



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

ELECTRICAL AND ELECTRONICS ENGINEERING DEPARTMENT SERVICE CHARTER

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

SERVICES OFFERED	REQUIREMENTS	CHARGES	TIMELINE
Enquiries (H.O. D's office)	Visit or call the departmental desk.	Free	Instant.
Departmental orientation	New students	Free	2 weeks.
Registration of continuing students.	Clearance from finance.	Free	2 weeks
Teaching	Duly registered students	Free	As per timetable
Student welfare • Personal Guidance and counselling. • Academic counselling.	Request by a registered student	Free	Immediate to 2 days.
Examinations • Internal examinations	Proof of payment of tuition and other fees. Examination cards.	Varies	As per term schedules.
• Registration for KNEC examinations.	Clearance from Finance and Registry. Academic certificates, identity card and birth certificate.	KNEC examination fees.	1 day
• Academic transcripts.	Clearance from finance.	Free.	1 day
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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HUDUMA BORA NI HAKI YAKO