



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 HEALTH SCIENCES

VISION: A center of excellence for technical, industrial, vocational and entrepreneurial training.

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
Registration and indexing for new nutrition and dietetics students.(K.N.D.I)	Academic certificates Identity card. Birth certificate.	KSH. 10,000	1 month
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 counselling. - Academic counselling.	Request by a registered student/trainer.	Free	Immediate to 2 days.
Examinations -Internal examinations -Registration for KNEC examinations. -Academic transcripts.	-Proof of payment of tuition and other fees. -Examination cards. -Clearance from Finance and Registry. -Academic certificates, identity card and birth certificate. -Clearance from finance.	- varies -KNEC examination fees. Varies.	As per termly schedules.
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
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HUDUMA BORA NII HAKI YAKO