

**SERVICE DELIVERY**

**BUILDING & CIVIL ENGINEERING DEPARTMENT**

NO.	SERVICE RENDERED	CUSTOMER STANDARD	CUSTOMER REQUIREMENTS	CHARGES
1	Allocating workload	One week to the end of term	Trainers qualified in the trade area. List of units	Free
2	Release of the Timetable	One week before opening	Approval by DP academics	Free
3	Issuance of registers	Within the first week of the term	List of Classes	Free
4	Receipt of schemes of work	Within the first week of the term	Schemes of work ready	Free
5	Issuance of training diaries	On weekly basis	List of Class representatives	Free
6	Training	As per the timetable	Trainers qualified in the trade area List of units	Free
7	Receipt of training diaries	At the end of every week.	Dully filled	Free
8	Receipt of records of work	On weekly basis	Updated records of work	Free
9	Budgeting	Upon request	Necessary approval	Free
10	Academic trips	As per academic policy	Necessary approval Place to be visited	As per trip charges
11	Enquiries	Within 10 minutes	As per the request	Free

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