promotion & Facilitation:** Promotes international trade by facilitating market access, organizing trade fairs, and issuing certificates of origin.

**Supports Small and Medium Enterprises (SMEs)** through financial literacy training, mentorship, and facilitating access to credit, including non-collateralized loans

**Networking & Business Intelligence:** Provides a platform for business networking and disseminates relevant commercial information, including research on investment opportunities.

**Arbitrates commercial and industrial disputes** to ensure smooth business operations.



## Kenya Scholarship and Education Fund (KSEF)

### Creating an Account:

#### 1. Visit the KSEF Website:

- o Go to [KSEF](#).

### Applying for a Scholarship/Grant:

#### 1. Browse to the website.

#### 2. Get the form and Complete the Application Form:

Fill out the form with details about your education, financial situation, and personal information.

#### 3. Upload Required Documents to the required channel:

- Attach documents such as proof of income, academic transcripts, and ID copy.

#### 4. Submit Your Application:

- submit your application.



**THANK YOU**