



SOT TECHNICAL TRAINING INSTITUTE SERVICE DELIVERY CHARTER



We are committed to provide Technical, Vocational, Education & Training that promotes innovation and creativity to meet global socio-economic and environmental challenge

DEPARTMENT OF APPLIED SCIENCES

Email: sottechnicaltraininginstitute@gmail.com Website: sotinstitute.ac.ke

SERVICE RENDERED	REQUIREMENTS	TIMELINE	COST
GENERAL SERVICE			
• Enquiries (HOD'S office)	• Visit or call departmental desk	Immediate	0
ACADEMICS			
• Orientation and induction of students	• New students	2 weeks	0
• Registration of continuing students	• Clearance from finance	1 day	0
• Teaching	• Availability of duly registered students	As per the timetable	0
• Industrial attachment and technical placement	• Clearance from finance	At least 3months to commencement	0
• Academic trips	• Organized with departmental lecturers	As per departmental term dates	0
STUDENT WELFARE			
• Guidance and counselling	• Availability of clients	Immediate	0
EXAMINATIONS			
• Internal exams	• Examination cards	As per exam timetable	0
• Issuance of exam cards	• Clearance from finance	1 day	0
• Registration for KNEC examinations	• Clearance from finance	1 day	Varies
• Academic transcripts	• As per departmental requirements	1 day	0
HANDLING OF STUDENTS COMPLAINTS			
• Acknowledgement of complaints	• File complaints	2 working days	0
• Response to complaints and feedback	• Resolution of complaints	15 working days	0

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact
THE PRINCIPAL SOT TECHNICAL
TRAINING INSTITUTE
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HUDUMA BORA NI HAKI YAKO