



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 BUILDING AND CIVIL ENGINEERING

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 After admission	0
Registration of continuing students	Clearance from finance	1 day	As per KNEC
Teaching	Availability of duly registered students	As per the timetable	0
Industrial attachment and technical placement	Clearance from finance ILO office	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 Dean's office	Immediate	0
EXAMINATIONS			
Internal exams	Examination cards Exams office	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

