



**COUNTY GOVERNMENT OF NYERI
DEPARTMENT OF EDUCATION, TRAINING AND
DEVOLUTION VOCATIONAL TRAINING SECTOR**

SERVICE DELIVERY CHARTER

Vision: Leading providers of vocational technical education and training.

Mission: To provide, technical training and produce skilled manpower that can compete favorable in the local and international labor market as well as creating self-reliance that suit current market and change technology

Core values: Patriotism, Professionalism, Inclusivity, Teamwork, Integrity and Accountability.

VOCATIONAL EDUCATION AND TRAINING SECTOR				
S/ NO	SERVICE PROVIDED	CLIENT/CUSTOMER REQUIREMENT	CHARGES	TIMELINES
1	Customer needs/enquiries	-formal enquiry at the VTC (Managers office) and provide accurate contact details e.g. postal address, telephone and email -compliance with government regulations -provide clear and accurate information	free	-email: eight (8) hours after receipt during working hours -letter: within five (5) working days - phone call: after three(3) rings
2	Processing of payment Documents of service provider	-supply quality goods and/or services -submit invoice and all supporting documents.	free	-within thirty(30) days after receipt of goods/service, invoice and certificate by the inspection and acceptance committee
3	Information dissemination	-formal request for information through formal channels of communication	free	-within five(5) working days
4	Reports	-formal request for reports if not statutory required	free	-for statutory: as required by the law -non-statutory : within five(5) working days
5	Training in Vocational and technical skills	-must be willing to participate constructive training related programs Must clear school fees arrears Must pass the exam	As per VTC guidelines	-minimum of four hundred and eighty (480) hours of training
6	Training in entrepreneurship, life and leadership skills	-must be willing to participate constructive training related programs	Free	-minimum of four hundred and eighty(480) hours of training
7	V.T.C B.O.G capacity building	-must participate in capacity building programs	free	-one to three(1-3)days

For Enquiries contact:

**VTC Manager
P.O BOX 1112-10100 NYERI**



**SERIKALI YA KAUNTI YA NYERI
IDARA YA ELIMU, MAFUNZO NA UGATUZI
SEKTA YA MAFUNZO YA UFUNDI**

MKATABA WA UTOAJI WA HUDUMA

Dira: kuongoza katika kupeana masomo ya kiufundi.

Dhamira: kupeana masomo ya kiufundi na kutoa wahitimu walio na ujuzi ulio bora hapa nchini na katika nchi za nje na kuwezesha wahitimu kujitegemea katika soko za kisasa na teknolojia

Maandili ya msingi: uzalendo,weledi,ujumuishi,kazi ya pamoja,uadilifu na uwajibikaji.

KURUGENZI LA ELIMU NA MAFUNZO YA KIUFUNDI				
S/N O	HUDUMA ZINAZOTOLEWA	MAHITAJI YA WATEJA	MALIPO	MUDA WA HUDUMA
1	Kushugulikia mahitaji au maswala ya wateja	-kuwasilisha mahitaji au maswala rasmi kwa ofisi za idara na kupeana anwani, saduku la posta, namba ya simu au barua pepe kamili; -kuzingatia kanuni za serikali -toa habari wazi na sahihi	Bila malipo	-barua pepe: ndani ya masaa nane(8) -barua: siku tano(5) -simu: mara tatu(3)
2	Malipo kwa watoa huduma	-usambazaji wa huduma na bidhaa bora -Peana Ankara na hati zote zinazounga mkono	Bila malipo	-Siku thelathini(30) baada ya kupokea bidhaa/huduma, -Ankara na udhibitisho na kamati ya ukaguzi na kukubalika
3	Usambazaji wa habari	-ombi rasmi la habari kupitia njia rasmi za mawasiliano	Bila malipo	-Kati ya siku tano(5) za kazi
4	Ripoti	-ombi rasmi la ripoti ikiwa sio lazima	Bila malipo	-Kwa kisheria- inavyotakiwa na sharia -Isiyo kisheria-kwa siku tano(5) za kazi
5	Mafunzo katika ustadi wa ufundi na ufundi	Mgombea lazima anamiliki na atoe hati sahihi za masomo Lazima ukuwe umekamilisha karo Bora umepita mtihani	kulingana na miongozo ya kituo cha mafunzo ya ufundi	-Kati ya masaa mia nne themanini(480)
6	Mafunzo katika ujasirimali,maisha na ustadi wa uongozi	Lazima awe tayari kushiriki katika program za mafunzo zinazohusiana na vijana	Kama kwa sera ya shule	-Kati ya masaa mia nne themanini(480)
7	Kutoa mafunzo ya usimamizi kwa bodi ya usimamizi	Lazima awe tayari kushiriki katika program za kujenga uwezo Lazima ajaze fomu rasmi ya kuuliza -lazima itambuliwe kama mhitaji na mnyonge wakati wa ushirika wa umma au ziara	Bila malipo	-Kati ya siku moja hadi tatu(1-3)

KWA MAWASILIANO WASILIANA;

Meneja

kituo cha mafunzo ya ufundi