



SOT TECHNICAL TRAINING INSTITUTE

CLIENTS' 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

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
GENERAL SERVICE			
Enquiries (Principal's office)	- Registration at the gate - Visit/call to secretary's desk	Free	Immediate
Response to written correspondence	Contact address	Free	Not more than 3 days
ACADEMICS			
Admission of new students	Duly filled admission form	Free	1 day
Orientation & induction of students	New students	Free	2 weeks
Registration of continuing students	Payment of specified fees	Free	1 day
Teaching	- Duly registered student - Student's availability	Free	As per academic time table
Notification for collection of national certificates	Receipt of national certificates from KNEC/KASNEB	Free	2 weeks
Library services	Library card	Free	Immediate
Industrial Attachment Placement Facilitation	- Course requirement - Attachment fee	Free	At least 3 months to commencement
Computer training to community	Payment of specified fees	Free	As per Academic Policy
STUDENTS WELFARE			
Guidance and Counseling	Client's availability	Free	Immediate
Accommodation	Payment of specified fees	Free	1 day
Registration of Clubs & Societies	Application letter	Free	2 weeks
EXAMINATIONS			
Internal Exams	Exam Card	Free	1 day
Registration for external examinations	- Examinations body requirements - Payment of specified fees	Free	1 day
Issuance of Academic Transcripts	- Meet certification requirements - Clearance	Free	1 day
FINANCE			
Remittance of statutory deductions	As per legal requirements	Free	Within 1 month
Sale of tender documents	Payment of specified fees	Free	1 day
Payments to service providers	As per agreement	Free	Within 90 days
Issuance of official receipts	Evidence of payment	Free	Immediate
CORPORATE SOCIAL RESPONSIBILITY			
Use of playing fields	Request letter	Free	Upon availability
HANDLING OF PUBLIC COMPLAINTS			
Acknowledgement of complaints	File complaint	Free	2 working days
Response to complaints and feedback	Resolution of complaint	Free	15 working days

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.

Telephone: Office 0707042067
Cellphone 0724566354
E- mail: sottechnicaltraininginstitute@gmail.com
Website: sotinstitute.ac.ke

Training for Industrial Development