

		
<b>Institution/Organization Name:</b>		KISIWA TECHNICAL TRAINING INSTITUTE		
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Education State Department for Vocational Technical Training		
<b>Economic Sector Alignment:</b>		Education		
<b>Big 4 Alignment:</b>		None		
<b>Accounting Officer:</b>		Dr. Godfrey Murunga		
<b>Period: FY</b>		2021/22		
<b>Process Documentation</b>				
<b>Service Name</b>		<b>Inquiry</b>		
<b>Brief Description</b> Document Purpose/Service		Involves a customer making an inquiry about a service/office or item		
<b>Document Control:</b> Change Record/ Version Number		Version 1		
<b>Process Owner:</b> Name and Position		Dominic Barasa - Customer Care liaison officer		
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s)</b> Name and Position				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	This procedure shall start with the customer making a formal inquiry to the customer care office	Immediately	Customer care officer	
2	The customer care officer shall review the inquiry and ascertain if the he/she serve the customer	Immediately	Customer care officer	
3	In the event that the customer care officer does not have the capacity to serve the customer, then he/she can refer them to the relevant office and issue the customer with a feedback form	5 minutes	Customer care officer	
4	The procedure shall be deemed complete after the customer returns fully filled customer feedback form.		Customer care officer	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		

			
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<b>Economic Sector Alignment:</b>		Education	
<b>Big 4 Alignment:</b>		None	
<b>Accounting Officer:</b>		Dr. Godfrey Murunga	
<b>Period: FY</b>		2021/22	
<b>Process Documentation</b>			
<b>Service Name</b>		<b>Issue of transcripts for end of term exams.</b>	
<b>Brief Description</b> Document Purpose/Service		Trainees are to be issued with academic reports/progressive reports each term	
<b>Document Control:</b> Change Record/ Version Number		Version 1	
<b>Process Owner:</b> Name and Position		Jane Wamalwa - DPAC	
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator	
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>
1	Upon completion of marking, the HOD shall convene a departmental award meeting to discuss, analyze the results and prepare departmental mark sheet	7 days	Principal's secretary
2	Upon approval of the awards, the DPAC shall sign the award sheets and forward them to the Principal for signing and release of results as per the current academic policy	Immediately	Principal
3	Upon approval of the awards the DPAC shall ensure the validated marks are entered into the MIS within 7 days after Academic Board Meeting.	7 days	DPAC



4	The result slips shall be issued in accordance with the current academic policy and the procedure shall be deemed complete.	7 days	HOD
<b>EXCEPTIONS TO NORMAL FLOWS</b>			
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>
		There are no exceptions to this procedure	
<b>Process Maps/visuals</b>			



 REPUBLIC OF KENYA		 KIS.T.T.I	
<b>Institution/Organization Name:</b>		KISIWA TECHNICAL TRAINING INSTITUTE	
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>		Ministry of Education State Department for Vocational Technical Training	
<b>Economic Sector Alignment:</b>		Education	
<b>Big 4 Alignment:</b>		None	
<b>Accounting Officer:</b>		Dr. Godfrey Murunga	
<b>Period: FY</b>		2021/22	
<b>Process Documentation</b>			
<b>Service Name</b>		<b>Response to written correspondence</b>	
<b>Brief Description</b> Document Purpose/Service			
<b>Document Control:</b> Change Record/ Version Number		Version 1	
<b>Process Owner:</b> Name and Position		Godfrey Murunga - Principal	
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator	
<b>Process Reviewer (s)</b> Name and Position			
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>

1	Any official letter shall be received by the Principal's secretary, opened, recorded in the communication register and forwarded to the Principal for action.	24hrs	Principal's secretary
2	Upon receipt the Principal shall take action or "Attention" to the relevant officer and forward	Immediately	Principal
3	Upon receipt, the officer shall give the feedback to the principal who instructs the secretary to document it	3 days	Principal
4	The procedure shall be deemed complete when the secretary sends the feedback to the sender.	24hrs	Customer care officer
<b>EXCEPTIONS TO NORMAL FLOWS</b>			
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>
		There are no exceptions to this procedure	
<b>Process Maps/visuals</b>			

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<b>Economic Sector Alignment:</b>		Education
<b>Big 4 Alignment:</b>		None
<b>Accounting Officer:</b>		Dr. Godfrey Murunga
<b>Period: FY</b>		2021/22
<b>Process Documentation</b>		
<b>Service Name</b>	<b>Disposal of disciplinary cases for students</b>	
<b>Brief Description</b> Document Purpose/Service		
<b>Document Control:</b> Change Record/ Version Number	Version 1	
<b>Process Owner:</b> Name and Position	Godfrey Murunga - Principal	

<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s) Name and Position</b>				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	This procedure shall start with any member of staff receiving information on or observing an indiscipline case	24hrs	Principal's secretary	
2	The HOD/ DOS shall record the case in the Discipline Register and give a verbal or written warning, counsel or recommend for further action by the G & C coordinator or the DPAD	2 days	HOD/DOS	
3	Upon receipt of the case, the DPAD shall record it in the Major/Minor offences book validate the case and conduct investigations	Immediately	DPAD	
4	The DPAD shall convene a disciplinary committee meeting to determine the case and present a report to the principal for further action.	3 days		
5	In the event of suspension the student shall appear before the disciplinary committee after the expiry of the suspension period for a hearing. During the hearing, the committee shall allow the student to express himself/herself before deliberating on the most appropriate action to take. If the student expresses remorse he/she shall be allowed to commit himself/herself in writing that he/she will be of good conduct.	24 hrs	DPAD	
6	In the event the discipline warrants expulsion the DPAD shall forward the report to the Principal for presentation to the BOG for action.	1 Day	DPAD	
7	In acting, the BOG shall give a hearing to the student and the parent before deliberating on the most appropriate action as guided by the TVET Act. 2013.	14 days	Principal	
8	In the event that BOG establishes that the indiscipline case does not warrant expulsion they shall issue the student with a warning letter and allow the student to go back to class with commitment in writing.	24hrs	Principal	
9	In case the BOG approves the recommendation from the disciplinary committee, the Principal shall seek the approval from the Ministry.	3 days	Principal	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		
<b>Process Maps/visuals</b>				

				
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<b>Economic Sector Alignment:</b>		Education		
<b>Big 4 Alignment:</b>		None		
<b>Accounting Officer:</b>		Dr. Godfrey Murunga		
<b>Period: FY</b>		2021/22		
<b>Process Documentation</b>				
<b>Service Name</b>		<b>Issue of official receipts</b>		
<b>Brief Description</b> Document Purpose/Service		The purpose of this procedure is to ensure accountability, transparency, consistency, effectiveness and timeliness in revenue collection in the Institute		
<b>Document Control:</b> Change Record/ Version Number		Version 1		
<b>Process Owner:</b> Name and Position		Moses Fwamba – Finance Officer		
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s)</b> Name and Position				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	This procedure shall start with the customer issuing money through applicable channels i.e. Mobile money transfer, Cheque, etc (No cash payment nor personal cheques allowed)	Immediately	FO	
2	Upon receipt, the FO shall issue an official receipt.	Immediately	FO	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		
<b>Process Maps/visuals</b>				

				
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<b>Economic Sector Alignment:</b>		Education		
<b>Big 4 Alignment:</b>		None		
<b>Accounting Officer:</b>		Dr. Godfrey Murunga		
<b>Period: FY</b>		2021/22		
<b>Process Documentation</b>				
<b>Service Name</b>		<b>Sale of tender documents.</b>		
<b>Brief Description</b> Document Purpose/Service		The purpose of this procedure is to ensure effectiveness, efficiency, timeliness, consistency and transparency in procurement.		
<b>Document Control:</b> Change Record/ Version Number		Version 1		
<b>Process Owner:</b> Name and Position		Procurement Officer		
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s)</b> Name and Position				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	These procedure shall start from the procurement office by preparing Tender documents for sale after advertisement.	21 days	PO	
2	Upon the sale of the Tender document, the FO shall issue the bidder with an official receipt of the Institute.	Immediately	FO	
3	Upon receipt of the document, the bidder shall sign the tender sale register.	Immediately	PO	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		
<b>Process Maps/visuals</b>				



			
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<b>Economic Sector Alignment:</b>		Education	
<b>Big 4 Alignment:</b>		None	
<b>Accounting Officer:</b>		Dr. Godfrey Murunga	
<b>Period: FY</b>		2021/22	
<b>Process Documentation</b>			
<b>Service Name</b>		<b>Payment of valid invoices</b>	
<b>Brief Description</b> Document Purpose/Service		This procedure applies to invoice payments made by the Institute.	
<b>Document Control:</b> Change Record/ Version Number		Version 1	
<b>Process Owner:</b> Name and Position		Finance Officer	
<b>Process Writer (s);</b> Name and Position		Neddy Sasala – PC Coordinator	
<b>Process Reviewer (s)</b> Name and Position			
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>
1	This procedure shall start with the Principal receiving an invoice from a supplier/creditor	Immediately	Principal
2	Upon receipt, the Principal shall ensure it is recorded in the incoming mail register	Immediately	FO
3	The Principal shall then attention it to the FO for appropriate action within one week.	Immediately	Principal
4	Upon receipt, the FO shall immediately forward it to the PO for verification as per the LSO/LPO/Delivery	Immediately	FO



	note/Completion Certificates/Contract agreement as applicable.		
5	In the event the PO establishes an anomaly, she/he shall make recommendations to the respective supplier/creditor.	3 days	PO
6	Upon verification, the PO shall forward the invoice with supporting documents to the FO within a week.	7 days	PO
7	Upon receipt, the FO shall prepare a payment voucher basing on the information in the invoice and the supporting documents.	14 Days	FO
<b>EXCEPTIONS TO NORMAL FLOWS</b>			
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>
		There are no exceptions to this procedure	
<b>Process Maps/visuals</b>			

 REPUBLIC OF KENYA		 KIS.T.T.I
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<b>Economic Sector Alignment:</b>		Education
<b>Big 4 Alignment:</b>		None
<b>Accounting Officer:</b>		Dr. Godfrey Murunga
<b>Period: FY</b>		2021/22
<b>Process Documentation</b>		
<b>Service Name</b>	<b>Admission of students.</b>	
<b>Brief Description</b> Document Purpose/Service	This procedure applies to admission of new students and registration of continuing students in the Institute.	
<b>Document Control:</b> Change Record/ Version Number	Version 1	
<b>Process Owner:</b> Name and Position	Registrar	

<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s) Name and Position</b>				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	This shall start with the Registrar receiving new trainees and ensure they have the following duly filled where applicable; a. Admission letter b. Medical report c. Pass ports (4) d. Applicable academic documents	Immediately	Registrar	
2	Upon receipt of the above documents, the registrar shall issue admission form to the trainee for filling and signing.	Immediately	Registrar	
3	The registrar shall receive dully filled and signed admission form from the trainee and file them in the trainee’s personal file and identify it as per procedure no 2 in the administration procedures manual and key in the trainee’s details in the MIS system.	10mins	Registrar	
4	The registrar shall forward the file to the accounts office for receipting of fee payment as applicable.	Immediately	Registrar	
5	Upon verification of fee payment where applicable, the registrar shall issue clearance form to the trainee to be cleared	Immediately	Registrar	
6	Upon verification of completion of clearance of the trainee by the relevant officers, the registrar shall issue the trainee with class attendance cards and update class card issuance register.	Immediately	Registrar	
7	The registrar shall direct the trainee to the DOS/ HOD as applicable	Immediately	Registrar	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		
<b>Process Maps/visuals</b>				



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<b>Economic Sector Alignment:</b>	Education
<b>Big 4 Alignment:</b>	None
<b>Accounting Officer:</b>	Dr. Godfrey Murunga
<b>Period: FY</b>	2021/22

#### Process Documentation

<b>Service Name</b>	<b>Orientation and induction of students.</b>
<b>Brief Description</b> Document Purpose/Service	The purpose of this procedure is to ensure effectiveness, efficiency, timeliness, fairness and consistency in the orientation of students in the institute.
<b>Document Control:</b> Change Record/ Version Number	Version 1
<b>Process Owner:</b> Name and Position	Dean of Students
<b>Process Writer (s);</b> Name and Position	Neddy Sasala – PC Coordinator
<b>Process Reviewer (s)</b> Name and Position	

#### STEPS/FLOW/SEQUENCE



Step	Event/Activity/Action	Time/No. of Days	Actor
1	Upon approval of orientation programme, the DOS shall circulate the program to the respective facilitators, staff and students for noting and implementation.	14 days	DOS
2	On the scheduled date of the orientation the DOS shall ensure that the program is adhered to and record registration of attendance.	Immediately	DOS
3	The DOS shall prepare a report on the program and submit it to the Principal for information and the procedure will be deemed complete.	Immediately	DOS



#### EXCEPTIONS TO NORMAL FLOWS

Title	No.	Description	Time	Actor
		There are no exceptions to this procedure		



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<b>Economic Sector Alignment:</b>		Education	
<b>Big 4 Alignment:</b>		None	
<b>Accounting Officer:</b>		Dr. Godfrey Murunga	
<b>Period: FY</b>		2021/22	
<b>Process Documentation</b>			
<b>Service Name</b>		<b>Marking and return of scripts to students</b>	
<b>Brief Description</b> Document Purpose/Service		This procedure applies to marking examination scripts in the Institute.	
<b>Document Control:</b> Change Record/ Version Number		Version 1	
<b>Process Owner:</b> Name and Position		DPAC	
<b>Process Writer (s);</b> Name and Position		Neddy Sasala – PC Coordinator	
<b>Process Reviewer (s)</b> Name and Position			
<b>STEPS/FLOW/SEQUENCE</b>			
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>
1	This procedure shall start with the Trainer collecting the exam scripts from the DEO and signing for the same in the exam scripts form	Immediately	DEO
2	Upon receiving of the exam scripts, the ST shall mark the scripts and prepare subject mark sheet within seven days after completion of the last exam paper	7 days	ST
3	The procedure shall be deemed complete after the marked scripts are handed back to students	Immediately	DOS
<b>EXCEPTIONS TO NORMAL FLOWS</b>			
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>
		There are no exceptions to this procedure	

				
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<b>Economic Sector Alignment:</b>		Education		
<b>Big 4 Alignment:</b>		None		
<b>Accounting Officer:</b>		Dr. Godfrey Murunga		
<b>Period: FY</b>		2021/22		
<b>Process Documentation</b>				
<b>Service Name</b>		<b>Commencement of lessons.</b>		
<b>Brief Description</b> Document Purpose/Service		This procedure applies to the teaching in the institute.		
<b>Document Control:</b> Change Record/ Version Number		Version 1		
<b>Process Owner:</b> Name and Position		DPAC		
<b>Process Writer (s);</b> Name and Position		Neddy Sasala – PC Coordinator		
<b>Process Reviewer (s)</b> Name and Position				
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	Upon preparation of departmental timetable the HOD shall validate it and forward to the DPAC for approval by the official day of closing of the preceding term.		HOD	
2	Upon receipt of the approved timetable, the HOD shall communicate it to the departmental staff and students	Immediately	HOD	
3	The ST and students shall make reference to the timetable and proceed to the allocated room for lesson.	Immediately	ST, Students	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		

				
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<b>Economic Sector Alignment:</b>		Education		
<b>Big 4 Alignment:</b>		None		
<b>Accounting Officer:</b>		Dr. Godfrey Murunga		
<b>Period: FY</b>		2021/22		
<b>Process Documentation</b>				
<b>Service Name</b>		<b>Assessment of students on attachment</b>		
<b>Brief Description</b> Document Purpose/Service		The purpose of this procedure is to ensure effectiveness, efficiency, timeliness, fairness and consistency in industrial assessment and grading of attachés.		
<b>Document Control:</b> Change Record/ Version Number		Version 1		
<b>Process Owner:</b> Name and Position		IAC		
<b>Process Writer (s); Name and Position</b>		Neddy Sasala – PC Coordinator		
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/No. of Days</b>	<b>Actor</b>	
1	Upon approval of assessment schedule, the IAC shall arrange assessment materials / resources	30 days	IAC	
2	The IAC shall convene a briefing meeting with the assessors and issue the documents	Immediately	HOD	
3	The IAC shall ensure that the attachés are assessed as per the assessment schedule.	15 days	IAC	
4	Upon completion of the exercise the IAC shall ensure that attaché log books, confidential reports and the student's final report are collected at the end of the second week of the new term	2 weeks	IAC	
<b>EXCEPTIONS TO NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
		There are no exceptions to this procedure		