



CITIZENS' SERVICE DELIVERY CHARTER

OUR VISION

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

OUR MISSION

To provide competence based TVET curricula, assessment and certification for development and advancement of labour force in line with industry training expectations

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	Immediate
	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	Ksh 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 Centres	4.1 To make application through the Portal 4.2 To provide TVET Authority Registration Certificate 4.3 To provide TVET Authority license indicating accredited CDACC courses	Kshs. 10,000	Within Three (3) working days
5.	Registration of candidates for TVET-CDACC assessments.	5.1 To register all candidates accurately within the registration period. 5.2 To confirm the accuracy of the registration data 5.3 To pay the requisite fees	Fee charged depending on the assessment level and No. of units	One month
6.	Conduct of Assessment	6.1 Field Administrators 6.2 To adhere to rules and regulations governing assessment administration 6.3 To conduct oneself with integrity during assessment	Free	As Timetabled
		6.4 Candidates 6.5 To make oneself available and sit for the assessment as timetabled. 6.6 To conduct oneself with integrity during assessment	Fee charged depending on the assessment level and unit	As Timetabled
7.	Release of assessment results	7.1 Provide accurate details during assessment registration 7.2 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.	Recruitment 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	11.1 To make formal request for the training 11.2 To pay the requisite fee	❖ (1-100) Kshs.160,000 ❖ (101-200) Kshs.240,000 ❖ (201-300) Kshs.320,000 ❖ (301-400) Kshs.400,000 ❖ (per person) Kshs.6,000	Within Seven (7) working Davs
12.	Provision of Assessment Related Data	12.1 To make formal request for data and indicate the purpose 12.2 Provide clear information on the data required and supporting document. To pay the service where applicable.	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	13.1 Successful completion of the assignment 13.2 To provide accurate, adequate, factual and timely supporting documents	Free	Thirty (30) working days from date of receipt of complete documentation in Finance
14.	Payment of suppliers	14.1 Provide the following supporting documents: i. Original Invoice ii. Original Delivery Note iii. Copy of LPO/LSO/Contract iv. KRA Pin v. Bank Account vi. ETR	Free	

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 / complains@tvetcdacc.go.ke
Tel No: +254758037608
Website: www.tvetcdacc.go.ke
CBET Portal: portal.tvetcdacc.go.ke
X: @cdacc_tvet
Face -Book: Tvet cdacc Page

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 2270000/2303000
Email: feedback@ombudsman.go.ke

Office working hours: Monday to Friday 8.00 am -5.00 pm