



KATINE TECHNICAL TRAINING INSTITUTE

P.O. BOX 251-90131 Tala
 Email: info@katinetti.ac.ke
 Website: www.katinetti.ac.ke Tel.: 0719 508 039



Vision: "Academic Excellence in High Quality Competent Workforce and Globally Competitive Employable Human Resource"

Mission: "To provide quality Technical Training education through innovative teaching, research and consultancy services for Social, Environmental and Sustainable Economic Development"

Motto: "Shaping the Future for Kenyan Workforce"

Core Values: Professionalism Transparency Accountability Respect for Diversity Impartiality
 Teamwork Excellence Equity and Social Justice Innovation and Creativity Integrity

CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES (Kshs.)	TIME
1. Handling of verbal/telephone enquiries	Patience, respect and courteous communication	Free	- 5 minutes at every service point
2. Response to official correspondence	Receipt of formal communication via letter/e-mail	Free	- Acknowledge receipt within 24hrs - Respond within 7 working days
3. Application for courses	1. Formal application 2. Meet the minimum requirements 3. Creation of student portal 4. Copies of relevant documents	1000 or as per KUCCPS requirements	- As per the institute's admission schedules and KUCCPS requirements
4. Career guidance	Copies of academic and professional certificates	Free	- 10 minutes
5. Admission and registration of new and continuing students	1. Admission letter 2. Filled registration forms 3. 2-coloured passport size photographs 4. Original and photocopies of academic certificates and other relevant documents 5. Full school fees	Free	- 10 minutes (New students) - 2 minutes (Continuing students)
6. KUCCPS placement	1. Admission letter 2. Relevant documents	Free	- 5 minutes
7. HELB loan application	1. Duly filled loan application form 2. Relevant documents	Free	- 5 minutes
8. Time tabling	1. Class timetable 2. Departmental timetable 2. Master timetable	Free	- 1 st day of reporting
9. Commencement of training	1. Clearance by the Registrar 2. Clearance by other relevant departments 3. Learning materials 4. Adherence to timetable, schedules and procedures	Free	- 2 days after official opening date - Continuous
10. Internal and external examination registration	1. At least 75% class attendance 2. Completion of course work assessments 3. Full fees payment 4. Examination registration fees 5. Material fees 6. Provision of all necessary documents	Free	- 10 minutes and as per the examining body timetables & timelines
11. Issuance of learning materials to trainees	Duly filled and approved requisition form	Free	- 1 st day of reporting
12. Library services	1. Student/staff ID card, library card 2. Proper handling of issued learning resources	Free	- 5 minutes
13. Issuance of report forms, resultslips or academic transcripts	Successful completion of termly/yearly coursework evaluation	Free	- 1 st day of reporting
14. Industrial attachment, placement and assessment	1. Introduction letter 2. Acceptance letter 3. Daily logbook/mentoring tool 4. Insurance cover	Insurance cover fees	- Placement; Immediately after completion of training module - Assessment: Periodically as per ILO policy
15. Issuance of academic certificates	1. Successful completion of course 2. Duly filled, signed and stamped clearance form	Free	- 5 minutes - As per examining body timelines
16. Graduation	Successful completion of an academic program	Convocation fees as approved by BOG	- Annually as per the academic calendar
17. Students' orientation	All newly admitted students	Free	- 2 nd week after reporting
18. Issuance and replacement of student ID card	1. All newly admitted students 2. Evidence of loss (police abstract) 3. Duly filled ID replacement form	- Free for new students - 100 for replacements	- 3 weeks
19. Guidance and counselling	1. Voluntary cases 2. Referral cases	Free	- Continuous
20. Sports, clubs and societies	1. Active participation 2. Invitation letters to events	Free	- Continuous
21. Clearance of students and staff	Clearance form	Free	- 2 days
22. Students medical support	1. Duly filled student sick sheet/leave out form 2. Introduction letter to medical facility	Free	- 5 minutes
23. Issuance of receipts/fee statements	Original bank deposit slips/Bankers' cheque	Free	- 5 minutes
24. Receiving payments for goods and services	1. Inspection and acceptance report 2. Submission of delivery note/invoice/copy of LPO/LSO	Free	- 30-60 days or as per contract agreement
25. Hiring out services, equipment and facilities	1. Placement of an order 2. Duly filled, signed and stamped agreement form	As per the value of the equipment/facility	- As per the agreement
26. Response to complaints and compliments	Receipt of complaint or compliment	Free	- Immediately or within 21 days for those which require investigation

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to these commitments to courtesy and excellence in service delivery should be reported to:

The Principal
 Katine Technical Training Institute
 P. O. Box 251 - 90131 TALA
 E-mail: principal@katinetti.ac.ke or
 E-mail: complaints@katinetti.ac.ke
 Tel: 0719 508 039

OR

The Commission Secretary
 Commission of Administrative Justice (CAJ)
 West End Towers, 2nd floor, Waiyaki Way, Westlands
 P. O. Box 20414 - 00200 NAIROBI
 E-mail: info@ombudsman.go.ke
 Tel: 020-2270000 or 0800221349 (toll free)