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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 office  Registrar’s office | | |
| 2. | Admission | | | | | | | 10 minutes | | | | | | Reception office  Registrar’s office | | |
| 3. | Inquiry on Internal and External examinations | | | | | | | Varies | | | | | | Trainees  Examination’s officer  Heads of Departments  Finance Officer | | |
| 4. | Procurement services and equipment | | | | | | | Varies | | | | | | Principal  Deputy Principal  Heads of Department  Procurement Officer  Suppliers  Finance Officer | | |
| 5. | Infrastructure development to facilitate training by improving on existing ones | | | | | | | Varies | | | | | | Principal  Procurement Officer  Contractors/ 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 | | | | Registrar  Heads of Departments | |
| 2. | | Large number of clients at a time | | | | |  | Varies | | | | Reception  Registrar  Heads of Departments | |
| 3. | | Lack of relevant documents for payment of services rendered/ goods supplied. | | | | |  | Varies | | | | Procurement Officer  Principal | |