



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**

ICT DEPARTMENT

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

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME LINES
Offering vocational education and training in ICT courses	Registration of Course subjects at the Department Proof of fee payment receipts	Full fee payment	Module term
Provision of Time tables	Reading of Notice boards to get information Individual students to make copies of the timetable	Free	1 week
Provision of training by staff	Observation of timetable schedules Making of individual notes Attend lectures and tutorials	Free	Per term (termly)
Provision of course out-line/course structure	Visiting the department to pick course outlines Pick these during lecture periods	Free	One – Two weeks
Administration of examinations to include Continuous Assessment Tests (CATS)	Sitting for Examinations Examination cards Student Identification cards Reading materials to be out of exam rooms	Free	Termly
Provision of academic advice to include examination results	Ask questions and guidance Visit the departmental exam coordinator for individual exam performance	Free	Termly
Provision of reading resources e.g. textbooks, periodicals, publications and other related literature	Visit Sot Library	Free	Termly
Departmental ICT services provision and assistance e.g. internet connection, computer installation	Departmental written requests	Free	Termly
Ensure availability of computer hardware and software for training	Computer laboratories	Free	Termly
Consultancy services	Visit the head of department	Free	Termly

NB: In case the services rendered do not conform to the standards shown above; direct your complaints to the Head of Department, Computer Lab 2 Office.

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact

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Training for Industrial Development