



**TVET CURRICULUM DEVELOPMENT, ASSESSMENT AND CERTIFICATION COUNCIL  
(TVET CDACC)**

**CUSTOMERS SERVICE DELIVERY CHARTER**

**Introduction**

The Technical and Vocational Education and Training Curriculum Development, Assessment and Certification Council (TVET CDACC) is a body corporate established under the Technical and Vocational Education and Training (TVET) Act No. 29 of 2013. The Council is mandated to undertake design and development of Curricula for the training institutions' examination, assessment and competence certification and advise the Government on matters related thereto. This is in line with the policy document on Reforming Education and Training that embraces Competency Based Education and Training (CBET) approach.

**Vision**

A centre of excellence in TVET curriculum development, assessment and certification for a globally competitive labour force

**Mission**

To provide demand driven curricula, competence assessment and certification of TVET graduates for the global labour market.

**Citizens Service Delivery Charter**

<b>Service</b>	<b>Duration</b>	<b>Obligation</b>	<b>Charges (Kshs)</b>
Enquiries	Within a day	Call/SMS/Visit/Email	Free
Response to correspondence	1 week	Written correspondence	Free
Application for curriculum development	3 days	Application letter/form	5,000 non renewable
Accreditation of curriculum developers	Three (3) months	Filled application form	10,000 Renewal 5,000

<b>Service</b>	<b>Duration</b>	<b>Obligation</b>	<b>Charges (Kshs)</b>
Packaging of occupational standards	2 weeks per occupation	Verified occupational charts	Free
Evaluation of occupational standards	1 month	Packaged occupation standards	Free
Packaging of curriculum from occupational standards	1 week per curriculum	Approved occupational standards	Free
Evaluation of curriculum	1 week per curriculum	Packaged curriculum	70,000 per occupation
Accreditation of assessors and verifiers	Three (3) months	Filled application form	5,000 Renewal 2,000
Accreditation of assessment center	1 month	Filled application form	50,000 for initial approval 30,000 for subsequent approval Renewal fee 20,000 per occupation
Issue of certificates	Thirty (30) days	Submission of verified assessment records	Free
Resolution of public complaints	Thirty (30) days	Formal submission of a complain	Free

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

- a. The CEO/Council Secretary  
TVET CDACC

P.O. Box 15745 - 00100, Nairobi

Tel : +254 (0)20 221710

Email: [tvvet.cdacc@gmail.com](mailto:tvvet.cdacc@gmail.com)

- b. The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi.

P.O. Box 20414-00200 Nairobi

Tel: +254 (0)20 240337/0722970604

Email : [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)

***Quality service is your right***