THIKA TECHNICAL TRAINING INSTITUTE

VISION

To be the Centre of Excellence in Technical Vocational and Entrepreneurship Training

MISSION

To provide Training, Research and Outreach Programmes which impart skills and utilize applied knowledge to spur economic growth and solve problems in Society

NATIONAL VALUES AND PRINCIPLES OF GOVERNANCE

- Patriotism
- Equality
- National Unity
- Good Governance
- Non-discrimination
- Protection of the Marginalized
- Equity
- Inclusiveness
- Human Dignity
- The Rule of Law
- Sustainable Development
- Democracy & Participation of the people
- Integrity
- Social Justice
- Human Rights
- Transparency & Accountability
- Sharing & Devolution of Power

CUSTOMER SERVICE DELIVERY CHARTER

		SERVICES	REQUIREMENTS	COST (KSHS.)	TIMELINES
1	**ENQUIRIES AND ADMISSIONS**				
	a.	Handling of Inquiries	None	Free	Within 10 minutes of visit
	b.	Response to Correspondence	Receipt of Enquiries	Free	Within 5 working days
2	**APPLICATION OF COURSES**				
	a.	Application of courses	Application letter and copies of: - KCPE & KCSE Result slip or Certificates - Form Four Leaving Certificate - National Identity Card - Birth Certificate	500	Within 5 working days

	b	Communication to Qualified Applicants	- Valid mailing address or Email Address	Free	Within 1-5 days
	c.	Admission	- Duly filled Admission Letter - Original documents for verification - Passport size Photographs - Receipts of the required course fees - 1 Ream printing papers	Free	Within the reporting day
	d.	Registration	- Fees Payment - Qualifies as per policy	As per fees structure	Within 3 weeks of the opening date of the term
	e.	Issuance and replacement of institute Identity card	- Report to Dean's Office - Pay required fees	Payment of full tuition fees	Within 3 weeks of the opening date of the term
3		**TUITION**			
	a.	Tuition	- Registered as per Academic Policy - Class Attendance	As per fees structure	As stipulated by the MOE
4.		**EVALUATION**			
	a.	Internal Examinations	- As stipulated in Academic Policy - Examinations Card	As per fees structure	As per the Examination schedule
	b.	Supplementary Examinations	- Sat for a regular Examination - Release of results - Academic Board recommendations	As per fees structure	Within the first week of opening date of the term
	c.	Special Examinations	- Application to the Academic Board - Recommendations of the Academic Board	As per fees structure	Within the first week of opening date of the term
	d.	Remarking of Examinations	- Written appeal to the Academic Board with valid reasons	500	As per Examinations schedule
	e.	Registration of External Examinations	- Full payment of Tuition Fees, Original copies of Certificates, I.D & Birth Certificate - 75% class attendance	Full Tuition Fees and Examination Fees payment	As per Examinations schedule
5.		**CERTIFICATION**			
	a.	Issuance of Transcripts	- Registered students - Done and passed Stage / Modular Examinations	Free	1 month after the release of KNEC, KASNEB, NITA & CDACC Examinations
	b.	Issuance of Completion Certificate	- Completed the course of study - Dully filled Clearance Form	Free	Immediately after completion of External Examinations

	c.	Issuance of End of Term Report Form	- Sat for End of Term Examinations	Free	Within 1 month of opening in the new term
	d.	Issuance of External Result Slip and Certificates	- Fees clearance note from Finance Office	Free	Within a day
6.		**RECEIPTING**			
	a.	Receiving of fees and issuing of receipts	- Money order, Banker Cheques, Bank Slips or Pay Bill Message	Free	Within 2 days
7.		**INDUSTRIAL ATTACHMENT**			
	a.	Attachment of Students	- Full payment of fees, done Examinations as per syllabus	As per Fees Structure	As per Attachment Schedule
	b.	Assessment of Students	- Dully filled attachment information form and Logbook	Free	As per Attachment Schedule

The Principal **Thika Technical Training Institute** **P.O Box 91-01000 Thika** **Phone:0743514539,020-2044965** **Email: thikatechnical@yahoo.com, thikatechnical@gmail.com** **Website: www.thikatechnical.ac.ke** -	**The Chief Executive Officer,** **Commission on Administrative justice** **Harambee Annex 6th Floor** **P.O Box 20414-00200 Nairobi** **Tel.+254-020-2270000** **Email.Certificationpc@ombudsman.go.ke** **Website:www.obudsman.go.ke**