



**KENYA SCHOOL OF
TVET
(FORMELY KTTC)
CUSTOMER SERVICE
DELIVERY CHARTER**



Vision: A Global Centre of Excellence in Technical Vocational Education and Training, Research and Consultancy






Mission: To provide high quality and internationally competitive training for TVET practitioners, undertake research and consultancies to meet the needs of a dynamic world.

Core Values: i. Professionalism ii. Excellence iii. Customer Focus iv. Integrity v. Accountability

HOME OF TECHNICAL EDUCATION

OUR COMMITMENT TO OUR CUSTOMERS

S/N	Service	Customer Requirements	Cost	Timelines
1.	Application for Admission	Submission of application meeting entry requirement	Nil	Immediate
2.	Registration of students	Meeting registration requirements	As per program fees structure	Within one day
		Fees payment		
		Filled registration form		
		Original and copies of certificates		
3.	Accommodation	Confirmed online booking	payment for room	Within one day
4.	Issuance of Student Smart ID	Meeting registration requirements	650	Within one day
5.	Teaching and learning	Class attendance	Nil	As per class timetable
6.	Issuance of Library resources	Student Smart ID	Nil	Immediate
7.	Administration of Examination	Student Smart ID, exam card Completed fees payment	Nil	As per exam timetable
8.	Issuance of termly examination results	Student Smart ID	Nil	Immediate after Academic Committee approval
9.	Issuance of external examination results	Student Smart ID, student clearance	Nil	Immediately after external examiner releases results
10.	Graduation of students	Fees clearance, Academic Committee approval	1000	As per program
11.	Issuance of transcripts	Fee clearance, Academic Committee approval, Student ID	Nil	One week after request
12.	Issuance of certificate	Fees clearance, National ID, Student clearance	Nil	Immediately after graduation

				certificate are ready
13.	Response to written correspondence	Written correspondence	Nil	Seven working days after receipt
14.	Payment for service	Receipt of invoice Approved LPO	Nil	As per contract terms
15.	Public complaint	Complaint received	Nil	Ten days after receipt
16.	Access to information	Written correspondence	based on cost of required item/s	Seven working days after receipt of request
17.	Employment	Submission of application Meeting employment requirement	Nil	As per advertisement
18.	Procurement of goods and services	Meeting tender/LPO requirements Registered supplier	based on cost of required items	As per tender/LPO document
19.	Disposal of assets	Bidding requirements	Highest bidder	As per disposal notice
RIGHTS OF THE CUSTOMER Our customers are entitled to:		CUSTOMER OBLIGATIONS Our customers are expected to meet the following obligations:		
<ul style="list-style-type: none">  Quality and timely service  Access to relevant information and feedback  Confidentiality 		<ul style="list-style-type: none">  Prompt payment of fees and levies  Adhere to our policies and regulations and provide accurate information 		
If you are dissatisfied with any services or staff conduct, please contact the following:				
Chief Executive Officer, Kenya School of TVET (formerly KTTC), P.o. Box 44600-00100, Nairobi. Telephone: +254707444222/+254786444600 Email: info@kstvet.ac.ke Website: www.kstvet.ac.ke		COMMISSION ON ADMINISTRATION OF JUSTICE(CAJ) The Commission Secretary/CEO Address: 2nd Floor, West End Towers Opposite Aga Khan High School on Waiyaki Way – Westlands P.O. Box 20414 – 00200 NAIROBI. Email: info@ombudsman.go.ke / complain@ombudsman.go.ke Tel.: +254-20-2270000 /2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)		