



## MISSION

To be a Centre of Excellence in Research and Skills Training commensurate with Industry and Community demands.

## VISION

To be a National Skills Training Centre in TVET, Research, Science, Technology and Innovation to meet Industry demands.

# SERVICE CHARTER

S/NO	SERVICES RENDERED	CLIENT REQUIREMENTS	CHARGES	TIMELINE
1.	a) Inquiries b) Response to telephone calls	Voluntary visit Phone call	Nil Nil	15 Minutes 15 Seconds
2.	Response to written correspondence	Written correspondence	Nil	7 Days
3.	Processing of Application for Admission	Application with relevant certificates	Kshs.300	7 Days
4.	Admission of students	<ul style="list-style-type: none"> <li>Completed admission letter</li> <li>Original documents for verification</li> <li>Passport photographs</li> <li>Payment of required fee for the course</li> </ul>	Pay admission fees Pay required tuition fees	1 Hour
5.	Registration	Application with relevant certificates	As per fee structure	Within 2 weeks of opening date of term
6.	Issuance and replacement of Institute Identity card	<ul style="list-style-type: none"> <li>Report to registry</li> <li>Pay required fee</li> </ul>	Kshs. 200	Within 2 weeks
7.	Administer internal and external examinations	Sit for all papers	Administrative	Two weeks
8.	Supplementary Exams	<ul style="list-style-type: none"> <li>Sat for a regular examination</li> <li>Release of results</li> <li>Academic board recommendations</li> </ul>	As per fee structure	As per examination schedule
9.	Special Examination	<ul style="list-style-type: none"> <li>Application to academic Board</li> <li>Academic Board recommendation</li> </ul>	As per fee structure	Within the first week of opening in the proceeding term
10.	Payment of procured goods and services	Valid invoice, LPO/LSO and other relevant procurement documents	Nil	30 working days
11.	Training programs	Lesson Attendance	Administrative	As per the time table
12.	Processing of registration for national examinations	<ul style="list-style-type: none"> <li>Full payment of tuition fees</li> <li>Original and copies of Certificates</li> <li>Copy of Birth certificate</li> <li>Photocopy of ID</li> </ul>	Relevant Exam fees	30 days
13.	Issuance of transcript	<ul style="list-style-type: none"> <li>Fully registered student</li> <li>Passed stage examination</li> </ul>	Free	1 month after the release of examination
14.	Issuance of leaving certificate Duly completed clearance form	<ul style="list-style-type: none"> <li>Course completion</li> </ul>	Free	Immediately after completion of external examination
15.	Issuance of end of term report form	Sat all of end term examinations	Free	Within one month of opening in the proceeding term
16.	Issuance of external results slips and certificates	<ul style="list-style-type: none"> <li>Fee clearance</li> <li>Duly filled clearance form</li> </ul>	Free	Within a day
17.	Receipt of fee and issuing of receipts	<ul style="list-style-type: none"> <li>Bank slip</li> <li>M-pesa</li> </ul>	Free	Within 2 days
18.	Industrial Attachment	<ul style="list-style-type: none"> <li>Full payments of attachment fees</li> <li>Clearance of tuition fees</li> <li>Passed stage examinations</li> </ul>	Kshs.2,000	As per schedule
19.	Assessment of students during attachment	<ul style="list-style-type: none"> <li>Duly filled attachment information form</li> </ul>	Free	As per attachment schedule

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to:

THE COMPLAINTS DESK,  
SIALA TTI  
P.O Box 164-40404,  
RONGO.

Mobile: +254 (0)706633334

Email: [sialainstitute@gmail.com](mailto:sialainstitute@gmail.com)

The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, west End Towers, Waiyaki way, Nairobi.

P.O. Box 20414-00200 Nairobi

Tel: +254 (0)20240337/0722970604

Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)