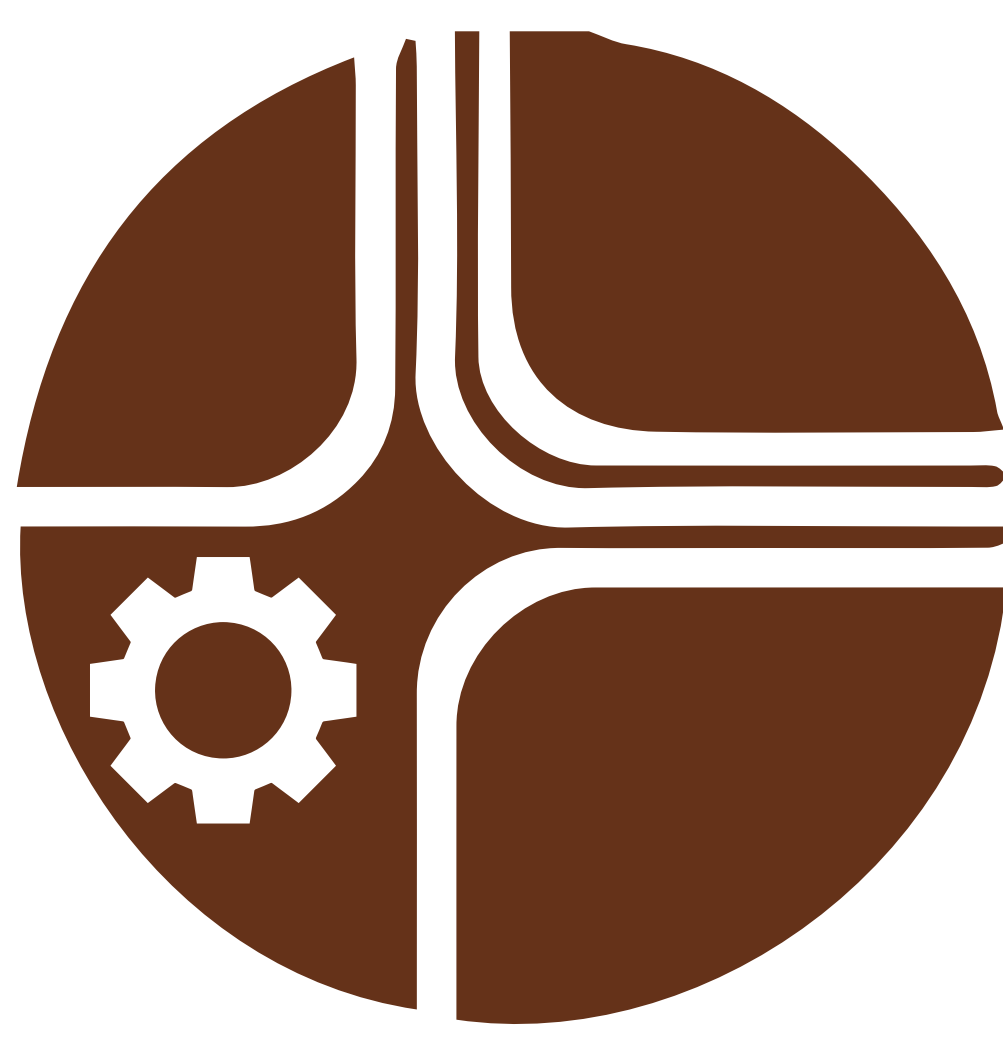
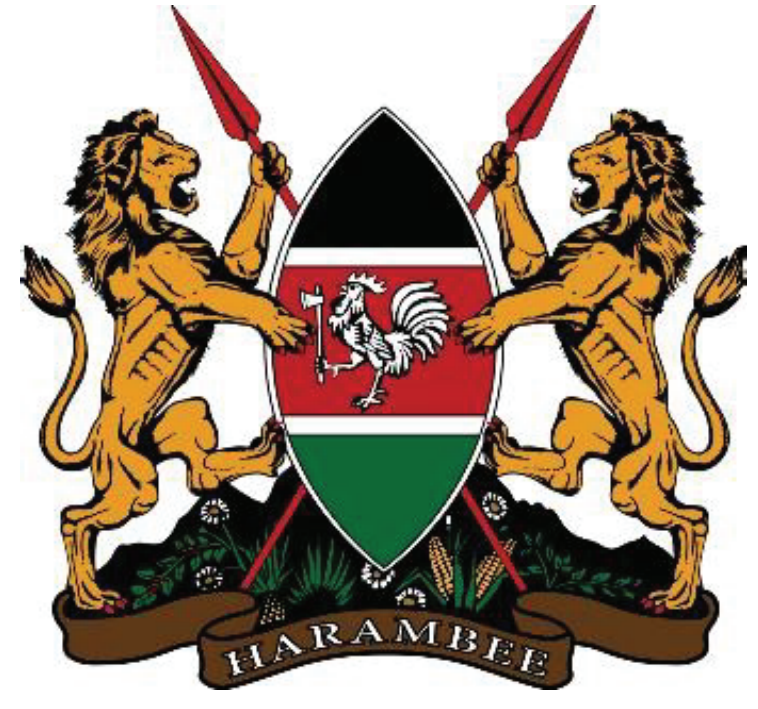


KSTVET**Kenya School of TVET***The Home of Technical Education*

CUSTOMER SERVICE DELIVERY CHARTER

Vision: A Global Center 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. Innovation iii. Integrity iv. Inclusivity v. Accountability

OUR COMMITMENT TO OUR CUSTOMERS

S/N	Service	Customer Requirements	Cost	Timelines
1.	Application for Admission	Submission of application meeting entry requirements	Nil	Immediate
2.	Registration of students	Meeting registration requirements	As per program fees structure	Within one day
		Fees payment		
		Filled registration form		
		Originals and copies of certificates		
3.	Accommodation	Confirmed online booking	Payment for room	Within one day
4.	Issuance of Student ID/ Library card	Meeting registration requirements	500	Within one day
5.	Teaching and learning	Class attendance	Nil	As per class timetable
6.	Issuance of Library resources	Student ID	Nil	Immediate
7.	Administration of Examination	Student ID, Exam Cards	Nil	As per exam timetable
8.	Issuance of termly examination results	Student ID	Nil	Immediate after Academic Committee approval
9.	Issuance of external examination results	Student 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	Student ID Fees clearance, Academic Committee approval	Nil	One week after request
12.	Issuance of certificate	Fees clearance, National ID, Student clearance	Nil	Immediately after graduation certificates are ready
13.	Response to written correspondence	Written correspondence	Nil	Seven working days after receipt
14.	Payment for service	Receipt of invoice	Nil	As per contract terms
15.	Public complaints	Complaint received	Nil	Ten days after receipt
16.	Access to information	Written correspondence	Based on cost of required items	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	Based on cost of required items	As per tender/LPO document

RIGHTS OF THE CUSTOMER

Our customers are entitled to:

- Quality and timely service
- Access to relevant information and feedback
- Confidentiality

If you are dissatisfied with any services or staff conduct, please contact the following:

Chief Executive Officer,
Kenya School of TVET,
P.O. Box 44600-00100,
Nairobi.
Telephone: +254707444222/+254786444600
Email: info@kstvet.ac.ke
Website: www.kstvet.ac.ke

CUSTOMER OBLIGATIONS

Our customers are expected to meet the following obligations:

- Prompt payment of fees and levies
- Adhere to our policies and regulations and provide accurate information

COMMISSION ON ADMINISTRATION OF JUSTICE (CAJ)

The Commission Secretary/CEO
Address: 2nd Floor, West End Towers,
Opposite Aga Khan High School on
Waiyaki - Westlands
P.O. Box 20414 - 00200 NAIROBI.
Email: info@ombudsman.go.ke /
complain@ombudsman.go.ke
Telephone: +254-20-2270000 /2303000 /
2603765 / 2409574/0777 125818/
0800221349 (Toll free)