



MINISTRY OF EDUCATION

STATE DEPARTMENT FOR TECHNICAL, VOCATIONAL EDUCATION AND TRAINING

TSEIKURU NATIONAL POLYTECHNIC

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POLYTECHNIC FREQUENTLY ASKED QUESTIONS (FAQ)

Institution: Tseikuru National Polytechnic

Department/Section: Registry

Effective Date: 1st July 2025

Review Date: 20 th April 2026

1. Introduction

This Frequently Asked Questions (FAQ) document provides clear and consistent information on common issues and services within the institution. It is intended to guide trainees, staff, parents/guardians, visitors, industry partners and other stakeholders in accessing institutional services and understanding key procedures.

The document shall be reviewed periodically to ensure that the information remains accurate, relevant and responsive to emerging institutional needs.

2. Frequently Asked Questions

A. General Institutional Information

1. What are the institution's main functions?

The institution provides education and training, develops practical and technical competencies, promotes research and innovation, supports industry linkages and provides other services in accordance with its mandate.

2. Where is the institution located?

The institution is located at: Kitui County along the Tseikuru -Mwingi road in Mwingi North Constituency.

3. What are the institution's official working hours?

The official working hours are: 8:00 am-5:00 pm Monday to Friday.

4. How can I contact the institution?

Stakeholders may contact the institution through the official telephone number, email address, website or by visiting the institution's offices.

B. Admission and Enrolment**5. How do I apply for admission?**

Applicants should obtain and complete the prescribed application procedure and submit the required documents within the specified period.

6. What documents are required during admission?

Applicants may be required to provide academic certificates/results, identification documents, passport-size photographs, admission forms and other documents specified by the institution.

7. Can I change my course after admission?

Course changes may be considered in accordance with institutional admission and academic regulations and subject to availability of spaces and fulfilment of the required entry requirements.

8. How do I confirm my admission?

Admission is confirmed by following the instructions provided in the admission letter and completing the required registration and reporting procedures.

C. Training and Academic Matters**9. How can I obtain the academic timetable?**

The timetable is communicated through the relevant department, notice boards and approved institutional communication channels.

10. What happens if I miss classes?

Learners are expected to attend classes regularly. Absence should be reported and supported with appropriate documentation where required.

11. How are trainees assessed?

Assessment is conducted through continuous assessment, practical assessments, examinations and other approved assessment methods applicable to the programme.

12. What should I do if I have an academic complaint?

The complaint should first be raised with the relevant trainer or department. Where the matter is not resolved, it should be escalated through the institution's approved complaints-handling procedure.

D. Student/Trainee Welfare**13. What welfare services are available to trainees?**

The institution may provide guidance and counselling, health services, accommodation, sports and recreation, student leadership support and other welfare services.

14. How do I access accommodation?

Accommodation is provided subject to availability and the institution's accommodation policies and procedures. Applicants should follow the prescribed application process.

15. Who should I contact when I have a welfare concern?

Trainees should contact the relevant welfare office, dean of trainees/students, guidance and counselling office, hostel management or other designated officer.

E. Complaints, Compliments and Feedback**16. How can I lodge a complaint?**

A complaint may be submitted through the institution's designated complaints-handling channels, including the complaints office, suggestion boxes, official email or other approved platforms.

17. Can I submit a complaint anonymously?

Where the institutional complaints procedure permits, anonymous complaints may be

submitted through designated channels. However, providing contact details may assist the institution in seeking clarification and providing feedback.

18. How can I compliment a member of staff or the institution?

Compliments may be submitted through the compliments register, suggestion box, official feedback channels or directly to the relevant office.

19. How long does it take to resolve a complaint?

Complaints are handled within the timelines prescribed by the institution's complaints-handling procedure and applicable public service requirements.

F. Human Resource and Staff Matters

20. How can staff access human resource services?

Staff should contact the Human Resource Office for matters relating to leave, deployment, performance management, training, welfare and other employment-related services.

21. How are staff grievances handled?

Staff grievances are handled in accordance with the institution's approved human resource policies, procedures and applicable laws and regulations.

G. Procurement and Supplies

22. How can suppliers do business with the institution?

Suppliers should participate through the institution's approved procurement processes and comply with applicable procurement laws and regulations.

23. Where can I obtain information on tenders and quotations?

Information on procurement opportunities is communicated through the institution's approved procurement channels and other legally recognised platforms.

H. Finance and Payments

24. How do I make institutional payments?

All institutional payments should be made through officially approved payment channels. Individuals should obtain the correct payment instructions from the Finance Office.

25. How can I obtain a receipt or payment confirmation?

Payment receipts or confirmations are issued in accordance with the institution's financial procedures.

I. ICT and Digital Services**26. How do I access institutional ICT services?**

Users should contact the ICT Department/Section for assistance with institutional systems, email, internet access, learning platforms and other ICT services.

27. What should I do if I forget my institutional password?

Contact the ICT support office or designated system administrator for password recovery or reset.

J. Industry Linkages and Attachment**28. Does the institution facilitate industrial attachment?**

Where industrial attachment is part of the programme, the institution facilitates placement in accordance with the approved attachment procedures and requirements.

29. Who coordinates industrial attachment?

Industrial attachment is coordinated by the designated attachment/industry liaison office in collaboration with departments and industry partners.

K. Health, Safety and Security**30. What should I do in case of an emergency?**

Immediately report the emergency to the relevant institutional authority, security personnel, health facility or emergency response team and follow established emergency procedures.

31. How do I report a safety or security concern?

Safety and security concerns should be reported immediately to the Security Office, Administration or the designated responsible officer.

3. Contact Information

Principal/Chief Executive: 0721986970

Deputy Principal – Administration: 0714589074

Registrar/Academic Office: 0729716922

Finance Office: 0720991213

ICT Office: 0741784053

Guidance and Counselling: 0706296333

Security Office: 0798425730

Official Telephone: 0714153024

Official Email: tseikurunatpoly@gmail.com, tseikurutti.tsk@gmail.com or info@tseikurutti.ac.ke

Website: www.tseikurutti.ac.ke

4. Review and Approval

This FAQ document shall be reviewed periodically and whenever there are significant changes to institutional policies, procedures, services or applicable regulations.

Prepared by: Moffart Kiriimi

Designation: Registrar

Date: 20th April 2026

Reviewed by: Simon Muendo

Designation: Deputy Principal Administration

Date: 22nd April 2026

Approved by: Teresia Musiva

Designation: Principal/Council Secretary



Signature:

Date: 24th April 2026