MINISTRY OF EDUCATION

NAVAKHOLO TECHNICAL & VOCATIONAL COLLEGE

"Competence in skills for Employment"

VISION: To be a leading college in technical training and innovations for socioeconomic prosperity and global competitiveness.

MISSION: To provide quality competency based technical training in science, engineering and technology and foster applied research and community outreach for innovative and sustainable development.

CORE VALUES :
1. Integrity
2. Professionalism
3. Teamwork
4. Innovation
5. Good Governance.

SERVICE DELIVERY CHARTER

NTVC is committed to high standards for service and shall apply the following standards in service delivery.

S/NO	SERVICE	REQUIREMENT	CHARGES	TIMELINE
A	Response to enquiry by walk in client	Walk in and make the enquiry	Free	1 Minute
	Response to enquiry by telephone call or SMS	Initiate an enquiry	Free	Immediate
	Response to correspondence	Response to enquiry by social media and email	Free	24 Hours
		Written correspondence by letter	Free	5 working days
		Initiate an enquiry	Free	24 Hours
B	Admission of Trainees	Course Requirements i. Level 6 KCSE Mean Grade C- or relevant Craft Certificate ii. Level 5 KCSE Mean Grade D or relevant Craft Certificate iii. Level 4 KCSE D- Duly filled application Forms	Applica-tion fee Ksh. 3,900	As per advertisement 1 hour upon receipt of duly filed documents.
C	Training and Assessment	i. Registration to relevant course ii. Class attendance iii. Payment of tuition fees and assessment fee	Tuition fee as per the prevailing fee structure Assessment fee as per assessment body	1st-12th week of the term Academic calendar As per examination schedules
D	Issuance of Academic Certificate	i. Trainee's ID ii. Duly filled clearance form iii. Copy of fee statement	Free	Upon release by the examining body
E	Services to trainees	Guidance and Counselling Services. Be a bonafide NTVC trainee or staff Avail yourself	Free	As per the need
	Attachment placement	As per attachment policy	Free	3 months
F	Accounting	Fee payment - Bonafide trainees	Free	Immediate
	Processing of tenders	Submit bids for goods and services		90 days
	Payment of suppliers	Duly signed invoices and supply documents	Free	within 60 days upon receipt of the required documents
G	Public Complains	Response to public complains and grievances. Make a complain	Free	1 working day
	Resolution of Public Complains	Make a verbal or written complain	Free	14 working days
	Processing of request of information	Make a request for information	Free	21 working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

THE PRINCIPAL
P.O. BOX 766 – 50100 Kakamega (K)
Telephone: 0741 596 247
Cellphone: 0723 176 559/ 0727 105 042
E-Mail: navakholotvc@gmail.com
www.navakholotvc.ac.ke

THE COMMISSION SECRETARY/ CHIEF EXECUTIVE OFFICER
Commission of Administrative Justice
2nd Floor, West End Towers, Waiyaki Way
Tel.: +254(0)20 240 337/0722 970 604
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