

# MINISTRY OF EDUCATION

STATE DEPARTMENT FOR TECHNICAL & VOCATIONAL TRAINING



## THE KITALE NATIONAL POLYTECHNIC SERVICE DELIVERY CHARTER



Kitale National Polytechnic was established in 1980 as a Public Polytechnic under the provisions the Education Act (CAP 211). It has grown to be the leading training Polytechnic in the region. It is located within Kitale Municipality along Elgon Rd, 1km from Kitale town.

**Vision** : A Polytechnic of Excellence in Competency Based Education and Training, and Research

**Mission** : To Produce Globally Competitive Graduates through Competency Based Education and training, research and innovation for sustainable development.

**The Polytechnic is committed to providing ,Effective & timely Service delivery**

SERVICE	REQUIREMENTS	USER CHARGES (KSH)	RESPONSE TIME (DURATION)
Admission of Students	Payment of Fees & Submission of verified required Academic documents and Admission letter -Student Admission	- KHS. 500/-	1 HR
Provide quality training	-Prompt Class lesson attendance -Timely Project completion and submission. - Prompt Examinations attendance	- Free	Classes/Lessons Start Immediately
Provision of boarding & catering services	Complete Application and Payment for the Service.	As per the Polytechnic laid-down Policy	Immediately
Placement of Students on Industrial attachment	-Student's Insurance Cover -Student departmental stage Completion Transcript	- 2000/- Inclusive of Insurance policy cover.	AS Per Schedule
Coordinate , harmonize & administer internal exams	- Student to meet the Polytechnic Academic Policy requirements. - Sit for all Examination Papers	Payment of Tuition fees	2 WEEKS
Coordinate, Facilitate & Register External Exams.	-Student to Produce Previous academic Level papers, National ID, Receipt For payment for the Intended Exam -Clearance FORM	Payment of relevant bodies Exam charges & Fees.	1 WEEK
Facilitation of loan Application & the disbursement of the Loan to needy students	-Students Applicants IDs (COPY) - TWO (2) Guarantors IDs (COPY) - Students Applicants A/C No (COPY) -Parents IDs (COPY) -Students E-mail Address (COPY)	- Free	As per the HELB Calender & Announcement
Payment For Procured Goods & Services	-Valid Invoice , Delivery Note - LSO/LPO	- NIL	-Within 30 days
Medical care (First Aid)	-As per the Polytechnic's Regulations and Rules. - Students Registered for the Session	-As per the Polytechnic Fees Structure	-Immediately.
Handling of complaints	-Reported Non-Conformance of Service/product.	-Free	- Within 21days
<b>Auxiliary services</b> <b>Hire of Polytechnic's facilities</b> -Bus, fields, lawn mower, Polytechnic hall, LCD projector,	- Subject to availability. -As per Polytechnic Policy	As per the Polytechnic Policy	As per the Polytechnic Policy

For Comments, Complaints & Compliments Please Contact: Website : <http://www.kitalenationalpolytechnic.ac.ke>

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