

MACHAKOS TECHNICAL TRAINING INSTITUTE



Service Charter

Imparting Technical and Business Enterprise Skills

REVIEW OF THIS SERVICE CHARTER

The Institute will review this service Charter regularly as need arises

BACKGROUND

Machakos Technical Institute (MTTI) was started in 1956 as Machakos Rural Training School. It has grown over time to the current status as Machakos Technical Training Institute.

The Institute is a Semi Autonomous Government Agency (SAGA). It offers long-term and short-term Technical and Business Training Programmes, Consultancy, Research, Development, Seminars and Workshops, Production, Repair and Maintenance services from artisan certificate to diploma level.

The Institute is governed by a Board of Governors with executive duties delegated to the principal.

Machakos Technical Training Institute has a resourceful pool of qualified personnel with vast experience, and well equipped workshops for practical training.

MANDATE

The Institute's mandate is to:

- ❖ Provide increased training opportunities for self-sufficiency
- ❖ Develop practical skills and attitudes to enhance income earning activities
- ❖ Provide technical knowledge, vocational skills and attitudes for manpower development
- ❖ Provide skilled artisans, craftsmen, technicians and technologists

VISION

To be a model Institution in Technical, Industrial, Vocational, and Entrepreneurship Training (TIVET)

MISSION

To provide quality and affordable Technical, Industrial, Vocational and Entrepreneurship Training (TIVET)

LOCATION

Machakos Technical Training Institute is located 1km from Machakos Town, along Konza road. It is about 60km from Nairobi City.

CORE VALUES

For efficient and effective service delivery, we will be guided by the following core values:-

- ❖ Professionalism - Commitment to high standards of training and observe ethics in service delivery.
- ❖ Responsibility - To always be accountable to the assigned duties
- ❖ Integrity - To deliver on our promises to our stakeholders
- ❖ Trust - Build confidence through teamwork and open communication
- ❖ Honesty - Guided by truthfulness, we are forthright in all dealing
- ❖ Respect - Conduct ourselves with dignity and exercise fairness
- ❖ Creativity - Determination to continuously improve

OUR CUSTOMERS

Our customers include:-

- ❖ Students
- ❖ Staff of MTTI
- ❖ Former Students
- ❖ Parents / Guardians
- ❖ Ministry of Higher Education, Science and Technology
- ❖ Other Ministries, Departments and Government Agencies
- ❖ Teachers' Service Commission
- ❖ Local Authorities
- ❖ Local Community
- ❖ Sister Technical Institutes
- ❖ Other Institutes of Higher Learning
- ❖ Suppliers / Contractors
- ❖ Non-governmental Organizations and Community Based Organisations
- ❖ International Organizations
- ❖ Industries

RIGHTS TO CUSTOMERS

Our Customers are entitled to:-

- ❖ Free enquiry services
- ❖ Confidential handling of information
- ❖ Access to relevant information and feedback
- ❖ Courteous and timely response to requests, complaints and enquiries
- ❖ Prompt payment of services and goods delivered as per agreement on
- ❖ Submission of all relevant documents
- ❖ Right to be provided with professional training as per agreement and laid down syllabi
- ❖ Safe, secure and healthy environment
- ❖ Use of the Institute's facilities and services free from harassment by other users
- ❖ Entitled to receipts

OBLIGATIONS OF CUSTOMERS

Our Customers have a duty to:-

- Familiarise and conform to the rules and regulations of the institute
- Respond to inquiries without delay to enable us to give them timely response
- Engage us in constructive criticism
- Treat our staff with courtesy and respect
- Pay up for services rendered and goods
- Uphold professionalism and integrity in their interaction with us
- Give their views on how they perceive our services
- Ensure that any payment made for is receipted
- Be open and honest
- Provide works, goods and services especially by suppliers and contractors according to our specifications

TRAINING PROGRAMMES

We offer the following courses:-

A. DIPLOMA COURSES

1. Automotive Engineering (Motor vehicle Engineering)
2. Building and Construction Engineering
3. Clothing Technology
4. Electronics Engineering
5. Co-operative Management
6. Food and Beverage Management
7. Electrical Engineering (power option)
8. Mechanical Engineering (production option)
9. Information Technology (Modular)
10. Business Administration
11. Human Resource Management (Modular)
12. Personnel Management
13. Marketing Management
14. Secretarial Studies

OUR SERVICES

Our Main services include the following:-

- ❖ Training in examinations based programs to full and part time course participants
- ❖ Participate in corporate social responsibility activities
- ❖ Accommodation and conference facilities
- ❖ Provide in and outside maintenance services
- ❖ Repair and provide maintenance services
- ❖ Carry out research and consultancy services in business management, leadership, customer care among others
- ❖ Offer sports and recreational services
- ❖ Guidance and counseling services to course participants, staff and the local community

OUR SERVICES DELIVERY STANDARDS

Our clients and stakeholders should expect high standards of service delivery. We shall endeavor to provide services as follows:

1. Train in
 - ❖ Diploma courses for 2 to 3 years and examined by KNEC
 - ❖ Craft courses for 2 years and examined by KNEC
 - ❖ Modular Diploma and certificate courses for 6 months per module and examined by KNEC
 - ❖ KATC/CPA/CPS for 6 months per section and examined by KASNEB
2. Attend to visitors enquiries in a respectful and timely manner
3. Attend to all telephone calls promptly by the third ring
4. Respond to all enquiries in not more than 2 days
5. Handle students' complaints immediately
6. Solve Students' indiscipline cases within 2 weeks
7. Give notice of 14 days for meetings to customers, stakeholders and clients
8. Process payment of goods and services within 1 month upon submission of accurate invoices and other supportive documents in line with procurement Act
9. Prepare books of accounts for audit by 1st August yearly
10. Carry out emergency repairs immediately and major ones as per schedule
11. Complete long term projects within the contract period
12. Submit statutory remissions as per stipulated time

8. CERTIFICATE COURSES

1. Motor Vehicle Mechanics
2. Electrical Installation
3. Electronic Engineering
4. Fabrication and Welding
5. Mechanical Engineering
6. Masonry
7. Carpentry and Joinery
8. Food and Beverage Production, Sales and Service
9. Garment Making
10. Secretarial Studies
11. Sales and Marketing
12. Business Administration
13. Supplies Management

KASNEB COURSES

1. Certified Public Accountant (CPA Section 1 - 6)
2. Kenya Accountants Technician Certificate (KATC 1 and II)

OTHER COURSES

I. DIT (Directorate of Industrial Training) courses Grades III, II & I in:

1. Motor Vehicle Electricians
2. Motor Vehicle Mechanic
3. General Fitter
4. Arc welding
5. Masonry
6. Carpentry and Joinery
7. Tailoring and Dress Making
8. Electrical Wireman
9. Electrical Fitter
10. Wireman

II. Training in Solar Technology

III. Mobile Phone Technology

IV. Computer packages and other tailor made courses

V. Secretarial Studies single & Group - stages I, II & III

CONSULTANCY SERVICE

- ❖ Customer Care
- ❖ Public Relations
- ❖ Management and Leadership Skills
- ❖ Guidance and Counseling
- ❖ Marketing Entrepreneurship
- ❖ Communication
- ❖ Financial Management and taxation
- ❖ Specialized Engineering Services (Drafting, Design, Refrigeration and Air Conditioning)
- ❖ Research
- ❖ Fault Diagnosis (Motor)
- ❖ Performances Contracting and Strategic Planning

FEEDBACK

- Complains, compliments and suggestions should be forwarded to HODs and in case of appeals, to the Principal
- Feedback may be channelled via telephone, letters, e-mail or suggestion boxes
- Confidentiality and privacy shall be respected
- All feedback shall be addressed to within 7 days

Transparency

Transparency

OUR CONTACT PERSON

The Principal

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Machakos

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