

INTEGRATED POLYTECHNIC REGIONAL CENTRE (IPRC WEST)



SERVICE CHARTER

2016-2017

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FOREWARD

It is my great pleasure to present you the Citizen Service Charter. It was developed to provide information on the service provided at IPRC WEST and the procedure to be followed for the sake of providing our client an exceptional service, emphasizing transparency, effectiveness and efficiency as well as accountability.

This service charter spells out the role of IPRC WEST and highlights the services offered and requirements there in. It lists the service centers at which our services can be accessed and the guiding legal instruments.

I request our clients, customers and stakeholders to continuously give us feedback on the quality and efficiency, effectiveness for us to keep providing them with quality service.

MUTANGANA Fredric

Acting Principal

I. INTRODUCTION

1.1.Vision

IPRC WEST is to become a leader in professional technical, vocational education and training that provides an innovative and excellent education for knowledge-based economy and sustainable development.

1.2.Mission

IPRC WEST empowers trainees to develop their knowledge, skills, and potential as self-reliant. It provides high quality technological, professional and vocational training, develops creative, competitive, innovative and entrepreneurial manpower with hands-on-skills to respond to the labor market needs.

1.3.Values

IPRC WEST takes great pride in the quality of education that is provided to its students. Parents, patrons, community members, students and all stakeholders have high expectations in helping to prepare our students for the world in which they live. IPRC WEST has distinguished six core values:

- Hands-on-skills
- Professionalism
- Creativity and Innovation
- Competitiveness
- Community engagement
- Self-reliance

1.4.Principles

IPRC WEST constitutes a key strategic developmental institution in the western region. As a leading TVET provider and supervisor in western province, the IPRC WEST has built some principles which are the backbone of its success.

- Punctuality
- Timely and quality service delivery
- Team-work spirit
- Effective communication
- Accountability
- Ethics

1.5.Services Offered by IPRC WEST

Details of services delivered by IPRC WEST:

- Specification of services provided by IPRC WEST,
- Clear identification of the department to be approached or where specific services can be obtained. In this way citizens will know which office to approach and save time and energy;
- Clear statement of the time it takes to deliver each service. This provides citizens with useful information and will prevent them from back and forth.
- Setting of service quality standard by specifying service standards in term of timeliness, access, accuracy, reliability, affordability, responsiveness, fairness, sensitivity and courtesy in service delivery; On the basis of this, citizens can expect improvement
- Clear information about the required document and procedures to get a service in IPRC WEST. For example, the documents to be shown, the available forms to be filled in.
- Details of the ‘Citizens’, groups/end users or People who are eligible for each service offered by IPRC WEST.
- Contact information of key officers in charge of these services
- Complaint procedures or grievance redress mechanisms and how to access them
- Feedback mechanisms for interaction with Citizens to continuously improve services

- Information and dissemination for availability and visibility for services

This Citizen's Charter is a tool to increase the information available to customers of IPRC WEST and sets standards for transparency in public services. It is expected that through Citizen's Charter, IPRC's Clients will have faster access to services, setting an end to tremendous time wasting and delays in services delivery process. Considering that its services have to be responsive to high expectations from citizens, IPRC WEST commits to inform them what services are available to them and what their rights and obligations are in accessing these services.

Feedback mechanism Realizing that IPRC WEST cannot go this route alone, it thus invite the citizens to keep a hawk's eye on its employees, to be correct, realistic and comprehensive in furnishing information to better meet their expectations and root out all activities which negate service delivery improvement. Indeed, for a better implementation of this Citizen's Charter, IPRC WEST expects continuous interaction with citizens seeking its services. For this, IPRC WEST has developed the following instruments in order to actively obtain feedback from its clients:

- Citizens' feedback form available at each department;
- Suggestion box at entrance;
- Open days/Accountability day
- Citizen panels, focus groups
- Hot line services;
- Customer surveys

Grievance redresses mechanism or Complaints Systems in order to offer customers an immediate channel for feedback mechanism regarding the service they received.

This Citizen's Charter specifies also what actions will be taken when a service is not delivered, as it should. Thus, IPRC WEST encourages its clients to give their feedback through the complaints mechanisms that are accessible, approachable and open to all. It goes without saying that IPRC WEST takes these complaints seriously and adopts prompt and proper action in a timely manner (fashion). Ideally, a time frame for dealing with these grievances and redresses

has been set. IPRC WEST is willing to share a more systematic review of the grievances with its clients.

The key following elements will be considered during the implementation process of this Citizen's Charter:

- Establish regularly the channels through which users can log grievances. Potential channels include a website, text messaging, and customer surveys at the point of service delivery, complaints boxes, mail, and phone.
- Assign grievance redress responsibilities within IPRC WEST and outline the internal grievance redress process for addressing each grievance subcategory.
- Devise standardized internal processes for logging grievances. Grievances can be logged either manually or, if resources allow, using a computer-based system that permits IPRC WEST to identify “real-time” trends in the data.
- Set a clearly defined timetable for grievance redress, including time to initial acknowledgement of the complaint (if complainant is not anonymous), expected time to resolution for each stage of the investigation, and the time frame for updating beneficiaries on progress.
- Decide what measures will be taken if there is a violation of service standards.
- Establish a monitoring and evaluation system to monitor trends in grievances data.

For encouraging communication, feedback and dialogue on the implementation of its Charter, IPRC WEST commit to use new media and ICT such as sms, email, twitter, facebook, etc..., and any combination of these technologies. To improve continuously the service delivery, IPRC WEST is considering using the tools and techniques below in the implementation process of the present charter: Service delivery review;

- Benchmarking with best practice;
- Performance management;
- Training, learning and knowledge management;
- Empowerment or delegation of authority;
- Diligent complaints management;

- Information management.

1.6.Information and communication

Considering that information is the cornerstone of implementing and monitoring of Citizen's Charter, this Citizen's Charter will be delivered through various dissemination technologies and publicized widely through websites, radio, newspapers etc. to reach the public. Thus, IPRC WEST will seek to use the following channels to ensure maximum availability and visibility of its services IPRC WEST Service Charter to users and stakeholders:

- Public relations/information desk.
- Open day/Accountability day
- Publication of promotional material: - Leaflets, - Posters - Press releases

Publications and creation of booklet: Production of brochures or handbills. The information contained in the brochure must be concise, clear, simple and easy to understand. The brochures should also easily be obtained:

- Print the Charter and display in front of the office and formally issue the Charter and place it on website;
- Formal announcement and publication in newspaper;
- Messages broadcasted on radio and television;
- Discussions on call-in radio and television shows;
- Internet and continuous update of the public institution web site: - Search engines - Public Websites - Partner Websites - Restricted Website
- SMS directions where to find the Charter;
- Distribution of copies to public representatives and key stakeholders;
- Newspaper articles;
- Conferences and other targeted events related to service delivery improvement.
- Trainings and orientation sessions to employees and their representatives.
- Other (mailing lists, web forums).

In brief, our customers include students (and pupils), researchers, private companies, donor agencies and international organizations, local communities and local authorities, general public. Commitment to our clients: This charter is a commitment by IPRC WEST to provide high quality services to all our stakeholders/ customers. We in this regard endeavour to serve you effectively, with due diligence and professionalism. We shall uphold the utmost integrity in the delivery of our services. Expectations from customers: In order to serve you better, you can help us improve performance by:

- Treating IPRC WEST staff with courtesy and respect;
- Abiding by the regulations governing the academics services;
- Suggesting ways of improving our services at IPRC WEST;
- Providing IPRC WEST with adequate feedback on service delivery through various dissemination technologies;
- Addressing all complaints/compliments/suggestions to relevant department.

1.7.Contact

**INTEGRATED POLYTECHNIC REGIONAL CENTER
IPRC WEST
P. O. Box 85 KARONGI-RWANDA
Tel (+250)788871075
E-mail: info@iprcwest.ac.rw
iprcwest@gmail.com
Website: www.iprcwest.ac.rw**

We shall acknowledge receipt and respond to all complaints made within 3 working days. If the matter requires more investigation and time to be resolved, we shall inform you of the intended course of action and time frame of response.

1.8.Core functions

The core functions of the Institution are:

1. To organize technical train-the-trainer programmers for all technical and vocational schools located in the Western Province;

2. To organize pedagogic train-the-trainer programmers for all technical and vocational schools located in the Western Province;
3. To implement technical and vocational training courses at all level (up to diploma level) focusing on both knowledge and skills for both school leavers from tronc commun , upper secondary school and the unskilled and unemployed population;
4. To supervise and coordinate with private education providers, NGO-run TVET centres and industry-run training centre on the delivery of TVET training in Western Province;
5. To supervise and coordinate with all public TVET centres and Polytechnics Campus (PC) on the delivery of training in Western Province;
6. To provide CBT curriculum developed by WDA HQ to all TVET centres, PCs delivering vocational training in the Western Province;
7. To provide quality assurance TVET delivery by ensuring that all curricula are CBT, integrity of examination protected and all TVET lecturers and instructors are adequately trained.

II. SERVICES IN DIPLOMA LEVEL

2.1. Getting admission and registration for training diploma courses

<p>What is the service? Am I eligible?</p>	<p>The College offers the following Diploma Courses for Government Sponsored(GS) and Private Students (PS) for full time</p> <p>1. Mechanical Engineering (MEE)</p> <ul style="list-style-type: none"> • Advanced Diploma in Production and Manufacturing Technology (PMT) • Advanced Diploma in Automobile / Motor Vehicle Mechanics Technology (MVM / AUT) <p>2. Electrical & Electronics Engineering (EEE)</p> <ul style="list-style-type: none"> • Advanced Diploma in Electrical Technology (ELT) <p>3. Information and Communication Technology (ICT)</p>
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	<ul style="list-style-type: none"> Information Technology (IT) <p>4. Hospitality Management (HoM)</p> <ul style="list-style-type: none"> Hospitality Management (HoM) 																					
Directorate to be approached	Department of Academics, Registration and Admission Officer																					
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm , Email or use our website																					
Time limit to access this service? Or Once a request is made or an application is sub-mitted, how long will it take?	<p>For new applicants, they have to wait for the selection process which cannot take longer than 2 months. Admitted students have the right to register for four weeks after getting admission.</p> <p>For continuing students, they register two weeks before the starting date for the new academic year.</p>																					
What, if any, are the costs for accessing the service?	<p>The access of the information of this service is free. The cost of the School fees are in the table below:</p> <table border="1"> <thead> <tr> <th>Type of Fee</th> <th>Government Sponsored</th> <th>Private Sponsored</th> </tr> </thead> <tbody> <tr> <td>Application fees</td> <td>5,000 Frw (Paid to WDA)</td> <td>5,000 Frw (Paid to WDA)</td> </tr> <tr> <td>Registration fees</td> <td>25,000 Frw</td> <td>25,000 Frw</td> </tr> <tr> <td>Student Identity Card</td> <td>2,000 Frw</td> <td>2,000 Frw</td> </tr> <tr> <td>Students' Union</td> <td>2,000 Frw</td> <td>2,000 Frw</td> </tr> <tr> <td>Insurance Against Accident</td> <td>1,500 Frw</td> <td>1,500 Frw</td> </tr> <tr> <td>Caution money</td> <td>25,000 Frw</td> <td>25,000 Frw</td> </tr> </tbody> </table>	Type of Fee	Government Sponsored	Private Sponsored	Application fees	5,000 Frw (Paid to WDA)	5,000 Frw (Paid to WDA)	Registration fees	25,000 Frw	25,000 Frw	Student Identity Card	2,000 Frw	2,000 Frw	Students' Union	2,000 Frw	2,000 Frw	Insurance Against Accident	1,500 Frw	1,500 Frw	Caution money	25,000 Frw	25,000 Frw
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	Overall fee	10,000 Frw	10,000 Frw
	Overall (HoM)	23,160 Frw	23,160 Frw
	Total For the first year 'students	70,500 Frw	70,500 Frw
	Total For the first year 'students (HoM)	83,660 Frw	83,660 Frw
	Total For the Second year 'students	30,500 Frw	30,500 Frw
	Total For the 3rd year 'students	30,500 Frw	30,500 Frw
	Tuition fee	600,000Frw	600,000Frw
	<p>This table can change depending on the requirements</p> <p>A late Registration fees of 15,000 Frw will be paid by late comers.</p> <p>No registration is allowed after two weeks of the beginning of the academic year.</p>		
What documents are Required?	<p>1. For Government sponsored student</p> <ul style="list-style-type: none"> • Two certified copies of National Examination Certificate. • Copies of transcript of the 6 last years • Copy of National Identity card • Two recent passport size photographs • Written evidence (pay slip) of having paid application fees. <p>2. For Private sponsored student</p> <ul style="list-style-type: none"> • Two certified copies of National Examination Certificate. 		

	<ul style="list-style-type: none"> • Copies of transcript of the 6 last years • Copy of National Identity card • Two recent passport size photographs • Written evidence (pay slip) of having paid application fees. • Written proof of sponsorship <p>3. For International / Foreign student</p> <ul style="list-style-type: none"> • Two copies of residence permit for the ongoing academic year • An equivalent of Senior Six Certificate from Rwanda National Examination Council (REB) • Two recent passport size photographs • Written evidence (pay slip) of having paid registration fees
What is the procedure?	<ul style="list-style-type: none"> • Go to the Admission and Registration office • Application are submitted from 1st May to 30th May • The selection and admission is done in June • Registration is done in July in 4 weeks • Registration for continuing students is done in two weeks from 1st to 15th August.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511 or Higher Education Council for getting Diploma equivalent.
Is there a complaint Procedure?	Complaint can be addressed to the Registration office; and when not solved contact the Director of Academic Services, if not, the Vice Principal of Academics and

	Training.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw .
Available forms	Forms are available at : Registration Office or www.iprcwest.ac.rw web site
Relevant legal documents	General Academic Regulations

2.2.Requesting A “To Whom It May Concern, Recommendation Letter Or Any Other Testimonial From Academic Services

What is the service? Am I eligible?	TO WHOM IT MAY CONCERN, RECOMMANDATION LETTER OR ANY OTHER TESTIMONIAL FROM ACADEMIC SERVICES: Once you have been or you are a registered student for that academic year you can apply for any one of the documents mentioned above as a proof of being a student or has been a student of IPRC WEST.
Directorate to be approached	Academic Services Unit and Head of Departments
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	3 Days

What, if any, are the costs for accessing the service?	To whom it may concern: 2,000 Frw
What documents are required?	A copy of National Identification (ID) A copy of a recent student ID Two recently taken passport photos
What is the procedure?	Go to Academic Services unit Submit your application along with all the requirements Provided that your application is in order, you will be asked to come back in 3 days after the submission of your application or on line application
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511
Is there a complaint procedure?	Complaints may be addressed either in writing to the Director of Academic Services, and when not satisfied contact the Vice Principal for Academics and Training.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw .
Available forms	None
Relevant legal documents	General Academic Regulations

2.3.Complaints about missing cat/examination booklet, attendance marks in the academic services unit/departments

What is the service? Am I	COMPLAINTS ABOUT MISSING
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eligible?	<p>CAT/EXAMINATION</p> <p>BOOKLET, ATTENDANCE MARKS :</p> <p>For Continuing students, they need to be active students. Having taken the CAT/Exam or having attended classes claiming for</p>
Directorate to be approached	<p>Academic Services Unit specifically the Relevant Department which forward the claim in the Examination office for missing CAT/exam booklets and data entry office through the Academic services/Coordination Offices.</p> <ul style="list-style-type: none"> • Missing CAT and exams is treated by the concerned Department • Attendance issue is addressed to the Quality assurance Officer and in case of complaint to contact the Head of Departments (HoDs)
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	2 Days
What, if any, are the costs for accessing the service?	None
What documents are required?	<p>For one to claim for the mentioned services, she/he need to present the:</p> <ul style="list-style-type: none"> • Application letter • Copy of student ID • Supporting documents for her/his claim
What is the procedure?	<p>Go to Quality Assurance office in case of attendance claim or in Concerned Department in case of missing CAT/Exam Booklet.</p>

What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure	Complain may be addressed either in writing to the Director of Quality Assurance ; and when not solved contact the Vice Principal Academics and Training.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	General Academic Regulations

2.4. Requesting A Remarking, A Special CAT/Exam

What is the service? Am I eligible?	A REMARKING, A SPECIAL CAT/EXAM For continuing students, they need to be active students. Having done the CAT/Exam or having attended classes claiming for.
Department to be approached	Academic services unit specifically the relevant department which forwards the claim in the examination office for missing CAT/exam booklets and data entry office through the Academic services offices
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or	Two days but it depend on a presented case, some cases may need the academic board meeting.

an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Application fee for Complaining a remarking is 5,000Frw.
What documents are required?	<p>For one to claim for the mentioned services, she/he needs to submit the:</p> <ul style="list-style-type: none"> • Application letter • Copy of a student ID • Supporting documents for her/his claim (relevant medical certificate from a recognized government doctor/other relevant documents supporting the claim (case of Special CAT/exam) • Receipt/Bank slip of payment of complain fee (case of remarking)
What is the procedure?	<ul style="list-style-type: none"> • Go to Head of Department in case of claiming for a special CAT/Exam and submit your complete application document. You will get a feedback after two days • In case of remarking address to relevant Department and submit your application. You will get the feedback of remarking after 2 weeks.
What, if any, other institutions do I need to visit to access the Service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511
Is there a complaint procedure?	Complain may be addressed either in writing to the Director of Academic Services; and when not solved contact the Vice Principal of Academics.
Is there any additional	Always visit the website: www.iprcwest.ac.rw for

information regarding this service that is useful to know?	information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	General Academic Regulations

2.5.Requesting a Student/Examination and Replacement of lost ID

What is the service? Am I eligible?	A STUDENT/EXAMINATION AND REPLACEMENT OF A LOST STUDENT ID : For Continuing students, they need to be active students. Registered for that Academic year.
Department to be approached	Academic Services Unit specifically office of Admission and Registration.
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One week
What, if any, are the costs for accessing the service?	Application fee of 5000 Frw for a lost Student ID and 2000 Frw for examination card. No other fee if you are acquiring Student/Examination ID for the First time.
What documents are required?	Receipt/Bank slip of payment of application fee (case of lost Student ID / Examination ID)
What is the procedure?	Go to Academic Services Unit specifically in Admission and Registration office
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511

service costs or to get additional documents)	
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal of Academics.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	General Academic Regulations

2.6.Obtaining/collecting advanced diploma and transcripts after graduation

What is the service? Am I eligible?	Obtaining /collecting an Advanced Diploma.
Directorate to be approached	Directorate of Academic Services
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	<p>The first transcript and Diploma is free within one month after results publication.</p> <p>After this period the statement of results will cost 2000 Frw each time it is requested.</p> <ul style="list-style-type: none"> • Transcripts fees : 2,000 Frw • To whom it may concern: 2,000 Frw • Duplicate Student ID: 5,000 Frw • Duplicate Examination ID: 2,000 Frw

	<ul style="list-style-type: none"> • Remarking fees : 5,000 Frw/Paper • Duplicate of Transcript fees: 10,000 Frw • Diploma certificate: 10,000 Frw • Duplicate of Diploma certificate fees : 30,000 Frw • Correction of Diploma certificates : 20,000 Frw
What documents are required?	<ul style="list-style-type: none"> • An advanced Diploma Certificate , requires clear- ance form and a copy of National Identity card or valid passport. • Transcripts, requires application letter, two passport size photos, copy of National Identity card or valid passport and bank slip.
What is the procedure?	Send an application letter accompanied with the above documents to the Admission and registration office.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Academic Services; and when not solved contact the Vice Principal for Academics and Training.
Is there any additional information regarding this service that is useful to know?	Visit the Admission and registration office during working hours from Monday to Friday 7:00 to 5:00
Available forms	Being developed
Relevant legal documents	General Academic Regulations

2.7.Obtaining a Recommendation/Testimonial from admission and registration office

What is the service? Am I eligible?	Obtaining a recommendation/Testimonial from Admission and Registration Office
Directorate to be approached	Directorate of Academic Services
When can I access the service?	Monday to Friday : 7:00 am to 5: 00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Free of charge for graduates who have not received their Advanced Diploma certificates
What documents are required?	An application letter addressed to the Vice Principal for Academics and Training, a clearance form and a copy of national identity card or valid passport
What is the procedure?	Send an application letter accompanied with the above documents to the Vice Principal for Academics and Training.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	No Payment
Is there a complaint procedure?	Complaint may be addressed either in writing to the Director of Academic Services; and when not solved contact the Vice Principal for Academics and Training
Is there any additional information regarding this service that is useful to know?	Visit the Admission and registration office in working hours from Monday to Friday 7:00 to 5:00

Available forms	Being developed
Relevant legal documents	General Academic Regulations

2.8.Placement of students in internship

What is the service? Am I eligible?	Giving information on available internship opportunities and assisting students to get internships.
Directorate to be approached	Directorate of Academic Services
When can I access the service?	During internship period (according to the College's academic calendar)
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depends on availability of opportunities from companies but not more than 3 months <ul style="list-style-type: none"> • 8 weeks for A1 programs • 6 weeks for Vocational students • 6 weeks for Technical Secondary School
What, if any, are the costs for accessing the service?	None
What documents are required?	<ul style="list-style-type: none"> • Student's Log Book • Insurance cover letter • Students to deposit introduction letter from IPRC WEST
What is the procedure?	The Directorate of Academic Services prepares a lists of students and lists of supervisors liaising with the industries and they coordinate the activity
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents	Any insurance Company
Is there a complaint procedure?	Complaints may be addressed either in writing to Director

	of Academic Services (DAS) office and when not solved contact the Vice Principal for Academics and Training or the Principal.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	Logbooks
Relevant legal documents	<ul style="list-style-type: none"> • National ID/ Passport • Student ID • Introduction letter from IPRC WEST • Insurance cover letter / Students log book

2.9.Sporting, cultural and social activities

What is the service? Am I eligible?	Sporting, cultural and social activities
Directorate to be approached	Directorate of Student Affairs
When can I access the service?	Monday to Sunday : According to the schedule
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • Students list themselves in respective teams clubs and associations • School time table is followed. • Throughout the semester
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Equipments and Sportswear for students are provided where possible.
What documents are required?	List of team members, clubs and associations
What is the procedure?	Subscription is monitored by sports master captains of different teams under the guidance of the directorate of student affairs
What if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	<ul style="list-style-type: none"> • Affiliation to various national and international sports federations example, inter-university games and

documents)	<p>sport federations)</p> <ul style="list-style-type: none"> Subscription to sporting facilities found outside the campus (eg. Swimming pool, tennis courts etc.)
Is there a complaint procedure?	Complaints can be addressed to the captains of teams, college sports master and when not solved contact Director of Student Affairs, if not, the Vice Principal of Administration and Finance
Is there any additional information regarding this service that is useful to know?	<p>Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw</p> <p>All students, female and males, are advised to attend sporting, cultural and social activities that support their physical growth into mature, well adjusted responsible citizens.</p>
Available forms	Signed lists of team members.
Relevant legal documents	Regulations are availed by each sports discipline, clubs and association

2.10. Health care and Counseling services

What is the service? Am I eligible?	Health care, first aid treatment, guidance and counseling services
Directorate to be approached	Directorate of Student Affairs
When can I access the service?	<p>Throughout the week:</p> <ul style="list-style-type: none"> IPRC WEST Medical Assistant is available on working days and attends

	<p>to sick calls on weekends.</p> <ul style="list-style-type: none"> • Dean of students is always available for counseling and attending students' needs. • Counseling Service office is always available for counseling and attending students' needs.
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • Off-semester period/ vacancy period • Subscription to national medical insurance scheme is obligatory (Mutuelle de Santé). Students pay for themselves.
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Budget for First Aid medics is provided by institution • Anti-Aids, anti-drugs campaigns are sponsored by the Institute. • Visual aids, like TV screen, projectors, DVDs for sensitizing students are provided. • Mediacal insurance (Mutuelle de Santé) card.
What documents are required?	<ul style="list-style-type: none"> • Registered students, • Card to prove that you are subscribed to mutuelle de Santé. • Insurance certificates to prove that the student is insured against accidents
What is the procedure?	<ul style="list-style-type: none"> • Subscription is monitored by College nurse. • Referral cases to hospitals follow required channels

	<ul style="list-style-type: none"> • Individual as well as group counseling is carried out. • Liaising with parents or guardians in handling students' social problems
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<ul style="list-style-type: none"> • Health centres, District hospital, referral hospital, Psycho-social Centre, etc. • Subscription to sporting facilities found outside the campus (eg. Swimming pool, tennis courts etc.)
Is there a complaint procedure?	Complaints can be addressed to the College nurse and Director of students Affairs when not solved contact Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	<p>Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw</p> <p>All students, female and males, are advised to attend sporting, cultural and social activities that support their physical growth into mature, well adjusted responsible citizens.</p>
Available forms	Individual or personal file on guidance and counseling.
Relevant legal documents	<ul style="list-style-type: none"> • Students Identity card, • National medical insurance card

2.11. Library, computer lab services and information access center

What is the service? Am I eligible?	Borrowing books to IPRC WEST students, staff (both administrative and academic) and Private individuals who are allowed to borrow books, newspapers, dissertations, access to computers in Information Access Center (IAC).
Directorate to be approached	Academics / Library
When can I access the service?	Monday to Friday : 7:00 am to 10:00 pm Sunday in the morning
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take	Immediately
What, if any, are the costs for accessing the service?	No cost (but have to follow the regulations)
What documents are required?	Library ID card
What is the procedure?	Borrowing is done on an individual basis upon presentation of the user card. Staff <ul style="list-style-type: none"> • Teaching staff: A maximum of 4 books for 14 days renewable twice • Other staff: A maximum of 2 books for 3 days renewable twice. Language • Lecturers: Where Language teaching materials are not enough, language Lecturers shall be given priority. • Students: A maximum of 2 books for 3 days renewable once.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment	None

of service costs or to get additional documents)	
Is there a complaint procedure?	Complaint can be addressed to the Library Officer ; and when not solved contact the Director of Academic Services.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw The information access center is reserved for those who want to use the internet, such as students, researchers, neighboring citizens and those from far are welcomed to enjoy the IT facilities.
Available forms	None
Relevant legal documents	General Academic Regulations, library regulations

2.12. Returning of books

What is the service? Am I eligible?	RETURNING OF BOOKS: IPRC Students, IPRC Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations (dissertations are consulted only in the Library)
Directorate to be approached	Library Services Unit
When can I access the service?	Business hours: Monday to Friday :from 7:00 am-10:00pm
Time limit to access this service? or Once a	Immediately

request is made or an application is submitted, how long will it take?	
What, if any, are the costs for accessing the service?	None. However, if the document is returned late, a fine of 500 Frw is payable to IPRC WEST account per book a day.
What documents are required?	<ul style="list-style-type: none"> • Library ID card • Borrowed book
What is the procedure?	<ul style="list-style-type: none"> • The Librarian who is in charge makes all procedures • User should indicate his/her name
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	When there is a complaint, the user can contact the Librarian either by physical contact or phone.
Is there any additional information regarding this service that is useful to know?	None
Available forms	None
Relevant legal documents	Academic regulations, library regulations

III. THE TECHNICAL SECONDARY SCHOOL (TSS) AND VOCATIONAL CENTERS (VTC)

3.1. Technical Secondary School (TSS)

3.1.1. To be admitted in Technical Secondary School (TSS)

What is the service? Am I	IPRC West Technical Secondary School offers the
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eligible?	<p>following A2 courses for the student who finished Level in the following pro- gram:</p> <ul style="list-style-type: none"> • Construction/Masonry • Electricity/ Solar Energy • General Mechanics/ Production Technology • Motors Vehicle Mechanics / Automotive Technology 																																
Directorate to be approached	Directorate of Technical Secondary School and Vocational Training Center																																
When can I access the service?	Monday to Friday : 7:00 am to 9:00 pm																																
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	<p>For reporting at School : Immediately</p> <p>Any request for application : 1 week</p>																																
What, if any, are the costs for accessing the service?	<table border="1" data-bbox="683 968 1398 1692"> <thead> <tr> <th>Types of Fees/Year</th> <th>S4</th> <th>S5</th> <th>S6</th> </tr> </thead> <tbody> <tr> <td>School fees</td> <td>240000frw</td> <td>240000frw</td> <td>240000frw</td> </tr> <tr> <td>Uniform</td> <td>26 600frw</td> <td>-</td> <td>-</td> </tr> <tr> <td>Student ID card</td> <td>500frw</td> <td>-</td> <td>-</td> </tr> <tr> <td>Insurance for accident</td> <td>1500 frw</td> <td>1500 frw</td> <td>1500 frw</td> </tr> <tr> <td>National Exams</td> <td>-</td> <td>-</td> <td>3000 frw</td> </tr> <tr> <td>TOTAL</td> <td>268600 frw</td> <td>241500 frw</td> <td>244500 frw</td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Types of Fees/Year	S4	S5	S6	School fees	240000frw	240000frw	240000frw	Uniform	26 600frw	-	-	Student ID card	500frw	-	-	Insurance for accident	1500 frw	1500 frw	1500 frw	National Exams	-	-	3000 frw	TOTAL	268600 frw	241500 frw	244500 frw				
Types of Fees/Year	S4	S5	S6																														
School fees	240000frw	240000frw	240000frw																														
Uniform	26 600frw	-	-																														
Student ID card	500frw	-	-																														
Insurance for accident	1500 frw	1500 frw	1500 frw																														
National Exams	-	-	3000 frw																														
TOTAL	268600 frw	241500 frw	244500 frw																														
What documents are required?	<ul style="list-style-type: none"> • Confirming list from Rwanda Education Board (REB) • Pay slip for the first Term • Two recent photographs of passport size 																																

	<ul style="list-style-type: none"> • Copy of his/her transcript of S3 O'level
What is the procedure?	<ul style="list-style-type: none"> • Confirming list from REB • Admission letter to senior four from REB
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire(for payment through IPRC West account number: 511115063511)
Is there a complaint procedure?	Complain can be addressed to the Master of studies, and when not solved contact the Director of Technical Secondary School.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours. E-mail: info@iprcwest.ac.rw
Available forms	Available forms
Relevant legal documents	<ul style="list-style-type: none"> • Technical and Vocational Education and Training Policy in RWANDA • Technical and Vocational Education and Training (TVET) • Quality Standards in Education for nursery, Primary and Secondary School in Rwanda. • General TVET regulations
What is the service? Am I eligible?	Restaurant services in IPRC West
Directorate to be approached	Student affaires
When can I access the service?	Three per day
Time limit to access this service? Or Once a request is made or an application is submitted, how	Only term subscription is allowed

long will it take?	
What documents are required?	<ul style="list-style-type: none"> • Pay slip for student who takes full meals • Student Identity card
What is the procedure?	To be a student in IPRC West /TSS
Is there a complaint procedure?	Complain can be addressed to the Warden and when not solved to the Director of Technical Secondary School and vocational training centers.
Is there any additional information regarding this service that is useful to know?	<p>Always visit the website: www.iprcwest.ac.rw for information.</p> <p>For further information call on this telephone number: during office hou+250788871075. E-mail: info@iprcwest.ac.rw</p>
Relevant legal documents	<ul style="list-style-type: none"> • Regulations guiding the use of dining hall • Student general regulations
What is the service? Am I eligible?	Sporting, cultural, clubs and social activities
Directorate to be approached	Student affairs/game and sport manager
When can I access the service	<ul style="list-style-type: none"> • Monday to Friday • Saturday to Sunday: According to the schedule
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • School time table is followed • Throughout the term • Student in respective teams clubs and associations
What, if any, are the costs for accessing the service	Personal equipment(shoes, clothes, etc)
What documents are required?	• List of team members, clubs and associations
What is the procedure?	• Subscription is monitored by the TSS patrons and matron
Is there a complaint procedure?	Complain can be addressed to the Game and sport

	manager and when not solved to the Director of Technical Secondary School and vocational training centers.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: during office hours+250788871075. E-mail: info@iprcwest.ac.rw
Relevant legal documents	Regulations for Rwanda Federation for School Sport (FRSS).

3.1.2. Requesting a student/library, uniform and replacement of a lost student/library ID card and uniform

What is the service? Am I eligible?	A Student/library and replacement of a lost student/ library ID card, Uniform
Directorate to be approached	Directorate of TSS and VTC
When can I access the service?	Monday to Friday 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	ONE WEEK
What, if any, are the costs for accessing the service?	- Student ID : 500 Frw - A case of lost of Student ID :1000 Frw - A case of lost of Salop : 10 000 Frw - A case of lost of Shirt : 4 500 Frw - A case of lost of trouser : 4 500 Frw - A case of lost of Sweater : 5 500 Frw
What documents are required?	Bank slip of payment of application fees
What is the procedure?	Go to the Directorate of TSS and VTC
What, if any, other institutions do I need to visit to access the service? (Eg. for payment	Banque Populaire(for payment through IPRC West account number: 511115063511)

of service costs or to get additional documents)	
Is there a complaint procedure?	Complain can be addressed to the Accountant and when not solved to the Director of Technical and Vocational Schools
Relevant legal documents	Secondary School regulations.

3.1.3. Obtaining/collecting Confirmation results, Transcript and Certificate A2

What is the service? Am I eligible?	Obtaining /collecting confirmation results, transcript and certificate A2.
Directorate to be approached	Directorate of Technical and Vocational Schools
When can I access the service?	Monday to Friday from 7:00AM to 5:00PM
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	The first transcript, confirmation results and certificate is free. <ul style="list-style-type: none"> • In case of loss: Transcript: 3,000 Rwf / Levee Certificate A2:(application to WDA). • In case of coming late after year Certificate submit- ted: 3,000 Rwf.
What documents are required?	<ul style="list-style-type: none"> • Requires clearance form • ID card
What is the procedure?	Visit the Directorate of Technical and Vocational Schools
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	Banque Populaire(for payment through IPRC West account number: 511115063511)

documents)	
Is there a complaint procedure?	Complain can be addressed to the Director of Technical and vocational Schools
Is there any additional information regarding this service that is useful to know?	Visit the Director of Technical and vocational Schools.
Available forms	<ul style="list-style-type: none"> • Transcript • Confirmation results
Relevant legal documents	General Secondary School regulations

3.1.4. Type of service: obtaining To Whom It May Concern, Recommendation and Testimonial form, etc

What is the service? Am I eligible?	To whom it may concern, recommendation and testimonial form, etc.....
To whom it may concern, recommendation and testimonial form, etc.....	Visit the Directorate of Technical and Vocational Schools
When can I access the service?	Monday to Friday from 7:00AM to 5:00PM
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Free charges
What documents are required?	Student card and ID. card
What is the procedure?	Visit the Directorate of Technical and Vocational Schools
Is there a complaint procedure?	Complaints may be addressed to the Directorate of Technical Secondary School
Is there any additional information	Visit the Directorate of Technical and

regarding this service that is useful to know?	Vocational Schools
Available forms	none
Relevant legal documents	General Secondary School regulations

3.2. Vocational Training Center (VTC)

3.2.1. Getting registration and admission on Vocational Training Programs

What is the service? Am I eligible	Getting Registration and admission on Vocational Training programs: Programmes in Vocational Training aim to provide the practical skills, knowledge and attitudes required for employment in particular occupation.
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The directorate offers the following programmes:

Sectors	Trades
Construction	Carpentry
	Brick and Stone Masonry
	Fitting and Welding
	Domestic Plumbing
	Domestic Electricity
Technical Servicing	Engine Technology
Hospitality Management	Front office operations
	Housekeeping operations

	Culinary Arts
	Food and Beverage Services

Training Mode:

- One year Vocational Training program combining the above trades in each department
- Short courses (3 and 4 months) programs that consists of one of the identified trades

NB: -Each candidate is allowed to register in only one area of training for one program for 1 year and for short time training

-Vocational Training offers 4 hours per day of training within three and 4 months that equal to 240 hours for 3 months and 320 hours for 4 months and 1400 hours within one year

Other special training:

Technical Servicing, Construction and Hospitality Management

1.Engine Technology	3 and 4 months
2.Culinary Arts	4 months
3.Food and Beverage Services	4 months
4.Front Office Operations	4 months
5.Housekeeping	4 months
6. Domestic Electricity	3 and 4 months
3.Welding	3 and 4 months
4. Carpentry	3 and 4 months
5.Masonry	3 and 4 months

Directorate to be approached	Directorate of Vocational Training
When can I access the service?	Monday to Friday : 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is sub-	The registration is done immediately as long as the requirements are fulfilled. The admission is

mitted, how long will it take?	done two weeks.
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What, if any, are the costs for accessing the service?

Types of Fees	Cost(Rwf)/ trainee/12month
ID Card	500 frw
Tuition fee	45000 frw
Insurance for accident	1500 frw
Overall	10000 frw

What documents are required?	<p>The requirement for getting admission in Vocational Training</p> <p>Eligible applicants must fulfill the following requirements:</p> <ul style="list-style-type: none"> • Completed at least O' Level (Tronc commun) with his annual report or letter of completion from the former Secondary School • One recent photographs of passport size. Inscribed the applicants names at the back of each photo • Copy of the ID card <ul style="list-style-type: none"> • Academic certificate(A2) or Degree(A0 & A1)
What is the procedure?	A candidate brings his document and then gets registered at the College. The selection of favorable candidates is done in two weeks after application period.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire(for payment through IPRC West account number: 511115063511)

Is there a complaint procedure?	Complaint can be addressed to the School Monitors office; and when not solved contact the Director of Technical and Vocational Schools.
Is there any additional information regarding this service that is useful to know	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours. E-mail: info@iprcwest.ac.rw
Relevant legal documents	<ul style="list-style-type: none"> • Technical and Vocational Education and Training Policy in Rwanda • Technical and Vocational Education and Training (TVET) Traceability • General TVET Regulation

3.3.Acquiring a “To Whom It May Concern, Recommendation Letter or any other Testimonial from Vocational Training Unit.

What is the service? Am I eligible?	Am I eligible? To whom it may concern, recommendation letter or any other testimonial from Vocational Training unit: A registered student can apply for any one of the documents mentioned above as a proof of being a student or has been a student of IPRC West
Department to be approached	Technical and Vocational Schools Unit
When can I access the service?	Monday to Friday: 8:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	3 days

What, if any, are the costs for accessing the service?	No cost
What documents are required?	<ul style="list-style-type: none"> • National Identification (ID) • A copy of a recent student ID
What is the procedure?	<ul style="list-style-type: none"> • Go to Vocational Training unit • Submit your application along with all the requirements
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire(for payment through IPRC West account number: 511115063511)
Available forms	Available in Administration Monitor Office and Pedagogy Monitor office
Relevant legal documents	General Academic Regulations, General TVET Regulations.

3.4. Getting and replacement of lost documents

What is the service? Am I eligible?	A Student/library and replacement of a lost student/ library ID card, Uniform
Directorate to be approached	Directorate of TSS and VTC
When can I access the service?	Monday to Friday 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One week
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> - Student ID : 500 Frw - A case of lost of Student ID :1000 Frw - A case of lost of Salop : 10 000 Frw

What documents are required?	Bank slip of payment of application fees
What is the procedure?	Go to the Directorate of TSS and VTC
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire(for payment through IPRC West account number: 511115063511)
Is there a complaint procedure?	Complain can be addressed to the Accountant and when not solved to the Director of Technical and Vocational Schools
Relevant legal documents	Secondary School regulations.

3.5.Placement of students in internship

What is the service? Am I eligible?	Giving information on available internship opportunities and assisting students to get internships.
Department to be approached	The school monitors
When can I access the service?	During Internship period
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Depends on availability and opportunities from schools and companies.
What, if any, are the costs for accessing the service	None
What documents are required?	Trainee's Log Book
What is the procedure?	The Industrial Liaison Office prepares a list of students and a list of supervisors liaising with the industries.
The Industrial Liaison Office prepares a list of students and a list of supervisors liaising with the industries.	Insurance company

Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours. E-mail: info@iprcwest.ac.rw
Available forms	Industrial Attachment Program (IAP)
Relevant legal documents	<ul style="list-style-type: none"> • National ID/ Passport • Student ID • Introduction letter from the College • Insurance Cover Letter

3.6.Obtaining / collecting certificates and transcripts after completion of studies

What is the service? Am I eligible?	Obtaining /collecting certificates.
Department to be approached	Directorate of TSS and VTC
When can I access the service?	Monday to Friday : 8:00 am to 5: 00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	1 day
What, if any, are the costs for accessing the service?	The service is free of charge
What documents are required?	National ID Card Student ID card The proof from Finance Unit to prove that trainee claimed
What is the procedure?	To see directorate of TSS and VTC
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents	none

Is there a complaint procedure	Complaints may be addressed either in writing or in person to the Director of Vocational Training; and when not solved contact the Vice Principal of Academics and Training.
Is there any additional information regarding this service that is useful to know?	Visit the Administration Monitor office in working hours from Monday to Friday 7:00 to 5:00
Available forms	Being developed
Relevant legal documents	General academic regulations

IV. GETTING QUALITY ASSURANCE SERVICES

What is the service? Am I eligible?	<p>Quality Assurance Directorate works under the immediate supervision of the Vice Principal of Academics and Trainings, with the objective of improving on all aspects of academic life at IPRC WEST.</p> <p>The purpose for the Directorate is to contribute to making the IPRC WEST a premier institution with a reputation of delivering quality education and producing quality products.</p> <p>Quality Assurance Directorate strives to facilitate the achievement of excellence in teaching, learning & assessment by ensuring that all academic endeavours are “fit for purpose.”</p> <p>Student attendance lists and attendance reports:</p> <ol style="list-style-type: none"> 1. Each semester lecturers brought attendance lists from Quality Assurance Office and make students attendance report at the end of each semester.
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	<p>2. Internal and external moderation of exams & feedback: To coordinate internal moderation exercise done at departmental level before Examinations assessment at IPRC WEST undergoes through use of external moderators of exam papers and their marking scheme. To invite external examiners to IPRC WEST to evaluate internal assessment of final examinations. Towards the end of every semester.</p> <p>3. Teaching staff assessment: To evaluate Teaching staff through lecture progress forms and teaching & learning evaluation forms filled by students to get information about their studies.</p> <p>4. Exams invigilation follows up: To supervise examination process and verify if all academic regulation related to examination are implemented.</p>
Directorate to be approached	Directorate of Quality Assurance
When can I access the service?	Monday to Friday: 7:00 AM to 5:00 PM
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<ul style="list-style-type: none"> • Student attendance lists and attendance reports when requested immediate response if offered. • Internal moderation done during one day for each department • External moderation of exams & feedback done in two weeks • Teaching staff assessment ready at the end of each semester • Exams invigilation follow up depends on the examination time table
What, if any, are the costs for accessing the service?	No costs

<p>What documents are required?</p>	<ol style="list-style-type: none"> 1. Student attendance lists and attendance reports : <ul style="list-style-type: none"> • Update Students lists from registration and admission office 2. Internal Moderation <ul style="list-style-type: none"> • Module content • Exam paper • Marking scheme 3. External moderation of exams & feedback <ul style="list-style-type: none"> • Module content • Exam paper • Marking scheme • Mark sheet for all student 4. Teaching staff assessment : <ul style="list-style-type: none"> • lecture progress forms • teaching & learning evaluation forms 5. Exams invigilation follow : <ul style="list-style-type: none"> • examination time table • invigilation time table • exams room allocation
<p>What is the procedure?</p>	<p>Go to the Quality Assurance Office.</p>
<p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</p>	<p>None</p>
<p>Is there a complaint procedure?</p>	<p>Complaints may be addressed either in writing to the Directorate of Quality Assurance; and when not solved contact the Vice Principal of Academics and Trainings.</p>

Is there any additional information regarding this service that is useful to know?	Visit the Quality Assurance office in working hours from Monday to Friday 7:00 to 5:00
Available forms	Available
Relevant legal documents	Relevant legal documents

4.1. Getting quality training

What is the service? Am I eligible?	<p>The Quality Assurance Directorate offers different services:</p> <ol style="list-style-type: none"> 1. Different trainings (technical, pedagogical and cross cutting)[Learning & Teaching Workshops] for all technical and vocational trainers in the Western Province; 2. Implementation of technical and vocational training courses at all level (up to diploma level) focusing on both knowledge and skills for both school leavers from tronc commun , upper secondary and the unskilled and unemployed population; 3. Supervision and coordination with private education providers, NGO-run TVET centers and industry-run training centre on the delivery of TVET training in Kigali region; 4. Provision of CBT curriculum developed by WDA HQ to all TVET
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	<p>centers, PCs delivering vocational training in the Western Province;</p> <p>5. Validation, Review of Programs & Modules: The module & program are set for about 3 yrs.</p> <p>6. Follow up and monitoring to all trained teaching staff.</p> <p>7. Impact Assessment of Quality Training</p>
Directorate to be approached	Directorate Quality Assurance
When can I access the service?	Monday to Friday : 7:00 am to 5: 00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Accordingly
What, if any, are the costs for accessing the service?	Free service / No charge
What documents are required?	<ul style="list-style-type: none"> • Recognition by WDA • Request letter
What is the procedure?	<ul style="list-style-type: none"> • Go to the WDA for recognition • Application are submitted at anytime (whenever) • The selection and admission is done according means availability • • The request validity covers all annual financial budget (July – June).
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	WDA
Is there a complaint procedure?	Complain can be addressed to the Vice Principal in charge of Academic and Trainings (VPAT) or to the Principal.

Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	TOT office
Relevant legal documents	<ul style="list-style-type: none"> • General Academic Regulations • Training Rules & Regulations • Training Application Form • Training Report Form • IPRC Capacity building plan

V. BUSINESS INCUBATION CENTRE/INDUSTRIAL PARK

What is the service? Am I eligible?	<p><i>Office space:</i></p> <p>Office furniture: office tables, office chairs, cupboard, etc Office equipment: computers, printer, photocopier, scanner, projector, etc.</p> <p><i>Business services:</i></p> <p>Incubates are provided with access to a variety of administrative services including: secretarial support, conference facilities photocopiers, internet connectivity, etc. In addition to these, access to several business services are also provided depending on the periodic needs of</p>
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	<p>the incubates. These include: New Business Formation, Business Stabilization, Business Expansion, Business Networking)</p> <p><i>Training:</i></p> <p>A generic set of training packages to provide incubates include: Work Readiness, Basic Marketing Skills, Basic Finance/Accounting Skills, Report Writing, MS Office Skills, Business Environment, Business planning techniques, etc. A need for a further specific training package is identified depending on analysis of the supply chain and demand identified by incubates.</p> <p><i>Access to finance:</i></p> <p>Incubation Center helps to bridge the information gap between the incubates firms and finance providers (banks, international organizations, equity funds) by building strong linkages with these institutions and through capacity building of incubates (business plan development and assistance pitching to investors). Then, helps to get access to Bank loans, loan funds and guarantee programs, etc</p>
Department to be approached	Directorate of Academic Services
When can I access the service?	Monday to Sunday from 7:00 am to 8:00 pm for One year
Time limit to access this service? or Once a request is made or an application is	2 months

submitted, how long will it take?	
What, if any, are the costs for accessing the service?	Free
What documents are required?	<ul style="list-style-type: none"> • Application letter • Registration certificate from RDB or Legal documents given by RCA • Business Plan • Copies of their student ID's • CVs • • Photocopy of their certificates included
What is the procedure?	<ul style="list-style-type: none"> • Calling for application • Deposit of required documents • Selecting • Announcing selected companies or cooperatives • Entering the Business Incubation Centre • Incubation for one year • Exit
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	<p>Physical visit during office hours</p> <p>For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw</p>
Is there a complaint procedure?	Complain can be addressed to the Incubation Center Coordinator and when not solved to the Vice Principal of Administration and Finance
Is there any additional information regarding this service that is useful to	<p>Recruitment of start-up businesses:</p> <p>An advertisement is officially published,</p>

<p>know?</p>	<ul style="list-style-type: none"> • The selected companies are informed on the date of incubation commencement, <p>Requirements:</p> <ol style="list-style-type: none"> 1. All applicants must be IPRC WEST graduates 2. Submit a written reliable business ideas 3. The shortlist candidates support their business ideas through interview. <p>Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw</p>
<p>Available forms</p>	<p>To be developed</p>
<p>Relevant legal documents</p>	

VI. PRODUCTION UNIT

<p>What is the service? Am I eligible?</p>	<p>IPRC WEST facilities (Conference hall, stadium, meeting halls, classrooms, laboratories)</p>
<p>Department to be approached</p>	<p>Directorate of Finance</p>
<p>When can I access the service?</p>	<p>Monday to Friday from 7:00 AM to 5:00 PM</p>
<p>Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?</p>	<p>One day</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Refer to Production Procedure Manual</p>

What documents are required?	<ul style="list-style-type: none"> • Request letter • Proforma Invoice issued by the production Unit • Payment receipt • The payment has to be done before the service is provided.
What is the procedure?	Directorate of Finance
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents?)	Bank Populaire du Rwanda (BPR) for payment through IPRC WEST bank account number 511115063511
Is there a complaint procedure?	Complain can be addressed to the Director of Finance and when not solved to the Vice Principal of Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: +250788871075 during office hours, iprcwest@gmail.com or info@iprcwest.ac.rw
Available forms	Forms available from Finance Office
Relevant legal document	

VII. SERVICES IN IPRC WEST WORKSHOPS

7.1. Construction/Masonry Workshop

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Consultancy/supervision of any construction works. • To do all type of construction works • Making bricks and blocks
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	<ul style="list-style-type: none"> • Do all painting works
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC West bank account and submit the receipt to the department. The department will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional	Banque Populaire (BPR) (for payment through IPRC West account number 511115063511)

documents)	
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

7.2.Carpentry workshop

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Production of doors and windows, • Roof trusses, • Wood partition (in offices), • Production of furniture
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt

What is the procedure?	To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC West bank account and submit the receipt to the department. The dept will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire (BPR) (for payment through IPRC West account number 511115063511)
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

7.3.Plumbing workshop

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Installation of cold and hot water supply to domestic and industrial buildings
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	<ul style="list-style-type: none"> • Advise and design sanitation installation to domestic installations • Installation of gutter for rain water harvest • Installation of gas supply to buildings
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	<p>To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC West bank account and submit the receipt to the department.</p> <p>The department will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department</p>

	for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional documents)	Banque Populaire (BPR) (for payment through IPRC West account number 511115063511)
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

7.4.Electrical& Electronics Workshops

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Maintenance of electrical machines • Solar system installation • Motors rewinding • Electrical motors control and installation • Lift installation • Automation system installation • Traffic light control and installation • Automation and installation of generators • Maintenance and Repair of domestic equipment • U.P.S for big devices (Home appliances)
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	<ul style="list-style-type: none"> • Domestic lighting installation • Electrical installation inspection • Electronic equipment troubleshooting
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC WEST bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire (BPR) (for payment through IPRC WEST account number 511115063511)
Is there a complaint procedure?	Complaints can be addressed to the Head of Department or to the Production Coordinator

	and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcigali.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office

7.5.ICT Labs

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Installation and configuration • Website development • Multimedia(photos , Audio and video) • Design and development of different software's • Computer networking • Hardware maintenance
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	To submit a request to the HOD. Pay 60% of

	<p>the total cost of payment at the IPRC WEST Bank account and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to HOD for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from HOD.</p>
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire du Rwanda (BPR) (for payment through IPRC WEST account number 511115063511)
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information, call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

7.6.Hospitality

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Selling rooms (Accommodation) • Cleaning services and laundry services • Resto- Bar services
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	<ul style="list-style-type: none"> • Bakery • Outside catering
Directorate to be approached	Production unit
When can I access the service?	Every day (24/7)
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	Every time
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Refer to the request of the customer
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Purchase Order • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	To submit the required document to the Managing Director of the production Unit. Then he will direct the work to the concerned staff to perform the work.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Bank Populaire du Rwanda(BPR) (for payment through IPRC West Consulting Company LTD account number 511380792311)
Is there a complaint procedure?	Complain can be addressed to the Managing Director of the production Unit or to the Head of Department.
Is there any additional information regarding this service that is useful to	

know?	
Available forms	Forms, a la carte menu and Room rate menu are availing in Hospitality Center
Relevant legal documents	

7.7.Machines tools workshop

What are the services? Am I eligible?	<ul style="list-style-type: none"> • Boring of cylinder blocks, Rectification of crankshaft, • Surfacing of cylinder head of aluminium and cast iron, • Maintenance and Repair of industrial machine • Machining different different spare parts on the different operation (for machines, Vehicles) by using machine tools • Testing reinforced concrete material by universal testing machine.
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What are the documents required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
What is the procedure?	To submit a request to the Head of Department. Pay

	60% of the total cost of payment at the IPRC WEST bank account (511115063511 BPR) and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire du Rwanda (BPR) (for payment through IPRC WEST income account number 511115063511
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office

7.8.Industrial installation section welding and metal fabrication workshop

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Fabrication of windows, doors, gates, furniture both for sale and for the IPRC, Fabrication (water tanks....) • Advanced welding repair of aluminum ,stainless steel product by using TIG welding processes, Advanced metal cutting processes,
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	<ul style="list-style-type: none"> • Mechanical shear machine up 4mm of thickness which can cut all types of ferrous and non ferrous metals, • Metallic roofing
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? Or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment Slip
What is the procedure?	To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC WEST bank account (511115063511 BPR) and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire du Rwanda (BPR) (for payment through IPRC WEST income account number 511115063511
Is there a complaint procedure?	Complain can be addressed to the Head of

	Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office

7.9. Automobile workshops

What are the services? Am I eligible?	<ul style="list-style-type: none"> • Maintenance and repair of mechanical equipments, • Injection pump repair , Calibration and phasing, • Motor vehicle engine diagnosis, Motor vehicle engine overhaul, Trouble shooting and repair of electrical and electronic • Batteries recharging, • General Automobile (painting, lighting....)
Directorate to be approached	Production unit
When can I access the service?	Monday to Friday from 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	One day
What, if any, are the costs for accessing the service?	Refer to the production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production

	<p>Unit</p> <ul style="list-style-type: none"> • Payment receipt
What is the procedure?	To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC WEST bank account (511115063511 BPR) and submit the receipt to the dept. the dept will direct the work to the concerned staff to perform the work and the report will be submitted to Head of Department for the approval and signature. Then the client to pay the remaining 40% at the time of getting the results from Head of Department.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	Banque Populaire du Rwanda (BPR) (for payment through IPRC WEST income account number 511115063511
Is there a complaint procedure?	Complain can be addressed to the Head of Department or to the Production Coordinator and when not solved to the Vice Principal Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprcwest.ac.rw
Available forms	Forms available from Production Office

VIII. DIRECTORATE OF ADMINISTRATION & HUMAN RESSOURCE

What is the service? Am I eligible?	The Directorate of Administration & Human
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	<p>Resource works under the immediate supervision of the Vice Principal Administration and Finance, with the objective of ensuring the performance of all IPRC WEST staff in order to achieve its mission and Vision.</p> <p>The Directorate is responsible for providing necessary equipments and creating working environment conducive for the staff to perform well their tasks. (Human Resource capital) And to implement rules and regulations as per general status and Presidential orders.</p> <p>The Directorate is also responsible in:</p> <ol style="list-style-type: none">1. Staff management<ul style="list-style-type: none">• Staff attendance• Staff leave management• Performance contract and evaluation• Contract management• Staff welfare <p>All the above aims in achieving the assigned tasks which leads to the mission achievement of the IPRC WEST.</p> <ol style="list-style-type: none">2. Recruitment<ul style="list-style-type: none">• Recruitment should focus on the need of unit/department• Selection process to be based on the criteria set by selection committee.• Recruited candidate is a solution to the
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	<p>need of the respective department/unit.</p> <ol style="list-style-type: none"> 3. Remuneration & benefits It is obligation for the staff after her/his s days working to be remunerated. 4. Capacity building: <ul style="list-style-type: none"> • Training is an important for the better performance when a need be. • Training needs assessments • Induction program for new recruits 5. Performance contract <p>Every staff should sign performance contract at the beginning of the fiscal year and be evaluated at the end of the year.</p> <p>It aims to measure the performance of the staff by using the performance indicators.</p> <p>Although after six months there is a midterm evaluation aims to see the progress of staff, obstacles etc.</p> <p>This exercise is done in a various levels: departmental, unit and institutional.</p>
Directorate to be approached	Directorate of Administration and Human Resource
When can I access the service?	Monday to Friday: 7:00 am to 5:00 pm
Time limit to access this service? or Once a request is made or an application is	<ol style="list-style-type: none"> 1. Salary and service certificate when requested immediately service is

<p>submitted, how long will it take?</p>	<p>offered.</p> <ol style="list-style-type: none"> 2. RSSB & Medical Insurance is monthly & REB 3. Recruitment is done when there is a need and does not exceed the required days stipulated by law. 4. Performance contract and evaluation : This is done annually 5. Employee management is done daily
<p>What, if any, are the costs for accessing the service?</p>	<p>No cost</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Passport photos for RSSB and form of request to a member of RSSB. • Leave form • Performance contract form • Loan recovery form for from REB
<p>What is the procedure?</p>	<ol style="list-style-type: none"> 1. Staff apply for his/her leave form : Submit to the immediate supervisor for first signature, then bring it to HR for verifying if the person applying for the leave is entitled or has leave balance, then to his second level supervisor as a final signatory. 2. Performance contract forms are distributed by the directorate of DAHR to all units and departments, every department signs their contracts at their own and bring back to HR for making a report to the head of Institution and submitted to MIFOTRA.

	<ol style="list-style-type: none"> 3. Loan recovery form of (REB) are distributed by DAHR to all person concerned and fill the form ready to be taken to REB for calculating the amount a person is suppose to pay and bring back to HR in charge of salaries for deductions. 4. Capacity building :- Capacity building committee prepare training plan basing on the needs from departments and analyze those needs and prepare training request in corresponding with the training budget available and make a recommendations to the top management for short courses. 5. For staff who are going for further studies : They apply for Admission after getting Admission they seek recommendation from Principal and submit the request form and Admission to the Minister of education for approval after the approval he/she also request for the study leave from the Minister of Public Service and labour. They sign a contract with IPRC WEST.
<p>What, if any, other institutions do I need to visit to access the service? (E.g. for payment of service costs or to get additional</p>	<p>PSC, MINEDUC, MIFOTRA, RSSB , RRA, REB</p>

documents	
Is there a complaint procedure?	Complaint can be addressed in writing to the Director of Human Resource, if not solved to the Vice Principal of Administration and Finance, if not, to the Principal.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprckigali.ac.rw for information. For further information call this telephone number: 0788871075 during office hours. Email : info@iprewest.ac.rw
Relevant legal documents	<ul style="list-style-type: none"> • General Status for Rwanda public service and Presidential orders • HR procedure manual

IX. DIRECTORATE OF FINANCE

9.1. Procedure for receiving payment for services rendered to IPRC WEST

What is the service? Am I eligible?	Individuals and/or firms who are seeking payment for the provision of either goods or services to IPRC WEST are required to adhere to the steps set out in this procedure.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 AM to 5:00 PM • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 45 days depending on nature of the contract.

What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> • 4 copies of the invoice, • Delivery note signed by both parties to the contract, • Bank guarantee if necessary, • Letter of notification, • Contract, • Purchase order, • 1 copy of the Identity card of the supplier • Copy of the request for quotation • Work execution report
What is the procedure?	<ul style="list-style-type: none"> • Go to the Central Secretariat of IPRC WEST • Submit all required documents above; • Provided that your application is in order to be paid within 45 days.
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of Finance if not solved to the Vice Principal of Administration and Finance, if not, to the Principal.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call on this telephone number: (+250)788871075

	during office hours, e-mail: info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	None

9.2.Procedure for refunds at IPRC WEST

What is the service? Am I eligible?	Individuals and/or firms who are seeking refund to IPRC WEST are required to adhere to the steps set out in this procedure.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 am to 5:00 pm • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, payment for services should not take more than 1 week.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> • Letter of the request • Copy of the bank slip • Any other document supporting the claim
What is the procedure?	<ul style="list-style-type: none"> • Go to the Central Secretariat of IPRC WEST • Submit all required documents above; • Make sure you remain with a stamped

	copy (for reception).
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of Finance if not solved to the Vice Principal of Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: (+250)788871075 during office hours. Or info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	None

9.3.Procedure for receiving invoices from IPRC WEST

What is the service? Am I eligible?	Procedure for receiving invoices from IPRC WEST Students and/or firms who are seeking an invoice to IPRC WEST are required to adhere to the steps set out in this procedure.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 am to 5:00 pm • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the invoice should be done within one

	day.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> • Proof of registration at IPRC WEST (Case of students) • Proof of tender award (consultancies)
What is the procedure?	<ul style="list-style-type: none"> • Submit all required documents above the Central Secretariat,
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal in charge of Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: (+250)788871075 during office hours, email: info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	None

9.4. Procedure for signing of clearance forms at IPRC WEST

What is the service? Am I eligible?	Students and/or Staff who are seeking for a clearance forms at IPRC WEST are required to adhere to the steps set out in this procedure.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 am to 5:00 pm • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the signing of clearance form should be done within one hour.
What, if any, are the costs for a	There is no charge for this service
What documents are required?	<ul style="list-style-type: none"> • Copy of student ID • Copy of Staff ID • Clearance form filled
What is the procedure?	<ul style="list-style-type: none"> • Submit all required documents above the Central Secretariat,
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance Unit or to the Vice Principal in charge of Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: (+250)788871075 dur-

	ing office hours. Or info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	None

9.5.Procedure for receiving receipt of payments

What is the service? Am I eligible?	Students and/or Staff who are seeking for a Receipt of payments at IPRC WEST are required to adhere to the steps set out in this procedure.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: 7:00 am to 5:00 pm • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	Provided that all the requirements have been met, the receipt of payments should be done immediately.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	Copy of the bank slip
What is the procedure?	<ul style="list-style-type: none"> • Submit all required documents above the Central Secretariat,
What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)	None
Is there a complaint procedure?	Complaints regarding this service should be addressed either to the Director of the Finance

	Unit if not solved to the Vice Principal in charge of Administration and Finance.
Is there any additional information regarding this service that is useful to know?	Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: (+250)788871075 during office hours, email: info@iprcwest.ac.rw
Available forms	None
Relevant legal documents	None

9.6. Procurement services of IPRC WEST

What is the service? Am I eligible?	<p>The procurement service within IPRC WEST is responsible for carrying out the procurement process from the planning phase to execution of the contract. Specific assistance is provided to individuals and/or firms interested in submitting a tender for a contract with IPRC WEST in the following areas:</p> <ul style="list-style-type: none"> • Publication of the tenders in the media, • Preparation of tender documents, • Carrying out a technical and financial evaluation, • Preparation of opening and evaluation reports and notification of the tender award, • Ensuring the adequate execution of the contract in collaboration with beneficiary departments, • Receipt and safekeeping of bids and other procurement documents necessary for future use, publication and distribution of
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	invitations to bid as well as communicating results from evaluation process.
When can I access the service?	<ul style="list-style-type: none"> • Monday to Thursday: From 7:00 am to 5:00 pm • Friday: 7:00 am to 12:00 pm
Once a request is made or an application is submitted, how long will it take?	The duration of the tender process will vary depending on the type of tender.
What, if any, are the costs for accessing the service?	There is no charge for this service
What documents are required?	Documents required may include the trade register and a tax clearance certificate from the Rwanda Revenue authority; however the kind of additional documents required will depend on the type of tender.
What is the procedure?	<ul style="list-style-type: none"> • Individuals and/or firms interested in submitting a tender for a contract with IPRC WEST should first purchase the tender document from the Procurement unit of IPRC WEST by presenting a payment slip issued by BNR or RRA. • The bid document sets out the functional, technical and financial specifications and also includes a copy of the contract • Individuals and/or firms requiring assistance at any point during the tendering process may seek advice or any information from the procurement unit of IPRC WEST.

<p>What, if any, other institutions do I need to visit to access the service? (Eg. for payment of service costs or to get additional documents)</p>	<p>National Tender Panel-handling unresolved complaints. National Bank of Rwanda (BNR) or Rwanda Revenue Authority for payment of fees or cost of the tender document.</p>
<p>Is there a complaint procedure?</p>	<p>Complaints regarding this service are made in writing to the Vice Principal of Administration and Finance. If following the presentation of a complaint to the Vice Principal of Administration and Finance and if your issue remains unresolved you may address your complaint to the Independent Review Panel with its head office in RPPA offices. Complaints must be submitted within 7 days of receipt of the provisional notification letter.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.iprcwest.ac.rw for information. For further information call this telephone number: +250 788953673 or +250785144527, during office hours, email: info@iprcwest.ac.rw</p>
<p>Available forms</p>	<p>Bidding document format, contract format, opening and evaluation reports formats all can be found at RPPA website.</p>
<p>Relevant legal documents</p>	<p>Law n° 12/2007 of 27/03/2007 on Public procurement, Ministerial order no 001/08/10/min of 16/01/2008 establishing regulations on public procurement and standard bidding documents.</p>