BETTI
SERVICE EXCELLENCE

BELGUT TECHNICAL TRAINING INSTITUTE

SERVICE DELIVERY CHARTER

Skills for Industrialization | Clear requirements. Transparent costs. Timely service.

SERVICE	REQUIREMENTS	COST	TIMELINE
ENQUIRIES AND ADMISSION			
Handling of enquiries	None	Free	Within 45 minutes of visit
Response to correspondence	Receipt of enquiry	Free	Within 7 working days
APPLICATION OF COURSE			
Application of courses	KUCCPS admissions; direct application (walk in)	KUCCPS: Kshs. 1,500 (paid by KUCCPS, as printed); direct application: Kshs. 500	Applications are made when the KUCCPS portal is open. Admission letters are issued at least 2 weeks before the date of admission. Within 1 day.
Communication to successful applicants	Proper mailing address	Free	Within 7 working days
Admission and registration	Complete admission letter; originals and copies of results slip/certificate, National ID, birth certificate and leaving certificate; passport photographs; payment of required fee for the course	Free	Within same day of reporting
Issuance and replacement of institute identity card	Report to registry; pay required fee	Fulfilment of admission requirements; Kshs. 300	Within 1 week
TUITION			
Tuition	Registration; attendance	Meet admission and progression requirements	As per term dates

SERVICE	REQUIREMENTS	COST	TIMELINE
ASSESSMENT			
Internal examination	As stipulated in academic policy; exam card	As per fees structure	As per exam schedule
Supplementary exams	Sit for an end-stage exam; academic board recommendation	As per fees structure	As per exam schedule
Special exams	Application to academic board; academic board recommendation	As per fees structure (shared cell in source)	As per exam schedule (shared cell in source)
Registration for external exams	Full payment of required fees; originals and copies of relevant documents: previous exam result slip, National ID, birth certificate; digital passport-sized photograph	Full institute and examination fee payment	As per exam schedule
CERTIFICATION			
Issuance of transcripts	Passed stage exam	Free	1 month after release of results
Issuance of leaving certificate	Course completion; “Completed Institute” (wording as printed)	Free	Immediately after completion of external exams
Issuance of end-of-term report forms	Sat all end-term exams	Free	Within one week of opening
Issuance of external result slips and certificates	Fee clearance; duly filled clearance form	Free	Within a day
RECEIPTING			
Receipt of fees and issuing of receipts	Money order; banker’s cheque; bank deposit slips	Free	Within 2 days
INDUSTRIAL ATTACHMENT			
Attachment of students — eligibility	Full payment of fees; passed stage exams	Free	As per attachment schedule
Attachment of students — placement	Duly processed attachment requirements; communication of attachment placement location	Free	As per attachment schedule

Source: supplied institutional charter. English and Kiswahili versions differ in places. Blank or unclear source entries remain identified; consult the original document for clarification.