



# Documentation of processes / procedures and relevant workflows

 REPUBLIC OF KENYA	 BUTERE TECHNICAL TRAINING INSTITUTE EDUCATION/VTT/KAKAMEGA OPENING DOORS TO GREAT CAREERS			
<b>Institution/Organization Name:</b>	BUTERE TECHNICAL TRAINING INSTITUTE			
<b>Affiliations; Ministry / Department/ County/Parent Company:</b>	EDUCATION/VTT/KAKAMEGA			
<b>Economic Sector Alignment:</b>				
<b>Big 4 Alignment:</b>				
<b>Accounting Officer:</b>	PRINCIPAL			
<b>Period: FY</b>	2021/22			
<b>Process Documentation</b>				
<b>Service Name</b>	<b>1. PROCESSING OF APPLICATION FOR ADMISSION</b>			
<b>Brief Description</b> Document Purpose/Service	THE ADMISSION PROCESS			
<b>Document Control:</b> Change Record/ Version Number	VOL 1			
<b>Process Owner:</b> Name and Position	REGISTRAR			
<b>Process Writer (s);</b> Name and Position	1.LYDIA ANDOVE (REGISTRAR)			
<b>Process Reviewer (s)</b> Name and Position	1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)			
<b>STEPS/FLOW/SEQUENCE</b>				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Download application form from buteretvc.ac.ke website or collect from registry office	Immediately	Applicant	
2.	Submission of the filled application letter to the registry office	Immediately	Applicant	
3.	Payment of admission processing fee of Kshs 300	Immediately	Applicant	
4.	Receipt and filing of application	5 minutes	Registry clerk	
5.	Verification of academic documents of application	5 minutes	Registry clerk	
6.	Issue of reference number, admission letter, fee structure, course requirement form, medical form, personal data form and college rules	10 minutes	Registry Clerk	
7.	Issue of admission number upon duly filing forms in 6 above.	1.5 hours	Registry clerk	
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
Title	No.	Description	Time	Actor
Trigger 1: Applicant present uncertified copies of academic documents	1.	The registry office advises the applicant to present original certificates	immediately	Registry clerk
	2.	The registration process suspended until the applicant presents original certificates	Immediately	Registry Clerk
Trigger 2: Failure to meet minimum academic qualification to course applied	1.	Applicant advised to apply for course qualified for	Immediately	Registry Clerk
<b>Process Maps/Visuals</b>				

Obtain application letter → Submission of application letter → Payment of admission fee → receipt and filing of application → Verification of academic documents → Issue of reference number, admission letter, fee structure, course requirement form, medical form, personal data form and college rules → Issue of admission number upon duly filing forms above.

<b>Service Name</b>		<b>2. DELIVERY OF SYLLABUS</b>		
<b>Brief Description</b> Document Purpose/Service		TRAINING PROCESS		
<b>Document Control:</b> Change Record/ Version Number		VOL 1		
<b>Process Owner:</b> Name and Position		TRAINER		
<b>Process Writer (s);</b> Name and Position		1.RICHARD YAHUMA (H.O.D e-learning)		
<b>Process Reviewer (s)</b> Name and Position		1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)		
<b>STEPS/FLOW/SEQUENCE</b>				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Conduct curriculum-based assessment (CBA)	5 hours	Head of department	
2.	Workload allocation	5 hours	Head of Department	
3.	Preparation of teaching timetable	14 days before opening of term	Head of Department	
4.	Preparation of teaching/ training/ assessment tools	10 days before opening of term	Trainer	
5.	Attend theory and practical classes	Prescribed contact hours	Trainer/Trainee	
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
Title	No.	Description	Time	Actor
Trigger 1: Trainee not registered in admission office	1.	Head of Department advises the trainee to be registered at the registry office	Immediately	Head of Department
<b>Process Maps/Visuals</b>				
Conduct curriculum-based assessment (CBA)→ Workload allocation → Preparation of teaching timetable → receipt and filing of application → Verification of academic documents → Preparation of teaching/ training/ assessment tools → Attend theory and practical classes.				
<b>Service Name</b>		<b>3. FEEDBACK ON INTERNAL EXERMINATION</b>		
<b>Brief Description</b> Document Purpose/Service		INTERNAL ASSESMENT PROCESS		
<b>Document Control:</b> Change Record/ Version Number		VOL 1		
<b>Process Owner:</b> Name and Position		EXAMINATION OFFICER		
<b>Process Writer (s);</b> Name and Position		1.PETER ANDALO (EXAMINATION OFFICER)		
<b>Process Reviewer (s)</b> Name and Position		1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)		
<b>STEPS/FLOW/SEQUENCE</b>				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Setting moderation and printing of End of term examination	1 week before commencement of the term	Trainer in charge	

2.	Setting and scheduling of CAT	5 <sup>th</sup> week of the term	Head of Department
3.	Sitting of CAT	6 <sup>th</sup> week of the term	Trainee
4.	Marking and entry of CAT scores	6 <sup>th</sup> week of the term	Trainer
5.	Preparation of end of term examination timetable and issuance of examination cards	14 days before the commencement date	Examination officer
6.	Administration and sitting of end of term examination	2 weeks	Trainer/trainee
7.	Marking of end of term examination	14 days after end of examination.	Trainer
8.	Departmental awards	3 <sup>rd</sup> week after end of examination	Trainer/H.O. D
9.	Marks entry to the ERP system	4 <sup>th</sup> week after end of examination	Departmental examination officer/H.O. D
10.	Printing of academic transcripts	4 <sup>th</sup> week after end of term examination	Examination officer
11.	Issuance of transcripts	2 <sup>nd</sup> week of the following term	Registrar

#### EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
Trigger 1: trainee fails to sit for CAT or end of term examination	1.	The system awards a course requirement not met (CRNM) on the trainee transcript	Immediately	ERP system
Trigger 2: trainee fails to meet a threshold of 75% class attendance	1.	The system awards a course requirement not met (CRNM) on the trainee transcript	Immediately	ERP system

#### Process Maps/Visuals

Setting moderation and printing of End of term examination→ Setting and scheduling of CAT→ Sitting of CAT→ Marking and entry of CAT scores→ Preparation of end of term examination timetable and issuance of examination cards→ Administration and sitting of end of term examination→ Marking of end of term examination→ Departmental awards→ Marks entry to the ERP system→ Printing of academic transcripts→ Issuance of transcripts.

<b>Service Name</b>	<b>4. PROVISION OF APPROPRIATE AND RELEVANT TEACHING AND LEARNING FACILITIES.</b>
<b>Brief Description</b> Document Purpose/Service	TRAINING PROCESS
<b>Document Control:</b> Change Record/ Version Number	VOL 1
<b>Process Owner:</b> Name and Position	HEAD OF DEPARTMENT
<b>Process Writer (s);</b> Name and Position	1. LYDIA ANDOVE (REGISTRAR)
<b>Process Reviewer (s)</b> Name and Position	1. AKATU JACKSON (QUALITY ASSURANCE OFFICER)

#### STEPS/FLOW/SEQUENCE

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Payment of tuition fees	1 day	Trainee
2.	Provision of teaching and training resources	Prescribed contact hours	Trainer
3.	Attend all classes and learning activities pertaining to course	Prescribed contact hours	Trainee

#### EXCEPTIONS TO THE NORMAL FLOWS

Title	No.	Description	Time	Actor
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Trigger 1:	1.			
<b>Process Maps/Visuals</b>				
<b>Process Documentation</b>				
<b>Service Name</b>		<b>5. RESPONSE TO CORRESPONDANCE</b>		
<b>Brief Description</b> Document Purpose/Service		COMMUNICATION PROTOCOL		
<b>Document Control:</b> Change Record/ Version Number		VOL 1		
<b>Process Owner:</b> Name and Position		PRINCIPAL		
<b>Process Writer (s);</b> Name and Position		1.WALUMOLI ABRAHAM EUGENE (PC COORDINATOR)		
<b>Process Reviewer (s)</b> Name and Position		1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)		
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/ No. Of Days</b>	<b>Actor</b>	
1.	Receipt of the information	Immediately	Principal	
2.	Processing of the information	1 day	Principal	
3.	Forwarding of the issue to appropriate officer for attention	1 day	Principal	
4.	Address the issue	1 day	Respective officer	
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Trigger 1:	1.			
<b>Process Maps/Visuals</b>				
Receipt of the information→ Processing of the information→ Forwarding of the issue to appropriate officer for attention→ Address the issue				
<b>Service Name</b>		<b>6. DISSEMINATION AND IMPLEMENTATION OF INSTITUTIONAL POLICY GUIDELINES</b>		
<b>Brief Description</b> Document Purpose/Service		INTERNAL QUALITY ASSURANCE PROCESS		
<b>Document Control:</b> Change Record/ Version Number		VOL 1		
<b>Process Owner:</b> Name and Position		HEADS OF DEPARTMENT/HEADS OF SECTIONS		
<b>Process Writer (s);</b> Name and Position		1. AKATU JACKSON (QUALITY ASSURANCE OFFICER)		
<b>Process Reviewer (s)</b> Name and Position		1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)		
<b>STEPS/FLOW/SEQUENCE</b>				
<b>Step</b>	<b>Event/Activity/Action</b>	<b>Time/ No. Of Days</b>	<b>Actor</b>	
1.	Identify relevant policy	Immediately	Client	

2.	Present inquiry	Immediately	Client	
3.	Place request to relevant office	Immediately	Client	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: Unavailability of the policy	1.	The client shall be advised to		
Process Maps/Visuals				
Identify relevant policy→ Present inquiry→ Place request to relevant office				
Service Name		<b>7. PAYMENT FOR GOODS AND SERVICES</b>		
Brief Description Document Purpose/Service		PROCUREMENT PROCEDURES		
Document Control: Change Record/ Version Number		VOL 1		
Process Owner: Name and Position		EPHRAHIM AMIEKHALA (PROCUREMENT OFFICER)		
Process Writer (s); Name and Position		1. EPHRAHIM AMIEKHALA (PROCUREMENT OFFICER) 2. SIMON KAVUNGA (FINANCE OFFICER)		
Process Reviewer (s) Name and Position		1. AKATU JACKSON (QUALITY ASSURANCE OFFICER) 2.		
STEPS/FLOW/SEQUENCE				
Step	Event/Activity/Action	Time/ No. Of Days	Actor	
1.	Need identification by the user department	One day	User department	
2.	Budgeting for the need identified	3 days	Accounting officer, procurement officer and finance	
3.	Identification of the procurement method	14 days	Procurement officer	
4.	Making an order to the supplier who merits giving L.P. O	1 day	Procurement officer	
5.	Delivery of goods by the supplier to the central store with relevant documents such as delivery note, invoice	7 days	The bidder/ supplier	
6.	Receiving of the goods at the store. Inspection and acceptance is done	1 day	Store/ inspection committee	
7.	Submission of the documents to the finance (invoice attached with delivery note, goods received note, inspection certificate)	1 day	Store keeper	
8.	Payment by the finance department	30 days	Accounting officer/ finance officer	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Trigger 1: supply of substandard goods	1.	The inspection committee rejects the supplied goods and recommends for supply of the recommended goods	Immediately	Inspection committee
Process Maps/Visuals				

Need identification by the user department→ Budgeting for the need identified→ Identification of the procurement method→ Making an order to the supplier who merits giving L.P. O→ Delivery of goods by the supplier to the central store with relevant documents such as delivery note, invoice→ Receiving of the goods at the store. Inspection and acceptance is done→ Submission of the documents to the finance (invoice attached with delivery note, goods received note, inspection certificate→ Payment by the finance department

<b>Service Name</b>	<b>8. ENQUIRIES</b>
<b>Brief Description</b> Document Purpose/Service	DISCLOSURE OF INFORMATION
<b>Document Control:</b> Change Record/ Version Number	VOL 1
<b>Process Owner:</b> Name and Position	PRINCIPAL
<b>Process Writer (s);</b> Name and Position	1.WALUMOLI ABRAHAM EUGENE (PC COORDINATOR)
<b>Process Reviewer (s)</b> Name and Position	1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)

**STEPS/FLOW/SEQUENCE**

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Visit the customer care desk/ reception	Immediately	Client
2.	Relaying verbal or written inquiry	Immediately	Client
3.	Relaying of written inquiry	7 days	client
4.	Respond to the inquiry	Immediately	Secretary

**EXCEPTIONS TO THE NORMAL FLOWS**

Title	No.	Description	Time	Actor
Trigger 1:	1.			

**Process Maps/Visuals**

**Process Documentation**

<b>Service Name</b>	<b>9. ANSWER TELEPHONE CALL</b>
<b>Brief Description</b> Document Purpose/Service	DISCLOSURE OF INFORMATION
<b>Document Control:</b> Change Record/ Version Number	VOL 1
<b>Process Owner:</b> Name and Position	PRINCIPAL
<b>Process Writer (s);</b> Name and Position	1.WALUMOLI ABRAHAM EUGENE (PC COORDINATOR)
<b>Process Reviewer (s)</b> Name and Position	1.AKATU JACKSON (QUALITY ASSURANCE OFFICER)

**STEPS/FLOW/SEQUENCE**

Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Contact the institution through the official telephone line	Immediately	Customer
2.	Answer telephone call	20 seconds	Secretary
4.	Record the call entry	Immediately after	Secretary

		communication	
5.	Channel information to the respective offices	5 minutes	secretary
EXCEPTIONS TO THE NORMAL FLOWS			
Title	No.	Description	Time
Trigger 1:	1.		
Process Maps/Visuals			
<b>Service Name</b>		<b>10. GUIDING AND COUNSELLING</b>	
<b>Brief Description</b> Document Purpose/Service		GUIDING AND COUNSELLING SERVICE	
<b>Document Control:</b> Change Record/ Version Number		VOL 1	
<b>Process Owner:</b> Name and Position		RACHEAL MWIKALI (HEAD OF DEPARTMENT - GUIDING AND COUNSELLING)	
<b>Process Writer (s);</b> Name and Position		1. RACHEAL MWIKALI (HEAD OF DEPARTMENT - GUIDING AND COUNSELLING)	
<b>Process Reviewer (s)</b> Name and Position		1. AKATU JACKSON (QUALITY ASSURANCE OFFICER)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Receive the client in the counselling office	Immediately	Counsellor
2.	Listen to the issue	Depending on the nature of the problem	counsellor
3.	Give advice highlighting available solutions, options and way forward in solving the issue	Depending on the nature of the problem	Counsellor
4.	Client's decision and thoughts	15 minutes	Client
5.	Follow up on the progress of the client	7 days	Counsellor
EXCEPTIONS TO THE NORMAL FLOWS			
Title	No.	Description	Time
Trigger 1: clients with addictions to drugs	1.	need to be referred for rehabilitation	7 days
Trigger 2: Medical related cases	1.	Recommendation for medical attention	30 minutes
Process Maps/Visuals			
Receive the client in the counselling office→ Listen to the issue→ Give advice highlighting available solutions, options and way forward in solving the issue→ Client's decision and thoughts→ Follow up on the progress of the client			
<b>Service Name</b>		<b>11. ACCOMODATION SERVICES</b>	
<b>Brief Description</b> Document Purpose/Service		ACCESS TO COLLEGE'S BOARDING FACILITY	
<b>Document Control:</b> Change Record/ Version Number		VOL 1	
<b>Process Owner:</b> Name and Position		PRINCIPAL	
<b>Process Writer (s);</b> Name and Position		1. CHARLES KAKAI (DEAN OF STUDENTS)	
<b>Process Reviewer (s)</b> Name and Position		1. AKATU JACKSON (QUALITY ASSURANCE OFFICER)	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Complete admission process	1 day	Trainee

2.	Payment of tuition fee and accommodation fee	1 day	Trainee	
3.	Allocation of room	10 minutes	Store keeper	
4.	Issuance of boarding facilities from the central stores	20minutes	Store keeper	
<b>EXCEPTIONS TO THE NORMAL FLOWS</b>				
<b>Title</b>	<b>No.</b>	<b>Description</b>	<b>Time</b>	<b>Actor</b>
Trigger 1:	1.			
<b>Process Maps/Visuals</b>				