



# BARINGO TECHNICAL COLLEGE

## SERVICE DELIVERY CHARTER



**Vision:** A Global Leader in Training and Research in Technology, Engineering, Innovation and Entrepreneurship.

**Mission:** To Provide Quality Human Resource Through Technical and Vocational Training for the Global Market.

**Core Values:** Our Core Values: Integrity, Professionalism, Teamwork, Quality, Equity and Innovativeness.

SERVICES	REQUIREMENTS	COST	TIME LINE
<b>ENQUIRIES AND ADMISSION:</b>			
Handling of inquiries	None	Free	15 minutes of visit
Response to correspondence	Receipt of inquiries	Free	Within 7 working days
<b>APPLICATION FOR ADMISSION:</b>			
Application letter and copies of:			Atleast 8 weeks to date of admission
Application of courses	<ul style="list-style-type: none"> <li>Results slip/certificate</li> <li>National ID card</li> <li>Birth certificate</li> </ul>	Free	Within 7 working days
Communication to qualified applicants	<ul style="list-style-type: none"> <li>Leaving certificate</li> <li>Proper mailing address</li> </ul>	Free	Within the same day
Admission	<ul style="list-style-type: none"> <li>Completed admission letter</li> <li>Originals documents for verification</li> <li>Passport photographs</li> <li>Payment of required fee for the course</li> </ul>	Free or as guided by assessment bodies	Within the same day of reporting
Registration for examination/assessment	<ul style="list-style-type: none"> <li>Fee payment</li> <li>Qualifies as per academic policy</li> </ul>	As per fee structure	Within 3 weeks of opening date of term
Issuance and replacement of college identity card	<ul style="list-style-type: none"> <li>Report to the registry</li> <li>Pay required fee</li> </ul>	Payment of full tuition fee	Within 2 weeks of application
<b>TUITION:</b>			
Tuition	<ul style="list-style-type: none"> <li>Registration</li> <li>Class attendance</li> </ul>	As per fee structure	As stipulated by MOEST schedule
<b>EVALUATION:</b>			
Internal examination	<ul style="list-style-type: none"> <li>As stipulated in academic policy</li> <li>Exam card</li> </ul>	As per fee structure	As per exam schedule
Supplementary exams	<ul style="list-style-type: none"> <li>Sat for regular exams</li> <li>Release of results</li> <li>Academic board recommendations</li> </ul>	As per fee structure	As per fee schedule
Special exams	<ul style="list-style-type: none"> <li>Application for academic board</li> <li>Board recommendations</li> </ul>	As per fee structure	Within the first week of opening in proceeding term
Remarking of Exams	<ul style="list-style-type: none"> <li>Written appeal with valid reason</li> </ul>		As per exam schedule
External exams	<ul style="list-style-type: none"> <li>Original and copies of relevant</li> </ul>	Full fee payment & examination fee	As per exam schedule
Registration for external exams	<ul style="list-style-type: none"> <li>Full payment documents of tuition fee</li> <li>Original and copies of certificates, ID's and birth certificate</li> </ul>	Full fee payment and examination fee	As per exam schedule
<b>CERTIFICATION:</b>			
Issuance of transcripts	<ul style="list-style-type: none"> <li>Fully registered students</li> <li>Passed stage exams</li> </ul>	Free	1 month after release of exams
Issuance of leaving certificate	<ul style="list-style-type: none"> <li>Course completion</li> <li>Completed clearance form</li> </ul>	Free	Within the same day
Issuance of end of term report form	<ul style="list-style-type: none"> <li>Sat all end of term exams</li> </ul>	Free	Within 1 month of opening in the proceeding term
Issuance of external results slip and certificate	<ul style="list-style-type: none"> <li>Fee clearance</li> <li>Duly filled clearance form</li> </ul>	Free	Within a day
<b>RECEIPTING:</b>			
Receipt of fees and issuing of receipts	<ul style="list-style-type: none"> <li>Money order</li> <li>Paybill</li> <li>Banking slips</li> </ul>	Free	Within 2 working days
<b>INDUSTRIAL ATTACHMENT:</b>			
Attachment of students	<ul style="list-style-type: none"> <li>Full payment of fees</li> <li>Passed stage exams/module exams</li> </ul>	Free	As per attachment schedule
Assessment of students	<ul style="list-style-type: none"> <li>Dully filled attachment information form</li> </ul>	Free	As per attachment schedule

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

The Principal, Baringo Technical College  
P.O. Box 299-30400, Kabarnet. Cell Phone : 0702 191409  
Email: baringotechnical@yahoo.com Website: www.baringotechnical.ac.ke

CEO Commission on Administrative Justice  
Email: ombudsman@baringotechnical.ac.ke