

MUKIRIA TECHNICAL TRAINING INSTITUTE

CITIZENS SERVICE DELIVERY PROCESSES

1. Communication to qualified applicants
 - i) The list is sent through the Institute email from KUCCPS
 - ii) The qualified applicants are conducted via SMS or phone calls and informed how to get the admission letter and the date of reporting
2. Admission
 - i) On reporting day, trainees are expected to have their admission letters duly filled.
 - ii) The trainees are admitted in the admission book, given admission number and the officers on admission table ensure all trainees have the documents required for admission.
 - iii) After being recorded in admission book, they are directed to ICT office where they are registered in system and directed to Finance office to pay the school fees.
 - iv) The admission process end after the trainee's registration form is dully filled and taken back to customer care office.
3. Receiving and Invoicing of trainees' fees
 - i) The trainees submit payment slip/bank slip or notification message to finance office.
 - ii) All cheques from sponsor come direct to the Accounts office and the beneficiaries are receipted.
4. Teaching and training
 - i) The DP Academics calls for a meeting with HOD to determine and allocate workload for the subsequent term.
 - ii) The HODs convene departmental meetings to share the workload according to staff competences and subject taught.
 - iii) The DP Academics convenes a meeting for timetabling.
 - iv) The trainer prepares a course outline from the syllabus to and avails it to the HOD

On lesson delivery;

- i) The HOD ensures that the trainers are in the class as per allocated in the time table.
 - ii) The trainer will record the work covered in any lesson in record of work form which is handed to the HOD for verification every week and the checklist to the DP.
5. Administer exams
 - i) To register for examinations, one should meet all the requirements of the examination body; KNEC, NITA and CDACC.
 - ii) The Examination Officer submits the registration documents, project marks and course work to the examination body within the set deadline.

6. External Examination Results
 - i) After the results are released, the examinations officer, visits the examination headquarter and collects the results on behalf of the Institution.
 - ii) Once the results are available in the Institute, they are received in the principal's office.
 - iii) The candidates are able to correct results after providing a dully filled and approved clearance form.
 - iv) After collecting the result slip, the candidate signs in the results issuance book.
7. Release of Internal Exam results
 - i) The trainers submit marks to the examination office.
 - ii) The academic board approves the results and they are released through uploading in the student's portal.
8. Issuance of Academic certificates
 - i) The Academic Certificate are collected from the Examination body by the examination officer and received through the principal's office.
 - ii) For one to receive academic certificate should have successfully completed course.
 - iii) To collect the certificate, one should provide a dully filled clearance form.
9. Registration of continuing trainees.
 - i) The continuing trainees reports through the ICT office where they are registered back.
 - ii) They are sent to HOD with a card from ICT where they are registered in departmental registration book.
10. Issuance of Students Identification Card
 - i) A trainee is able to receive ID after the whole process of admission.
 - ii) The trainee submits a sized coloured passport to the Dean's Office.
 - iii) After the IDs are processed, the trainee records on issuance book as he/she collects it.
11. Response to telephone calls
 - i) Call MTTI No:0716674848
 - ii) Official incoming calls are recorded in incoming call register while the outgoing official telephone call are recorded in outgoing call register.
12. Enquiry and reception services
 - i) The customer care receives all the quest and all the enquiries.
13. Response to written communication
 - i) Write a clear and specific request/enquiry.
 - ii) Contact PO BOX 1093-60200 Meru, Email: info@mukiriatechnical.ac.ke
 - iii) The written Communication/ official mails are printed and forwarded to the principal by the principal's secretary.

14. Receiving of goods

- i) On delivery of goods, the PO convenes the inspection and acceptance committee to confirm that the goods delivered are as per specification.
- ii) The PO signs delivery note and is issued with good received note.

15. Issue of goods

- i) The user raises a store requisition and submits to respective supervisor for verification.
- ii) Upon verification, the requisition is forwarded to the PO for issuance.
- iii) If the requested items are available in the store, the PO issues them and records in either the consumable or store ledger.

16. Payment of Suppliers

- i) The accountant receives the payment request and verifies the request and supporting documents submitted to confirm their authenticity.
- ii) Upon verification, the accountant shall raise a cheque a payment voucher and submit them to principal for approval.
- iii) After approval, the accountant raises a cheque for approved amount and ensure it is signed by authorized signatories.
- iv) The supplier is called when the cheque is ready for collection and signs on the cheque issuance book.