



TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING AUTHORITY

CUSTOMERS SERVICE DELIVERY CHARTER

Vision: A coordinated, labour-market responsive TVET system, delivering a high quality competent workforce for sustainable economic, social and environmental development.

Mission: To regulate, coordinate, promote and develop TVET through registration, licensing, accreditation and development of institutions, programs and trainers for delivering a labour market relevant and competent workforce.

Service	Requirements	Gazette Charges (Kshs)	Timeline	
Calls and SMS	Correspondence Received	Free	Immediately	
Response to public correspondence	Correspondence Received	Free	1 Week	
Letter of no objection	<ul style="list-style-type: none"> • A valid copy of letter of reservation of the name from Registrar General • A copy of dully completed BN2 form 	Free	3 days	
Initial inspection for registration of TVET institution and licensing	1 st 10 courses Duly completed application forms	Vocational Training Center	5,000	3 months
		Technical and Vocational College	20,000	
		Teacher Trainer College	30,000	
		National Polytechnic	30,000	
	Courses in excess of the 1 st 10 above Duly completed application forms	Trade Test or Artisan	3,000	3 months
		Craft, Diploma or Higher/Advanced Diploma	5,000	
Expansion of Students Enrolment	Duly completed application forms	Vocational Training Center	5,000	3 months
		Technical and Vocational College	15,000	
		Teacher Trainer College/ National Polytechnic	20,000	
	Duly completed application forms	Vocational Training Center	3,000	

Renewal of registration after Five Year upon expiry of certificate		Technical and Vocational College	10,000	3 months
		Teacher Trainer College/ National Polytechnic	15,000	
Preparation of Registration and /or training license	TVETA Board paper for approval		As per gazetted charges	2 weeks
Approval of Change of institution's Name /Ownership /Management	Duly completed application forms		5,000	1 week
Annual quality assurance fee per student enrolled	Duly filed annual returns		500	Annual
Reassessment of an institution due to an appeal	Submission of an appeal		100% of registration fee	3 months
Accreditation of foreign institutions	Duly completed application forms	Evaluation of documentation	US\$1,500	3 months
		Accreditation per program	US\$300	
Initial registration and licensing of a TVET trainer	Duly completed application form		1,000	30 days
Renewal of trainer license every three years	Duly completed application form		500	
Recognition and Equation (REQ) of a Skills certificate or diploma	Submission of request and certified copies of qualification		5,000	30 days
Subsequent REQ of a Skills certificate or diploma	Submission of request and certified copies of qualification		3,000	30 days
Express REQ of a Skills certificate or diploma	Submission of request and certified copies of qualification		10,000	1 day
REQ for prospective employers or Any Other Body within Kenya	Submission of request and certified copies of qualification		10,000	1 week
REQ for prospective employers or Any Other Body outside Kenya	Submission of request and certified copies of qualification		US\$ 300	1 week
Resolution of public complaints	Formal submission of a complain		Free	30 days
Receipting payment of fess	Submission of banker's cheque, pay in bank slip, money order, EFT notification		Free	Immediately
Payment to creditors	Submission of Invoice; LPO; delivery note		Free	1 month
Payment for services rendered	Submission of Signed delivery note from store; triplicate copy of LSO; invoice		Free	1 week
Request for Quotations (RFQs)	Submission of approved purchase requisition or memo from user/store		Free	2 days
Submission of RFQs	Submission of Request for Quotation (S. 10) form and Business Questionnaire (S. 33)		Free	As specified in RFQ but

			within 7 days
Invitation of Tenders	Submission of Bid documents and Business Questionnaire (S. 33)	Free	7 days
Purchase of Tender documents	Payment of Kshs. 1,000/=	Free	14 days
Preparation of Tenders (by tenderers)	Submission of Bid documents	Free	7 days
Opening of Tenders/RFQs	Tender opening register. Attendance Register for Tenderers/ Bidders	Free	Immediately after closing
Tender processing and Award	Minutes of evaluation; Letter of notification of award; Letter of acceptance from tenderer/bidder; Issuing of LPO/LSO.	Free	30 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

a. The CEO/Director General

TVET Authority

P.O. Box 35626-00100, Nairobi

Tel : +254 (0)20 2392140

Email : info@tvetauthority.go.ke

b. The Commission Secretary/Chief Executive Officer, Commission on

Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi.

P.O. Box 20414-00200 Nairobi

Tel : +254 (0)20 240337/0722970604

Email : info@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT

TVETA IS AN ENVIRONMENT- FRIENDLY INSTITUTION