



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



LIBERAL DEPARTMENT

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	Free
ACADEMICS			
Orientation and induction of students	New students	2 weeks	Free
Registration of continuing students	Clearance from finance	1 day	Free
Teaching	Availability of duly registered students	As per the timetable	Free
Industrial attachment and technical placement	Clearance from finance	At least 3months to commencement	Free
Academic trips	Organized with departmental lecturers	As per departmental term dates	Free
STUDENT WELFARE			
Guidance and counselling	Availability of clients	Immediate	Free
EXAMINATIONS			
Internal exams	Examination cards	As per exam timetable	Fees statement
Issuance of exam cards	Clearance from finance	1 day	Free
Registration for KNEC examinations	Clearance from finance	1 day	Varies according to levels
Academic transcripts	As per departmental requirements	1 day	Free
HANDLING OF STUDENTS COMPLAINTS			
Response to complaints and feedback	Resolution of complaints	15 working days	Free

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact

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HUDUMA BORA NI HAKI YAKO