 **ALDAI TECHNICAL TRAINING INSTITUTE**

**CITIZENS’ SERVICE DELIVERY CHARTER**

# This Service Delivery Charter describes services offered by

# Aldai Technical Training Institute (ATTI), Core values, Vision and Mission

**Core values**

Integrity, Quality, Accountability, Professionalism, Commitment, Leadership, Diversity.

**Vision**

To be a Centre of Excellence in Innovation, Provision of Skills and Competence.

**Mission**

To provide diversified Vocational, Technical and Industrial Skills relevant to the

market needs for self-reliance and sustainable development.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S/NO.** | **SERVICE OFFERED** | **REQUIREMENT** | **RESPONSIBILITY** | **DURATION** | **CHARGES** |
|  | ENQUIRIES | Voluntary visit/Call | All sections/ departments | 10 Minutes | Free |
|  | APPLICATION OF COURSES | Application letter and copies of:   * Result slip certificate * National ID card * Birth Certificate | Registrar | At least 3 weeks to date of admission | Free |
|  | ADMISSION | * Completed admission letter * Original documents for verification * Passport photographs * Payment of the required fee for the course | Registrar | Within same day of Reporting | Free |
|  | REGISTRATION | * Fee payment * Qualifies as per Academic Policy | Registrar/Accountant | Within three weeks of Opening date of term | As per fees structure |
|  | RESPONSE TO LETTERS &MAILS | * Receipt of Correspondence | Principal | Within 7 working Days | Free |
|  | COMPLAINT RESOLUTION | * Launch formal complaint | Dean | 14 Days | Free |
|  | CONTRACTS | * As per the Terms of Contract | Principal | Contract Based | Application Fee |
|  | EXAMINATION   * Internal examination | * As stipulated in Academic Policy * Sit all examination and continuous assessment tests | Examinations officer | As per Exam schedule | Upon payment of fees with and have an exam card |
| * External examination | * Original and Copies of relevant | Examinations officer | As per Exam schedule | Full fee Payment and Examination fee |
|  | TUITION   * Provision of appropriate and relevant teaching and learning facilities | * Attend to all classes and learning activities pertaining a course | Heads of various departments | As per stipulated schedule by MOEST | As per fees structure |
|  | CERTIFICATION   * Issuance of result slip and Certificates | * Fee clearance * Dully filled clearance form | Principal | Within a day | Free |
|  | INDUSTRIAL ATTACHMENT | * Full payment of fee * Passed exam | Industrial Liaison officer | As per attachment Schedule | Free |

In case of a complaint write to:

The Principal Aldai Technical Training Institute

P.O.BOX 149-30305 KOBUJOI Phone: 0700746828