



## MINISTRY OF EDUCATION

### ELDAMA RAVINE TECHNICAL AND VOCATIONAL COLLEGE

STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING



**OUR VISION:** To be a nationally competitive training centre for imparting technical knowledge and skills for sustainable development

**CORE VALUES:** ERTVC has adopted the following set of values and guiding principles towards the achievement of its mission. These values are institutionalized and observed by the ERTVC fraternity; **Team Work, Integrity, Commitment, Discipline and Accountability**

# SERVICE DELIVERY CHARTER

S/NO	SERVICES RENDERED	CLIENT REQUIREMENT	CHARGES (KSHS)	TIMELINES
1.	<b>Customer Care</b> <ul style="list-style-type: none"> <li>Answering incoming calls</li> <li>Attending to customers</li> </ul>	<ul style="list-style-type: none"> <li>To ERTVC line</li> <li>Visit ERTVC</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Immediately 15 mins of Visit
2.	<b>Receipt of Mails</b> <ul style="list-style-type: none"> <li>Ordinary</li> <li>Electronic</li> </ul>	<ul style="list-style-type: none"> <li>Send mail to ERTVC</li> <li>Send electronic Mail</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within 7 days Within a day
3.	<b>Dispatch of Mails</b> <ul style="list-style-type: none"> <li>Information to Ministry, other agencies</li> </ul>	<ul style="list-style-type: none"> <li>Mail registry with addresses clearly indicated</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within a day
4.	<b>Provide Timely and Accurate Information</b> <ul style="list-style-type: none"> <li>Advertisement of courses</li> <li>Website updates</li> <li>Response to clients</li> <li>Student progressive report</li> <li>Communicate policies to clients</li> </ul>	<ul style="list-style-type: none"> <li>Request for advertised courses</li> <li>Visit the website for information</li> <li>Raise queries</li> <li>Formal request</li> <li>Formal Request</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within a day Within a day Within 2 days Within 2 days Within 2 days
5.	<b>Addressing of Complaints from Clients</b>	<ul style="list-style-type: none"> <li>Lodge formal complaint</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within 14 days
6.	<b>Admission of New Students</b> <ul style="list-style-type: none"> <li>Processing of Applications</li> <li>Registration of students</li> <li>Student orientation</li> <li>Issue of students ID cards</li> </ul>	<ul style="list-style-type: none"> <li>Provide dully filled application form</li> <li>Qualifies as per academic policy</li> <li>Payment of full fees</li> <li>Attendance by the student</li> <li>Provide personal details</li> <li>Provide 2 passport-size photographs</li> </ul>	<ul style="list-style-type: none"> <li>Kshs 500</li> <li>As per fees Structure</li> <li>Free</li> <li>Free</li> <li>As per fees Structure</li> </ul>	Within 7 days Within a day Within 14 days Within 7 days Within 7 days
7.	<b>Training and Evaluation of Students in respective disciplines</b> <ul style="list-style-type: none"> <li>Internal exams</li> </ul>	<ul style="list-style-type: none"> <li>100% class attendance</li> </ul> Sit for: <ul style="list-style-type: none"> <li>CATS</li> <li>End-Term Exams</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	As per exam schedule

	<ul style="list-style-type: none"> <li>Supplementary</li> </ul>	<ul style="list-style-type: none"> <li>Submit assignments and projects</li> <li>Exam Card</li> <li>Sat for a Regular exam</li> <li>Academic board recommendations</li> </ul>		As per Academic policy
8.	<b>Registration of External Exams</b>	<ul style="list-style-type: none"> <li>Payment of full fees</li> <li>Academic certificates</li> <li>Birth certificates</li> <li>2 Passport-size Photos</li> <li>National ID</li> </ul>	<ul style="list-style-type: none"> <li>Full fee payment and Examination fee</li> </ul>	As per exams body requirement and schedule
9.	<b>Processing of Industrial Attachment</b> <ul style="list-style-type: none"> <li>Placement</li> <li>Assessment</li> <li>Issuance of Certificate</li> </ul>	<ul style="list-style-type: none"> <li>Payment of full fees</li> <li>Notification of placement firm</li> <li>Attachment report</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	As per attachment schedule Within 1 day
10.	<b>Issuance of Completion Certificate</b> <ul style="list-style-type: none"> <li>Internal End of term report form Leaving Certificate</li> <li>External result slip and certificate (After receiving from exam body)</li> </ul>	<ul style="list-style-type: none"> <li>Payment full fees</li> <li>Sat all end-of-term exams</li> <li>Course Completion</li> <li>Dully filled clearance form</li> <li>Pass per examining body</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within one month of opening in the preceding term
11.	<b>Guidance and counseling</b>	<ul style="list-style-type: none"> <li>Referral</li> <li>On request</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Immediately
12.	<b>Disbursement of Bursaries and Loans</b> <ul style="list-style-type: none"> <li>HELB</li> <li>TVET</li> <li>Donations</li> </ul>	<ul style="list-style-type: none"> <li>Formal requests</li> <li>Formal referrals/Donor specifications</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> <li>Free</li> </ul>	Within 7 days Upon receipt of Bursary, Loan, Donation
13.	<b>Issuance of fees receipts</b>	<ul style="list-style-type: none"> <li>Bank Slip</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within a day
14.	<b>Recreation Services</b> <ul style="list-style-type: none"> <li>Indoor games</li> <li>Ball games</li> <li>Athletics</li> <li>Drama</li> <li>Music</li> </ul>	<ul style="list-style-type: none"> <li>Requests</li> </ul>	<ul style="list-style-type: none"> <li>Free</li> </ul>	Within a day

## MANDATE

- a) To conduct training at Tertiary level to Technical and Business Students
- b) To determine curriculum appropriate for training of the various manpower categories and specialization required by the labor market through careful selection of available syllabi from local and international institutions recognized by the Ministry of Education, State Department of Vocational and Technical Training
- c) To foster linkages with industry and other institutions for the promotions of quality and relevant training
- d) To promote and inculcate entrepreneurial skills and culture within the College's staff and students
- e) To conduct Applied Research
- f) To undertake income generating activities through production, consultancy and tailor-made short course, equipment and facility hiring and hospitality services to compliment government and fees revenue

## ACCESS TO INFORMATION

You are entitled to complete, timely and accurate information under various Acts, Policies, Rules and Regulations administered by ERTVC. Information is available from:-

ERTVC, Along Eldama Ravine-Majimazuri-Makutano road, Opposite Baringo High School.

**Phone:-** 0713546595

**Email:-** [principal@ertvc.ac.ke](mailto:principal@ertvc.ac.ke)

**Website:-** [www.ertvc.ac.ke](http://www.ertvc.ac.ke)

## COMPLAINTS

ERTVC Values and welcomes your feedback either in the form of complaints, compliments or suggestions as a way of improving our service delivery. Complaints can be lodged to ERTVC through the following modes:-

**In Person:** ERTVC Along Eldama Ravine- Majimazuri - Makutano road, Opposite Baringo High School

**Postal Address:** The Principal, ERTVC. P.O. Box 560-20103, Eldama Ravine

**Email:** [principal@ertvc.ac.ke](mailto:principal@ertvc.ac.ke) | [complaints@ertvc.ac.ke](mailto:complaints@ertvc.ac.ke)

**Telephone:** +254 - 713546595

Besides, Complaints may be lodged with the Commission for Administrative Justice:-

**Office of the Ombudsman:** Email Address: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke) | Postal Address: P.O. Box 48240-00100 Nairobi

**Tel:** +254-20-2270000 / 2303000 / 2603765 / 2409574/0777 125818/ 0800221349 (Toll free)

**website:** [www.ombudsman.go.ke](http://www.ombudsman.go.ke)

*Technology for Sustainable Development*

**GOOD SERVICE IS NOT A PRIVILEGE | GOOD SERVICE IS YOUR RIGHT**