

Agent Training Manual Aligned to the Elections Act and Rules

A deep campaign manual for recruiting, training, supervising, and auditing agents from nomination planning to polling-day evidence and post-election legal review.

BUILT FOR

Aspirants, chief agents, trainers, supervisors, polling station agents, stream agents, and legal teams

Election evidence discipline aligned to law, forms, and field reality.

Command promise

This manual is the training spine. It turns the Elections Act, IEBC regulations, forms, and practical station conduct into a campaign-ready operating system.

LEGAL AND OFFICIAL SOURCE ANCHORS

- Primary source shelf: IEBC publishes the Elections Act No. 24 of 2011 under Electoral Acts and publishes election regulations under Election Regulations. Teams must confirm the current consolidated text and any amendments before training.
- Operational source shelf: IEBC publishes forms, complaint forms, accreditation materials, notices, and Gazette material. The campaign should train agents from the active forms and notices for the specific election.
- Research source shelf: Kenya Law hosts Laws of Kenya, Kenya Gazette materials, election petitions, election petition rules, the Electoral Laws Grey Book, and election-process materials. Supervisors should preserve the source used for each training cycle.
- Training caution: this guide is a campaign operations manual, not a substitute for legal advice. The legal desk should confirm current law, Gazette notices, party rules, and IEBC directions before deployment.

LEGAL ARCHITECTURE EVERY AGENT MUST UNDERSTAND

- The agent is not a spectator. The agent is the campaign's lawful witness at the point where voting, counting, forms, and disputes begin. Training must therefore begin with the legal architecture: Constitution, Elections Act, election regulations, Election Offences Act, IEBC notices, forms, and party or candidate appointment letters.
- A good training session separates legal authority from campaign preference. Agents should know what IEBC officials control, what an agent is allowed to observe or object to, and what must be escalated through the chief agent instead of argued emotionally at the station.
- The manual should be used with the current IEBC forms and legal notices. If IEBC changes a form, date, polling station list, accreditation rule, or candidate clearance requirement, the training pack must be updated and versioned immediately.

AGENT APPOINTMENT, IDENTITY, AND STATION DISCIPLINE

- Before polling day, every appointed agent should have a station, stream, contest, supervisor, phone number, emergency contact, and replacement plan. No agent should report to an undefined station or wait for instructions on polling morning.
- Agents should carry identification, appointment or accreditation documents, charged phone, backup power, notebook, pen, and the app login details. They should know the exact station and stream assigned, and should not abandon the stream without supervisor authorization.
- The agent's posture matters. The agent records, objects where appropriate, requests clarification politely, and escalates. The agent should not obstruct polling, interfere with voters, handle ballot material unless lawfully directed, or create a confrontation that weakens the record.

POLLING STATION DIARY AND OPENING PROCESS

- The first legal record is the opening record. Agents should arrive early enough to observe readiness, layout, security presence, ballot boxes, seals, KIEMS or voter identification arrangements, register availability, official staff, other agents, and any late opening reason.
- The app PSD should be updated in sequence: arrival, station confirmed, stream confirmed, opening time, materials present, seals or boxes checked, KIEMS status, agent access, and first incident if any. Each record should have the time and the officer or source of information where known.
- Where the station opens late, materials are missing, an agent is denied access, seals are disputed, or the voter register is unavailable, the agent should not wait until evening. The issue should be logged immediately with a photo or detailed note.

VOTING-PERIOD CONDUCT AND TURNOUT MONITORING

- During voting, the agent monitors process without interfering with voter secrecy. The agent watches identification, assisted voting, rejected voters, interruptions, intimidation, unauthorized persons, ballot issuance, queue management, and any conduct that may affect the integrity of the poll.
- Turnout updates should be recorded whenever announced and at campaign-defined intervals, ideally every two hours. Each update should include time, source, number of voters turned out, registered voters where known, and a note if the figure is refused, unclear, or contested.
- A turnout log gives the aspirant a live risk map. Sudden jumps, missing updates, figures above registered voters, or stations with no turnout report are command issues, not clerical details.

COUNTING, FORMS, AND RESULTS DECLARATION

- Counting is the point where the agent's note-taking must become exact. The agent should record rejected votes, disputed ballots, candidate votes as announced, total valid votes, objections made, and any refusal to give copies or allow observation.
- The stream-level form is the primary raw result for that stream. The app should capture the announced result manually and preserve the form image. OCR helps prefill, but the agent must confirm each candidate figure before submission.
- Higher-level forms should be reconciled with lower forms. If a Form B or C differs from stream or polling station forms, the result should be entered as received and flagged as inconsistent rather than blocked or overwritten.

INCIDENT RECORDING AND EVIDENCE CONTROL

- A useful incident says what happened, where, when, who was involved, how it affected the process, what evidence exists, and what action was requested. A vague allegation is weak even if the event was serious.
- Photos and videos must show context. A form photo should show candidate rows, totals, serial, signatures, stamp, and officer comments. An incident photo should show location, relevant object, or person where lawful and safe.
- The legal team needs chronology. Every serious incident should connect to a PSD event, form, result, turnout update, or supervisor decision. The app should preserve the original record and later corrections as versions.

SUPERVISOR REVIEW AND LEGAL ESCALATION

- Supervisors should not wait for the close of poll. They should review missing stations, silent streams, rejected uploads, unreadable forms, severe incidents, and variance alerts throughout the day.
- Legal escalation should be triggered by denial of access, violence or intimidation, unexplained form variance, refusal to sign or provide copies, serious technology failure, suspected ballot interference, or any incident that may affect the result.
- At the end of the day, the campaign should have a report organized by position, county, constituency, ward, station, stream, agent, time, form, result, incident, and unresolved variance. That is the difference between a story and a case file.

APP WORKFLOW THIS GUIDE SUPPORTS

-  Before election: load candidate list, registered voters, polling stations, streams, agent assignments, supervisor hierarchy, legal contacts, and training version.
-  Opening: agent logs arrival, opening status, materials, access, first incident, and station diary entries.
-  Voting: agent submits turnout updates, assisted-voter notes where relevant, incidents, and evidence files.
-  Counting: agent records announced votes, uploads form image, reviews OCR, confirms totals, and flags disputed fields.
-  Reconciliation: supervisors compare stream to station, station to ward or constituency, and higher forms to lower forms without overwriting the original source.
-  Legal report: export chronology, forms, evidence, hashes, variance notes, missing stations, and supervisor actions.

TRAINING CHECKLIST

- ☐ Law and forms briefing completed
- ☐ Station and stream assigned
- ☐ Agent credentials issued
- ☐ App login tested
- ☐ Opening workflow rehearsed
- ☐ Turnout rhythm understood
- ☐ Incident quality practiced
- ☐ Form photo standard practiced
- ☐ OCR review practiced
- ☐ Escalation contacts saved
- ☐ Supervisor dashboard tested
- ☐ Report export tested

TRAINER DRILL

Run a full mock election with three stations and at least two streams per station. Inject a late opening, an unreadable form, a candidate-vote variance, a missing stream, a rejected ballot

dispute, and a higher-form mismatch. The team passes only if the final report shows the full chronology and unresolved variances without overwriting primary records.

Why this matters to the aspirant

The agent manual is the pillar because elections are not defended by one dramatic event. They are defended by hundreds of disciplined records made by trained people at the moment the facts happen.