



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

BUSINESS DEPARTMENT

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

SERVICES	REQUIREMENTS	CHARGES	TIMELINE
General inquiries(H.O.D's office)	Visit or call the departmental desk.	free	Immediate.
Departmental orientation	New students	free	2 weeks.
Termly registration of continuing students.	Clearance from finance. Login to MIS.	free	2 weeks
Teaching	Learning materials Provide list of units. Course outlines. Department teaching timetable	Free	As per timetable Week before new term.
Student welfare -Personal Guidance and counseling. - Academic counseling. Examinations -Internal examinations	Request by a registered student/trainer. -Proof of payment of tuition and other fees. -Examination cards.	Free - varies -KNEC examination fees.	Immediate to 2 days. As per termly schedules.
-Registration for KNEC examinations.	-Clearance from Finance and Registry. -Academic certificates, identity card and birth certificate.	Varies.	
-Academic transcripts.	-Clearance from finance.		
Industrial attachment and technical placement.	Clearance from finance.	free	3 months before commencement.
Handling of student complaints	File the complaints.	Free	2 weeks.
Handling of student disciplinary cases.	Lodging of formal complaint.	Free	1 week.

We are committed to courtesy and excellence in service delivery
For further enquiries, please contact

THE PRINCIPAL SOT TECHNICAL TRAINING
INSTITUTE
P.O.BOX665-20400, BOMET.

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Cellphone 0724566354
E- mail: sottechnicaltraininginstitute@gmail.com
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In our service delivery:

- The department shall maintain a healthy, safe and enabling environment.
- All timelines shall be observed in the course of service delivery.
- All unresolved complaints at the departmental level shall be forwarded to the institute's complaints committee.