



# CITIZENS' SERVICE DELIVERY CHARTER

## OUR VISION

A Centre of excellence in curriculum development, assessment, and competence certification in TVET for creation of a globally competitive labour force

## OUR MISSION

To provide curricula, conduct assessments, and undertake competence certification in TVET for development of a labour force that meets industry needs.

## OUR CORE VALUES

- ★ Commitment
- ★ Adaptability
- ★ Professionalism
- ★ Teamwork
- ★ Inclusivity
- ★ Value-driven
- ★ Accountability
- ★ Transparency
- ★ Equity

# SERVICE PLEDGE TO OUR CLIENTS

S/No	Service/Good	Customer Obligation	User Charge	Time Frame
1.	Attendance at customer care desk/enquiries	1.1 To provide adequate and factual information 1.2 Clarity and Courtesy	Free	Immediately
	Respond to online enquiries a) Email b) Social Media	1.3 Lodge enquiries through the official email and social media pages 1.4 Clarity and Courtesy	Free	Within two (2) days
2.	Acknowledge and respond to all correspondences	2.1 To provide factual and timely information 2.2 Use correct channel of delivery	Free	Within Ten (10) working days
3.	Provision of Occupational Standards, Curriculum and Curriculum support materials	3.1 To send request through the portal 3.2 To make payment	Kshs 500 Occupational Standards Kshs 500 Curriculum Kshs 500 Mentoring tools Kshs 500 Learning Guides: Level 6-Kshs 3,000 Level 5-Kshs 2,000 Level 4-Kshs 1,000 Level 3-Kshs 600	Immediately

4.	Registration of Assessment Centre	<p>4.1 To make application through the Portal</p> <p>4.2 To provide TVET Authority Registration Certificate</p> <p>4.3 To provide TVET Authority license indicating accredited CDACC courses</p>	Kshs 10,000	Within Three(3) working days
5.	Registration of candidates for TVET-CDACC assessments	<p>5.1 To register all candidates accurately within the registration period</p> <p>5.2 To confirm the accuracy of the registration date</p> <p>5.3 To pay the requisite fees</p>	Fee charged depending on the assessment level and unit	One month
6.	Conduct of Assessment	<p><b>Field Administrators</b></p> <p>6.1 To adhere to rules and regulations governing assessment administration</p> <p>6.2 To conduct oneself with intergrity during assessment</p>	Free	As Timetabled
		<p><b>Candidates</b></p> <p>6.3 To make oneself available and sit for the assessment as timetabled</p> <p>6.4 To conduct oneself with intergrity during assessment</p>	Fee charged depending on the assessment level and unit	As Timetabled

7.	Release of assessment results	7.1 Access Competency Based Assessment(CBA) results after release	Free	8 weeks following the administration of the last paper
8.	Handling of assessment related queries	8.1 To channel all assessment related queries through the prescribed channels within 30 working days after release of assessment results	As prescribed in the assessment and certification framework	Thirty(30) working days
9.	Issuing of Results slips and certificates	9.1 To collect result slips and certificate from TVET CDACC Head Office 9.2 To provide introductory letter from the institution and identification documents	Free	Within Two(2) months after the release of results
10.	Recruiting of CBET Practitioners	10.1 Meet the selection criteria for each category 10.2 To provide accurate,adequate, factual and timely supporting documents and other relevant information	Kshs. 1,000	Twenty one (21)Working Days

11.	CBET Training	<p>11.1 To make formal request for the training</p> <p>11.2 To pay the requisite fee</p>	<ul style="list-style-type: none"> <li>★ (1-100) Kshs 160,000</li> <li>★ (101-200) Kshs 230,000</li> <li>★ (201-300) Kshs 300,000</li> <li>★ (301-400) Kshs 370,000</li> <li>★ (per person) Kshs 6,000)</li> </ul>	Within Seven (7) working Days
12.	Provision of Assessment Related Data	<p>12.1 To make formal request for data and indicate the purpose</p> <p>12.2 Provide clear information on the data required and supporting document</p> <p>12.3 To pay the service where applicable</p>	Varies according to the data required and agreement	Ten(10) working days from the date of receipt and documented evidence
13.	Payment of CBET Practitioners providing services on Council's behalf	<p>13.1 Successful completion of the assignment</p> <p>13.2 To provide accurate,adequate, factual and timely supporting documents</p>	Free	Thirty(30) working days from date of receipt of complete documentation in Finance
14.	Payment of suppliers	<p>14.1 Provide the following supporting documents:</p> <ul style="list-style-type: none"> <li>i. Original Invoice</li> <li>ii. Original Delivery Note</li> <li>iii. Copy of LPO/LSO/Contract</li> <li>iv. KRA Pin</li> <li>v. Bank Account</li> <li>vi. ETR</li> </ul>	Free	Within 30 days after concluding the process

# WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered 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:

**THE CEO TVET CDACC**  
**P.O BOX 15745-00100 NAIROBI**  
**Address: Absa Towers, 10th Floor, Loita Street**  
**Email: [info@tvetcdacc.go.ke](mailto:info@tvetcdacc.go.ke)/[complains@tvetcdacc.go.ke](mailto:complains@tvetcdacc.go.ke)**  
**Tel No: +254758037608**  
**Website: [www.tvetcdacc.go.ke](http://www.tvetcdacc.go.ke)**  
**X: [@cdacc\\_tv](#)**  
**Facebook: Tvet Cdacc Page**

**The Commission Secretary/Chief Executive Officer,**  
**Commission on Administrative Justice**  
**2nd Floor, West End Towers**  
**Waiyaki Way, Nairobi**  
**P.O BOX 2044-00200 Nairobi**  
**Tel: +254 (0)20 2270000/2303000**  
**Email: [feedback@ombudsman.go.k](mailto:feedback@ombudsman.go.k)**

**Office working hours: Monday to Friday 8:00 am - 5:00pm**