



RIFT VALLEY TECHNICAL TRAINING INSTITUTE

SERVICE DELIVERY CHARTER

RVTI is committed to the following Core values:
Responsiveness, Versatility, Team work, Transparency, Integrity

VISION

To be an International Centre of Excellence in Technical Training and Research

MISSION

To Train Competent and Innovative Manpower In Technical And Vocational Disciplines to meet the changing needs of Industry and Society



Service	Requirement to obtain service	cost	Time line
Enquiries and admission			
Handling of inquiries	<ul style="list-style-type: none"> • None 	Free	Within 45 minutes of visit
Response to correspondence	<ul style="list-style-type: none"> • Receipt of enquiry 	Free	Within 7 working days
Application of courses			
Application of courses	<ul style="list-style-type: none"> • KUCCPS admission • Direct application (walk in) 	Kshs 1500/= (Paid to KUCCPS) Ksh. 500/=	<ul style="list-style-type: none"> ➤ Applications are made when the KUCCPS portal is open. ➤ Admission letters are issued at least 2 weeks prior to date of admission. ➤ Within 1 day
Communication to successful applicants	<ul style="list-style-type: none"> • Proper mailing address 	Free	Within 7 working days
Admission & registration	<ul style="list-style-type: none"> • Completed admission letter • Originals and copies of: <ul style="list-style-type: none"> ☞ Result slip/certificate ☞ National ID ☞ Birth Certificate ☞ Leaving certificate • Passport photographs • Payments of required fee for the course 	Free	Within same day of reporting
Issuance and replacement of Institute Identity card	<ul style="list-style-type: none"> • Report to registry • Pay required fee 	<ul style="list-style-type: none"> • Fulfillment of admission requirements. • Ksh 300/= 	Within 1 week
Tuition			
Tuition	<ul style="list-style-type: none"> • Registration • Attendance 	Meet admission and progression requirements	As per term dates

Assessment			
Internal examination	<ul style="list-style-type: none"> As stipulated in academic policy Exam card 	As per fees structure	As per exam schedule
Supplementary exams	<ul style="list-style-type: none"> Sat for an end stage exam Academic board recommendation 	As per fees structure	As per exam schedule
Special exams	<ul style="list-style-type: none"> Application to academic board Academic board recommendation 	As per fees structure	Within the first week of opening the proceeding term
Registration for External exams	<ul style="list-style-type: none"> Full payment of required fees Originals and copies of relevant documents: <ul style="list-style-type: none"> ☞ Previous exam Result slip ☞ National ID ☞ Birth Certificate Digital passport sized photograph 	Full Institute fee and examination fee payment	As per exam schedule
Certification			
Issuance of transcripts	<ul style="list-style-type: none"> Passed stage exam 	Free	1 month after release of results
Issuance of leaving certificates	<ul style="list-style-type: none"> Course completion Completed Institute clearance 	Free	Immediately after completion of external exams
Issuance of end of term report forms	<ul style="list-style-type: none"> Sat all end term exams 	Free	Within one week of opening the proceeding term
Issuance of external result slips and certificates	<ul style="list-style-type: none"> Fee clearance Duly filled clearance form 	Free	Within a day
Receipting			
Receipt of fees and issuing of receipts	<ul style="list-style-type: none"> Money order Bankers cheque Bank deposit slips 	Free	Within 3 days
Industrial attachment			
Attachment of students	<ul style="list-style-type: none"> Full payment of fees Passed stage exams 	Free	As per attachment schedule
Assessment of students	<ul style="list-style-type: none"> Dully processed attachment requirements Communication of attachment placement location 	Free	As per attachment schedule

THE CONSTITUTION OF KENYA

.....(2) The national values and principles of governance include:-

- (a) Patriotism, National unity, Sharing and devolution of power, the rule of law, Democracy and participation of the people;
(b) Human dignity, Equality, Social justice, inclusiveness, equality, Human rights, Non discrimination and protection of the marginalised;
(c) Good governance, integrity, transparency, and accountability (d) Sustainable development



The Principal
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"GOOD SERVICE IS NOT A PRIVILEGE, GOOD SERVICE IS YOUR RIGHT"