 **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.

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| **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