



PROCESS DOCUMENTATION-WOTE TECHNICAL TRAINING INSTITUTE

			
Institution/Organization Name:		WOTE TECHNICAL TRAINING INSTITUTE	
Affiliations; Ministry / Department/ County/Parent Company:		MOE-TVET	
Accounting Officer:		FAITH M. PHILIP	
Period: FY		FY2021/2022 Quarter 2 Report	
Process Documentation			
Service Name	<ol style="list-style-type: none"> 1. Reception at the Entrance 2. Enquiries 3. Registration of students 4. Fees payment 5. Orientation of new students 6. Training 7. Clearance of students 8. Issuance of certificates 9. Response to official correspondence 10. Examination registration 11. Issuance of teaching materials to trainers 12. Guidance and Counseling 13. Induction of new staff 14. Food service in Kitchen 15. Library services 16. Processing of clients payments 		
Brief Description Document Purpose/service	The purpose of documentation is to standardize the service delivery processes with a view to enhance efficiency and effectiveness		
Document Control: Change Record/ Version Number	Use of a coded Document control form- WTTI/ADM/DOS/F009		
Process Owner: Name and Position	1.Reception at the Entrance Francis Juma – Head in charge of security		
Process Owner: Name and Position	2.Enquiries Dorothy Isika,Tabitha Ngao and Eunice Kamote – Institutes secretaries		
Process Owner: Name and Position	3.Registration of students Paul Githaiga - Registrar		
Process Owner: Name and Position	4.Fees payment John Kimiti –Finance officer		
Process Owner: Name and Position	5.Orientation of new students Faith Philip – Dean of students		
Process Owner: Name and Position	6.Training Jessy Kitusa – DP Academic Affairs		
Process Owner:	7.Clearance of students		

Name and Position	Paul Githaiga - Registrar
Process Owner: Name and Position	8.Issuance of certificates Paul Githaiga - Registrar
Process Owner: Name and Position	9.Response to official correspondence Principal and other officers appointed by him
Process Owner: Name and Position	10.Examination registration Laban Nzau –Examination officer
Process Owner: Name and Position	11.Issuance of teaching materials to trainers Mary Kitisya-Procurement officer(in consultation with the principal)
Process Owner: Name and Position	12.Guidance and Counseling Anuarite Kieti-HOD guidance and counseling
Process Owner: Name and Position	13.Induction of new staff Jessy Kitusa & Albert Munane – Deputy principal AA & DP PAF
Process Owner: Name and Position	14.food service in Kitchen Eunice Mukina - Cateress
Process Owner: Name and Position	15.Library services Mary Kioko - Librarian
Process Owner: Name and Position	16.processing of clients payments John Kimiti –Finance officer
Process Writer (s); Name and Position	1. Faith Philip –Dean of students
	2. Joseph Ngemu – HOD ICT
	3. Eunice Mwangeli –PC coordinator
Process Reviewer (s) Name and Position	1. Joshua Munywoki - Principal
	2. Jessy Kitusa – Deputy principal
	3. Christine Nzyimi – MR officer

STEPS/FLOW/SEQUENCE

Process	Event/Activity/Action	Time/ No. Of Days	Actor
1.	Identification of documents-National ID,Passport	5 minutes	Security Personnel
2.	Appointment/Gate pass slip from the security	5 minutes	Institutes secretaries
3.	Registration letter, original and photocopies of admission documents	10 minutes	Registrar
4.	Money order, Bankers cheque,Bank deposit slip and M-pesa transaction	10 minutes	Finance officer
5.	Availability of new students for orientation to happen	1 st week of reporting	Dean of students
6.	Clearance by registrar and relevant departments	3 rd day after opening	Deputy principal AA
7.	Availability of a clearance form	1 week	Registrar
8.	Dully filled clearance form	10 minutes	Registrar
9.	Incoming correspondence	3 days	Principal & other appointed officers
10.	Necessary documents for examination registration	1 Month	Examination officer
11.	Dully filled material requisition form	2 nd day after reporting	Procurement officer
12.	Voluntary /Referrals	continuous	HOD Guidance and Counseling
13.	Appointment /Transfer letter	Within 1 week after reporting	Deputy principal AA & DP PAF

14.	Receipt from cashier	5 minutes	Cateress	
15.	identification documents-Students id,National id	5 minutes	Librarian	
16.	Delivery note/Invoice/Copy of LPO/LSO	60 days	Finance officer	
(Add rows)				
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Student gives wrong qualifications for booking		The system displays message that the student is unqualified.	1 day	Examination officer
Student gives a wrong admission number.		System displays an error message	3 minutes	Registrar &
Process Maps/Visuals				
Business process flowcharts/ swim lanes/screen shots				