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| **Annex VIII: Guide for Process Documentation**  |
| C:\Users\user\Desktop\cert.jpg | C:\Users\Agripa\AppData\Local\Microsoft\Windows\INetCache\Content.Word\IMG-20180217-WA0000.jpg |
| **Institution/Organization Name:**  | SABATIA TECHNICAL AND VOCATIONAL COLLEGE |
| **Affiliations; Ministry / Department/ County/Parent Company:**  | STATE DEPARTMENT FOR VOCATIONAL AND TECHNICAL TRAINING |
| **Economic Sector Alignment:**  | N/A |
| **Big 4 Alignment:**  | N/A |
| **Accounting Officer:**  | JAMILAH MAKOKHA MALLO |
| **Period: FY**  | 2021/2022 |
| **Process Documentation** |
| **Service Name**  |  |
| **Brief Description:**  | **DOCUMENT PROCESSES / PROCEDURES AND WORKFLOWS IN SABATIA TVC.**  |
|  |  |
| **Document Control:** | **VERSION 1** |
|  |  |
| **Process Owner:**  | **SABATIA TVC**  |
|  |  |
| **Process Writer (s);**  | 1. PC Coordinator |
| 2. Service Delivery Chairperson |
| **Process Reviewer (s)**  | 1. Principal/ Deputy Principal |
| 2. Registrar’s Office. |
| **STEPS/FLOW/SEQUENCE** |
| **Step**  | **Event/Activity/Action**  | **Time/ No. Of Days**  | **Actor**  |
| 1.  | Customer inquiries on administrative services, courses offered and requirements  | 10 minutes | Reception officeRegistrar’s office |
| 2.  | Admission  | 10 minutes | Reception officeRegistrar’s office |
| 3.  | Inquiry on Internal and External examinations | Varies | TraineesExamination’s officerHeads of DepartmentsFinance Officer |
| 4.  | Procurement services and equipment | Varies  | PrincipalDeputy PrincipalHeads of DepartmentProcurement OfficerSuppliers Finance Officer |
| 5. | Infrastructure development to facilitate training by improving on existing ones | Varies | PrincipalProcurement OfficerContractors/ Suppliers |
| **EXCEPTIONS TO THE NORMAL FLOWS**  |  |
| **Title**  |  | **No.** | **Description**  |  | **Time**  | **Actor**  |
| Delayed services to clients on admission and procurement services | 1.  | Lack of required academic credentials |  | Varies | RegistrarHeads of Departments |
| 2.  | Large number of clients at a time |  | Varies  | ReceptionRegistrarHeads of Departments |
| 3. | Lack of relevant documents for payment of services rendered/ goods supplied. |  | Varies | Procurement OfficerPrincipal |