



# MINISTRY OF EDUCATION LARI TECHNICAL AND VOCATIONAL COLLEGE

P.O. BOX 10-00222 UPLANDS, KENYA

Email: [lari1tvc@gmail.com](mailto:lari1tvc@gmail.com)

Mobile: [0798595756](tel:0798595756)



### Motto

Quality skills for self-reliance.

### Vision

A Leader in equipping trainees with quality technical skills for self-reliance.

### Mission

To be a leading tertiary institution in imparting technical skills to meet National and Personal goals.

### Core values

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|-------------------|--------------------|
| 1. Integrity      | 4. Innovativeness  |
| 2. Team work      | 5. Professionalism |
| 3. Accountability | 6. Honesty         |

## SERVICE DELIVERY CHARTER

S.NO	Service rendered	Customer Requirements	Charges	Time frame of Service delivery	Service Point
1.	Application for courses	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Copies of Result K.C.S.E slip /certificate</li> <li>• Leaving certificate</li> <li>• ID Card</li> <li>• Birth Certificate</li> </ul>	Processing fee Ksh 200.00	As advertised	Registrar Office
2.	Communication to qualified applicants	<ul style="list-style-type: none"> <li>• Students mail</li> <li>• Mobile Number</li> </ul>	Free	1 day after selection	Registrar Office
3.	Admission	<ul style="list-style-type: none"> <li>• Register with registrar upon arrival</li> <li>• Fulfil admission requirements</li> </ul>	No Fee	1 hr	Registrar Office
4.	Teaching and training	<ul style="list-style-type: none"> <li>• Trainees abide by academic policy</li> </ul>	As per course requirements	Course duration	Classrooms, laboratory and workshops
5.	Administer exams	<ul style="list-style-type: none"> <li>• As per academic policy and the examination body KNEC or NITA</li> </ul>	As stipulated by the examining body	As stipulated by examining body	Lari TVC
6.	Release of internal/ external exams results	<ul style="list-style-type: none"> <li>• As per term's schedule of events.</li> <li>• As per examination body KNEC or NITA</li> </ul>	Free	As per term's schedule of events or examining body schedule	Registrar Office
7.	Issuing of leaving certificate	<ul style="list-style-type: none"> <li>• Submit completed clearance form</li> </ul>	Free	After clearance	Dean's Office
8.	Registration of continuing students	<ul style="list-style-type: none"> <li>• Qualified as per academic policy</li> <li>• college fee payment</li> </ul>	As per course fees structure	15 Minutes per student	Registrar Office
9.	Issuing of Students card	<ul style="list-style-type: none"> <li>• upon payments of college fees</li> <li>• registered student</li> </ul>	As per admission letter	4 weeks	Registrar Office
10.	Enquiry and reception services	<ul style="list-style-type: none"> <li>• Be courteous &amp; specific in your request.</li> <li>• Make clear &amp; specific enquires</li> </ul>	No Fee	Immediately	Reception Office
11.	Response to telephone calls	<ul style="list-style-type: none"> <li>• LARI TVC 0798595756</li> </ul>	No Fee	Immediately	Reception Office
12.	Response to written communication	<ul style="list-style-type: none"> <li>• LARI TVC Contacts</li> <li>• Email;lari1tvc@gmail.com</li> <li>• P.O. box 10-00222 Uplands, Kenya</li> </ul>	No Fee	As per request	Administration
13.	Resolving Public Complaints	<ul style="list-style-type: none"> <li>• Provide accurate and sincere information on the complaint</li> </ul>	No Fee	Depends on Complaint	Administration