

REPUBLIC OF RWANDA



INTEGRATED POLYTECHNIC
REGIONAL CENTER



www.iprckigali.ac.rw

SERVICE CHARTER 2017 -2018

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Skills that shape a better destiny

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FOREWORD

This Service Charter has been prepared in tandem with the Government's reform agenda and in the spirit of being responsive to effective service delivery, transparency and accountability.

This service charter spells out the role of IPRC Kigali 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.

The development of this Charter signifies our commitment to serve our clients with a view to creating a better understanding and enhancing our service delivery.

Eng. Diogène MULINDAHABI

Principal, IPRC KIGALI

The present Citizen's Charter reflects the service provided by IPRC Kigali to its customers. Therefore, it contains different services, service standards, service delivery methods and timelines, grievance mechanisms. This citizen's charter shows the following elements:

- Vision and Mission statement of IPRC Kigali which affirms its commitment to deliver the services with:

- Integrity
- Judiciousness
- Courtesy
- Understanding
- Objectivity and impartiality
- Transparency
- Accountability
- Promptness
- Efficiency and effectiveness.

- Details of services delivered by IPRC Kigali:

- Specification of services provided by IPRC Kigali,
- 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 Kigali. 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 Kigali.
- 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 Kigali 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 Kigali 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 Kigali 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 Kigali expects continuous interaction with citizens seeking its services. For this, IPRC Kigali 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 Kigali 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 Kigali 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 Kigali 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 Kigali and outline the internal grievance redress process for addressing each grievance category.
- 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 Kigali 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 Kigali 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 Kigali 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.

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 Kigali will seek to use the following channels to ensure maximum availability and visibility of its services

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

Contact:

INTEGRATED POLYTECHNIC REGIONAL CENTER

IPRC KIGALI

KICUKIRO DISTRICT, NIBOYE SECTOR

POBOX : 6579 KIGALI

TEL : 0788473484, 0730672302

Email :info@iprckigali.ac.rw

Web site: www.iprckigali.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. INTRODUCTION

The Integrated Polytechnic Regional Center (IPRC) Kigali, Kicukiro was initially established by the Government of Rwanda in 2008 as “Kicukiro College of Technology (KCT)”. The core mission of the college was to develop and provide professional technical education at the level of diploma (A1).

The college inherited the existing physical infrastructure from the ETO Kicukiro which ceased to operate as a Technical Secondary School in 1994 when almost all of its equipment was vandalized during the genocide. After the Genocide two secondary schools used the infrastructure consecutively up to January 2008.

In July 2008, the Government of Rwanda (GoR) decided to integrate Technical education, Vocational Education and Training into an integrated (TVET) system. In March 2009 iprc kigali was established by the law n°03/2009 of 27/03/2009 establishing the Workforce Development Authority and determining its missions, organisation and functioning as amended by the law n°42/2016 of 18 october, 2016. IPRC Kigali is among the six existing and operational Integrated Polytechnic Regional Centers (IPRCs) in the country.

2. VISION

IPRC Kigali aspires to be a leading world class institution in the provision of producing graduates capable of developing and implementing creative technical solutions to social and industrial needs of Rwanda, the region and International society.

3. MISSION

To provide Technical and vocational training at all levels in order to empower students and enhance their opportunities for career advancement and success in a global economy.

4. 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 Kigali region;
2. To organize pedagogic train-the-trainer programmers for all technical and vocational schools located in the Kigali region;
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 sec-

ondary 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 Kigali region;
5. To supervise and coordinate with all public TVET centres and Polytechnics Campus (PC) on the delivery of training in Kigali region;
6. To provide CBT curriculum developed by WDA HQ to all TVET centres, PCs delivering vocational training in the Kigali region;
7. To provide quality assurance TVET delivery by ensuring that all curriculum are CBT, integrity of examination protected and all TVET lecturers and instructors are adequately trained.

5. CORE VALUES

The values promoted by IPRC Kigali

1. Respect
2. Excellence
3. Service
4. Integrity
5. Diversity
6. Learning for life
7. Responsibility
8. Loyalty
9. Patriotism

6. SERVICES OFFERED BY IPRC KIGALI

IPRC Kigali offers its services through different units as shown in figure 1:

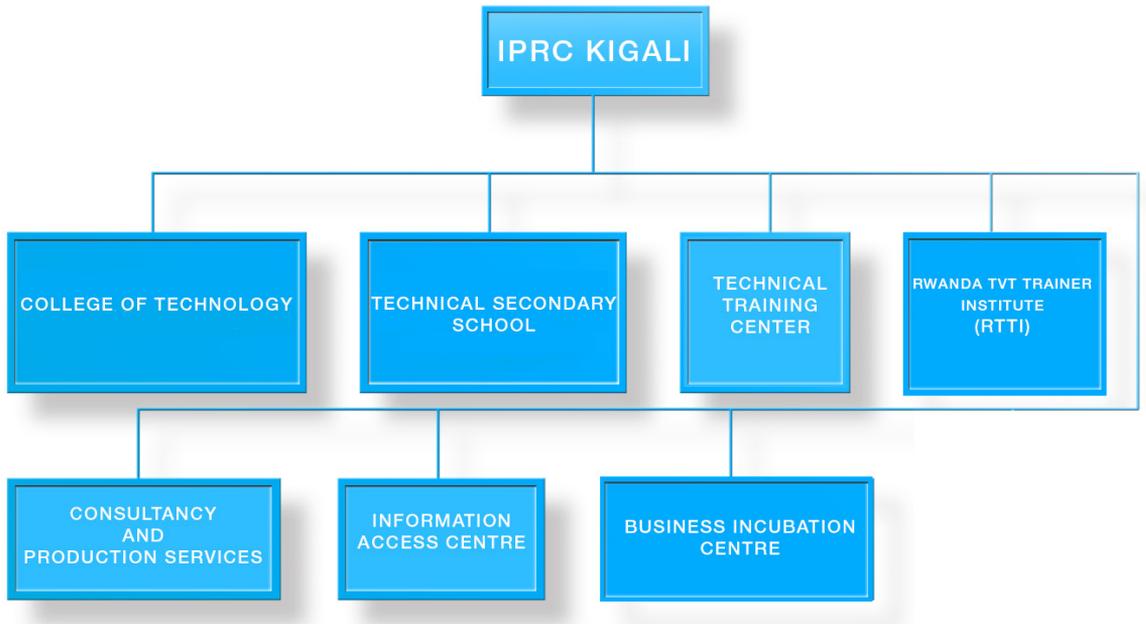


Figure 1: Academic Units of IPRC Kigali

Type of service offered by the College of Technology.

The college of Technology is a High Learning Institution as stipulated by High Education Council (HEC) and is responsible for the design develop and run long term training and learning activities leading to the acquisition of an advanced diploma:

1. GETTING ADMISSION AND REGISTRATION FOR TRAINING DIPLOMA COURSES

What is the service? Am I eligible?

The College offers the following Diploma Courses for Government Sponsored (GS) and Private Students (PS) for full time and part time program (ES):

1) Civil Engineering

- Advanced Diploma in Construction Technology (CoT)
- Advanced Diploma in Water Technology and Sanitation (WAS)
- Advanced Diploma in Quantity Surveying
- Advanced Diploma Engineering Surveying
- Advanced Diploma in Transportation Engineering

2) Mechanical Engineering

- Advanced Diploma in Production Technology (DPT)
- Advanced Diploma in Air Conditioning and Refrigeration (ALT)
- Advanced Diploma in Automobile Technology (AUT)

3) Electrical & Electronics Technology

- Advanced Diploma in Electrical Technology
- Advanced Diploma in Electronics and Telecommunication Technology
- Advanced Diploma in Biomedical Equipment Technology
- Advanced Diploma in Electromechanical Technology

4) ICT

- Advanced Diploma in IT
- Advanced Diploma in Digital Media Production

5) Mining Engineering

- Advanced Diploma in Mining Technology

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 or use our website
Time limit to access this service? or Once a request is made or an application is submitted, 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?

The access of the information of this service is free. The cost of the School fees are in the table below:

Type of Fee	Government Sponsored	Private Sponsored
Application fees		5,000 Frw
Registration fees	25,000 Frw	25,000 Frw
Student Identity Card	2,000 Frw	2,000 Frw
Student Library Card	1,000 Frw	1,000 Frw
Student Guild	4,000 Frw	4,000 Frw
Occupational hygiene	4,000 Frw	4,000 Frw
Insurance Against Accident	1,500 Frw	1,500 Frw
Industrial attachment	2,500 Frw	2,500 Frw
Caution money	25,000 Frw	25,000 Frw
Overall fee	12,000 Frw	12,000 Frw
Total For the first year 'students		74,500 Frw
Total For the Second year 'students		37,500 Frw
Total For the 3rd year 'students		40,000 Frw
Tuition fee		600,000Frw

This table can change depending on the requirements

A late Registration fees of 5000 Frw (Applied to Rwandese) or 20\$ (applied for expatriate) will be paid by late comers.

No registration is allowed after the beginning of the academic year.

What documents are required?

1) For Gouvernement sponsored student

- One certified copy of National Examination Certificate.
- Copies of transcript of the 6 last years
- Copy of National Identity card
- Four recent passport size photographs
- Written evidence (pay slip) of having paid registration fees.

2) For Private student:

- Two certified copies of National Examination Certificate.
- Copies of transcript of the 6 last years
- Copy of National Identity card
- Four recent passport size photographs
- Written evidence (pay slip) of having paid registration fees
- Written Proof of sponsorship.

3) For International/Foreign Student :

- Two copies of residence permit for the ongoing academic year
 - An equivalent of Senior Six Certificate from Rwanda National Examination Council (REB)
 - Four recent passport size photographs
 - Written evidence (pay slip) of having paid registration fees
-

<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Go to the Admission and Registration office • Application are submitted from 1st May to 30 th 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.
<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>Bank of Kigali (BK) for payment through IPRC Kigali bank account number 044384405 or Rwanda Education Board (REB) for getting Diploma equivalent.</p>
<p>Is there a complaint procedure?</p>	<p>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.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 495, +250 738 461 784, during office hours, or info@iprckigali.ac.rw.</p>
<p>Available forms</p>	<p>Forms are available at :</p> <ul style="list-style-type: none"> • Reception, • Registration Office • or on website: www.iprckigali.ac.rw
<p>Relevant legal documents</p>	<p>General Academic Regulations</p>

1.2. REQUESTING A “TO WHOM IT MAY CONCERN, RECOMMENDATION LETTER OR ANY OTHER TESTIMONIAL FROM ACADEMIC SERVICES

<p>What is the service? Am I eligible?</p>	<p>TO WHOM IT MAY CONCERN, RECOMMENDATION LETTER OR ANY OTHER TESTIMONIAL FROM ACADEMIC SERVICES:</p> <p>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 Kigali.</p>
<p>Directorate to be approached</p>	<p>Academic Services Unit and Head of Departments</p>
<p>When can I access the service?</p>	<p>Monday to Friday: 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>3 Days</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>2000 Frw</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • A copy of National Identification (ID) • A copy of a recent student ID • Two recently taken passport photos
<p>What is the procedure?</p>	<p>Go to Academic Services unit</p> <p>Submit your application along with all the requirements</p> <p>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</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)	Bank of Kigali (BK) for payment through IPRC Kigali bank account number 044384405.
Is there a complaint procedure?	Complaints may be addressed either in writing or in person 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.iprckigali.ac.rw for information. For further information call on this telephone number: +250 738 461 784, during office hours, or info@iprckigali.ac.rw .
Available forms	None
Relevant legal documents	General Academic Regulations

1.3 COMPLAINTS ABOUT MISSING CAT/EXAMINATION BOOKLET, ATTENDANCE MARKS IN THE ACADEMIC SERVICES UNIT/DEPARTMENTS

What is the service? Am I eligible?	<p>COMPLAINTS ABOUT MISSING CAT/EXAMINATION 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>
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<p>Directorate to be approached</p>	<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)
<p>When can I access the service?</p>	<p>Monday to Friday: 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>2 Days</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>None</p>
<p>What documents are required?</p>	<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
<p>What is the procedure?</p>	<p>Go to Quality Assurance office in case of attendance claim or in Concerned Department in case of missing CAT/Exam Booklet.</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>

Is there a complaint procedure?	Complain may be addressed either in writing or in person 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.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 297, +250 788 597 625, during office hours or info@iprckigali.ac.rw .
Available forms	None
Relevant legal documents	General Academic Regulations

1.4 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 especially 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 an application is submitted, how long will it take?	Two days but it depend on a presented case, some cases may need the academic board meeting.
What, if any, are the costs for accessing the service?	Application fee for Complaining a remarking is 5,000 Frw.

<p>What documents are required?</p>	<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)
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Go to Head of Departement 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.
<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>Bank of Kigali (BK) IPRC Kigali account number 044384405</p>
<p>Is there a complaint procedure?</p>	<p>Complain 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.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 738 461 784,during office hours. Email : info@iprckigali.ac.rw.</p>
<p>Available forms</p>	<p>None</p>
<p>Relevant legal documents</p>	<p>General Academic Regulations</p>

1.5 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?	<ul style="list-style-type: none"> • Application fee of 5000 Frw for a lost Student ID and 2000 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 service costs or to get additional documents)	Bank of Kigali (BK) IPRC Kigali number 044384405
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.iprckigali.ac.rw for information. For further information call this telephone number: 0788805834 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	General Academic Regulations

1.6. 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

<p>What, if any, are the costs for accessing the service?</p>	<ul style="list-style-type: none"> • The first transcript and Diploma is free within one month after results publication. <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 • 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
<p>What documents are required?</p>	<ul style="list-style-type: none"> • An advanced Diploma Certificate , requires clearance 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.
<p>What is the procedure?</p>	<p>Send an application letter accompanied with the above documents to the Admission and registration 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>Bank of Kigali (BK) IPRC Kigali account number 044384405</p>
<p>Is there a complaint procedure?</p>	<p>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.</p>

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

1.7. 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 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 in working hours from Monday to Friday 7:00 to 5:00
Available forms	Being developed
Relevant legal documents	General Academic Regulations

1.8. 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	Industrial Liaison Office (ILO)
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 8 weeks for A1 programs 6 weeks for Vocational students 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 Kigali
What is the procedure?	The Industrial Liaison Office 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 or in person to the ILO office or 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.iprckigali.ac.rw for information. For further information call on this telephone number: 0738461784 during office hours. Email : info@iprckigali.ac.rw
Available forms	Industrial Training Program (ITP) Registration Forms and Company Placement form.
Relevant legal documents	<ul style="list-style-type: none"> • National ID/ Passport • Student ID • Introduction letter from the College • Insurance cover letter / Students log book

1.9. HOSTEL ACCOMODATION TO STUDENTS

What is the service? Am I eligible?	Hostel accomodation to in -campus students. Registered students are eligible.
Directorate to be approached	Directorate of Student Affairs
When can I access the service?	Monday to Friday : 7:00 am to 5:00 pm (Working days)
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	Two weeks before commencement of new academic year. Midway admission for special cases or replacing absconded case
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Accommodation fee : 2,500 Frw per month • Accommodation package; paid once: 29,000 Frw • Health Insurance scheme: 3,000 Frw • Contribution to students Association : 3,000 Frw • Contingency : 10,000 Frw
What documents are required?	<ul style="list-style-type: none"> • Application letter to Director of Student Affairs, E-mail from international students is acceptable. • Justification letters /documents for special cases and most needy students, • Medical certificates for sick or students with special needs. • Confirming list from Rwanda Education Board (REB) • Pay slip for self sponsored students

<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Application letter • Rooms allocation criteria are set involving students guild council • Selection done according to the criteria • Forms filled by eligible occupants • List of rooms occupant recorded and posted on doors and kept by Warden • Payment done in two ways: <ul style="list-style-type: none"> A) deductions made from living allowance. B) Self sponsored students pay to BK IPRC Kigali account <ul style="list-style-type: none"> • Bank slip brought to Hostel warden for recording, then to accounts department.
<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>	<ul style="list-style-type: none"> • One of Government Hospitals to certify Students health status. • Local government certification of most needy students • Bank of Kigali to effect payments on IPRC Kigali account number 044384405
<p>Is there a complaint procedure?</p>	<p>Complaint can be addressed to the Warden and when not solved contact the Director of Student Affairs, and if not, the Vice Principal of Administration and Finance.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 271, 0788508184 , email:info@iprckigali.ac.rw</p> <ul style="list-style-type: none"> • Female students are encouraged to apply for in- campus stay • Criteria are revised or reviewed on yearly basis • Mattresses & blankets are provided to the occupants
<p>Available forms</p>	<ul style="list-style-type: none"> • A form of acceptance and commitment to keep facilities safe and clean • Proof that caution money has been paid, • Signed list of occupants.

Relevant legal documents	<ul style="list-style-type: none"> • General Accommodation and Hostel Regulations • Dormitory Management Regulation • Student general Regulations
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1.10. CARTERING SERVICES TO STUDENTS

What is the service? Am I eligible?	Restaurant services to in-campus Students
Directorate to be approached	Directorate of Student Affairs : Facilitation in procuring required services
When can I access the service?	Seven days a week
Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<p>After subscription for meals and proof of payment modalities</p> <p>One week</p>
What, if any, are the costs for accessing the service?	<ul style="list-style-type: none"> • Full meals per day: 600 Frw • Monthly subscription is 18,000 Frw • Computation of the bill is done following the number of days in a month (long and short month considered)

<p>What documents are required?</p>	<ul style="list-style-type: none"> • Students Identity Card • Weekly menu which is approved by students guild council • List of subscribers on monthly basis • Letter of request from International Students (e-mail is acceptable) • Regulations and table manners to be strictly observed. • Confirming list from Rwanda Education Board (REB) to ensure that payments will be effected • Pay slip for privately sponsored students or self sponsored students • Meal card
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Letter of request • Fill in meals-subscription form, • Payment done in two ways: <ul style="list-style-type: none"> A) – deductions made from living allowance. B)Where applicable, self sponsored students pay to the Account of the contracted supplier. • Records are kept.
<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>	<ul style="list-style-type: none"> • Hospital certification for those who require special diet. • Kenya Commercial Bank (KCB) • KCB account number 4400181642
<p>Is there a complaint procedure?</p>	<p>Complaints can be addressed to the restaurant supervisor, and when not solved contact Director of Student Affairs, if not, the Vice Principal of Administration and Finance.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 788 507 018, +250 788 508 184. E-mail: info@iprckigali.ac.rw.</p>

Available forms	Signed list of subscribers (3 Copies).
Relevant legal documents	<ul style="list-style-type: none"> • Regulations guiding the use of dining hall • List of table manners to be observed • Student general Regulations

1.11. 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?	<ul style="list-style-type: none"> • List of team members, clubs and associations
What is the procedure?	<ul style="list-style-type: none"> • 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 documents)	<ul style="list-style-type: none"> • Affiliation to various national and international sports federations example, inter-university games and sport federations) • 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 website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 788 691 011, +250 788 508 184 during office hours. info@iprckigali.ac.rw</p> <ul style="list-style-type: none"> 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.
Available forms	Signed lists of team members.
Relevant legal documents	Regulations are available by each sports discipline, clubs and association.

1.12. HEALTH CARE AND COUNSELLING SERVICES

What is the service? Am I eligible?	Health care, first aid treatment, guidance and counselling 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 Kigali Nurse is available on working days and attends to sick calls on weekends. Dean of students is always available for counseling and attending students' needs. Counselling Service office is always available for counselling 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.

<p>What, if any, are the costs for accessing the service?</p>	<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.
<p>What documents are required?</p>	<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
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Subscription is monitored by College nurse. • Referral cases to hospitals follow required channels • Individual as well as group counselling is carried out. • Liaising with parents or guardians in handling students' social problems.
<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>	<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.)
<p>Is there a complaint procedure?</p>	<p>Complaints can be addressed to the College nurse and Director of students Affairs when not solved contact Vice Principal Administration and Finance.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit website: www.iprckigali.ac.rw for information. For further information call this telephone number: 0788579443, 0788508184, e-mail: info@iprckigali.ac.rw</p> <ul style="list-style-type: none"> • 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</p>	<p>Individual or personal file on guidance and counselling.</p>

Relevant legal documents	<ul style="list-style-type: none"> • Students Identity card, • National medical insurance card
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1.13. LIBRARY, COMPUTER LAB SERVICES AND INFORMATION ACCES CENTER

What is the service? Am I eligible?	Borrowing books to IPRC Kigali 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 Saturday : 7:00 am to 9:30 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

<p>What is the procedure?</p>	<p>Borrowing is done on an individual basis upon presentation of the user card.</p> <p>Staff</p> <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. <p>Students</p> <ul style="list-style-type: none"> - A maximum of 2 books for 3 days renewable once.
<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>Complaint can be addressed to the Library Officer ; and when not solved contact the Director of Academic Services.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.iprckigali.ac.rw for information. For further information call this telephone number: +250 788 452 622, during office hours. E-mail: info@iprckigali.ac.rw</p> <p>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.</p>
<p>Available forms</p>	<p>None</p>
<p>Relevant legal documents</p>	

1.14. RETURNING OF BOOKS

What is the service? Am I eligible?	<p>RETURNING OF BOOKS:</p> <p>IPRC Students, IPRC Staff, both, administrative and academic and Private individuals should return borrowed books, newspapers, dissertations (dissertations are consulted only in the Libabry)</p>
Directorate to be approached	Library Services Unit
When can I access the service?	<p>Business hours:</p> <ul style="list-style-type: none"> • Monday to Friday :from 7:00 am-9:30pm • Saturday from : 8:00 to 2:00 pm • Sunday : From 2:00 pm to 6pm
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?	None. However, if the document is returned late, a fine of 500 Frw is payable to IPRC Kigali 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

2. THE TECHNICAL SECONDARY SCHOOL (TSS)

2.1 TO BE ADMITTED IN TECHNICAL SECONDARY SCHOOL

What is the service? Am I eligible?	IPRC Kigali Technical Secondary School offers the following A2 courses for the student who finished O'level in the following program: <ul style="list-style-type: none"> • Construction • Electricity • Electronics and Telecommunication • General Mechanics and Maintenance • Motors Vehicle Mechanics • Public Works • Computer Electronics
Directorate to be approached	Directorate of Technical Secondary School
When can I access the service?	Monday to Friday : 7:00 am to 9:00 pm

<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>For reporting at School : Immediately Any request for application : 1week</p>																																																												
<p>What, if any, are the costs for accessing the service?</p>	<table border="1"> <thead> <tr> <th>Types of Fees/Year</th> <th>S4</th> <th>S5</th> <th>S6</th> </tr> </thead> <tbody> <tr> <td>Tuition fee</td> <td>57 000</td> <td>57 000</td> <td>57 000</td> </tr> <tr> <td>Lunch</td> <td>50 000</td> <td>50 000</td> <td>53 000</td> </tr> <tr> <td>Library card</td> <td>1 000</td> <td>1 000</td> <td>1 000</td> </tr> <tr> <td>Uniform</td> <td>28 000</td> <td>-</td> <td>-</td> </tr> <tr> <td>Student ID card</td> <td>500</td> <td>500</td> <td>500</td> </tr> <tr> <td>Exams booklet& transcript</td> <td>7 200</td> <td>7 200</td> <td>7 200</td> </tr> <tr> <td>Insurance for accident</td> <td>2 000</td> <td>2 000</td> <td>2 000</td> </tr> <tr> <td>Medical Insurance</td> <td>3 000</td> <td>3 000</td> <td>3 000</td> </tr> <tr> <td>Final Projects</td> <td>-</td> <td>-</td> <td>3 000</td> </tr> <tr> <td>National Exams</td> <td>-</td> <td>-</td> <td>3 000</td> </tr> <tr> <td>Toilets Paper</td> <td>3 000</td> <td>3 000</td> <td>3 000</td> </tr> <tr> <td>Caution Money</td> <td>3 000</td> <td>3 000</td> <td>3000</td> </tr> <tr> <td>Allowance</td> <td>30 000</td> <td>30 000</td> <td>30 000</td> </tr> <tr> <td>TOTAL</td> <td>184 700</td> <td>156 700</td> <td>165 700</td> </tr> </tbody> </table>	Types of Fees/Year	S4	S5	S6	Tuition fee	57 000	57 000	57 000	Lunch	50 000	50 000	53 000	Library card	1 000	1 000	1 000	Uniform	28 000	-	-	Student ID card	500	500	500	Exams booklet& transcript	7 200	7 200	7 200	Insurance for accident	2 000	2 000	2 000	Medical Insurance	3 000	3 000	3 000	Final Projects	-	-	3 000	National Exams	-	-	3 000	Toilets Paper	3 000	3 000	3 000	Caution Money	3 000	3 000	3000	Allowance	30 000	30 000	30 000	TOTAL	184 700	156 700	165 700
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<p>What documents are required?</p>	<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 • Copy of his/her transcript of S3 O'level 																																																												
<p>What is the procedure?</p>	<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)	Bank of Kigali (for payment through IPRC Kigali account number: 040-0443844-05)
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.iprckigali.ac.rw for information. For further information call on this telephone number: +250 788 593 952, +250 730 672 427, during office hours. E-mail: info@iprckigali.ac.rw
Available forms	Individual form
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

2.2. CATERING SERVICES TO STUDENTS

What is the service? Am I eligible?	Restaurant services in IPRC Kigali
Directorate to be approached	TSS Social Affairs
When can I access the service?	One day

Time limit to access this service? or Once a request is made or an application is submitted, how long will it take?	<p>For Lunch only after subscription and getting meal card</p> <p>For full meals after proof of payment modalities</p> <p>Monthly Subscription is allowed</p>
What, if any, are the costs for accessing the service?	<p>Lunch only per day : 300 Frw</p> <p>Full meals per day : 600 Frw</p>
What documents are required?	<ul style="list-style-type: none"> • Student Identity card • Meal card • Pay slip for student who takes full meals
What is the procedure?	<p>To be student in IPRC Kigali TSS (Signed List)</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)	<ul style="list-style-type: none"> • Kenya Commercial Bank (KCB) • KCB account number 4400181642
Is there a complaint procedure?	<p>Complain can be addressed to the Warden and when not solved to the Director of Technical Secondary School, if not, the Director of Student Affairs.</p>
Is there any additional information regarding this service that is useful to know?	<p>Always visit the website: www.iprckigali.ac.rw for information.</p> <p>For further information call on this telephone number: +250 788 802 436, +250 730 672 463, +250 788 402 484, +250 730 672 486, during office hours. E-mail: info@iprckigali.ac.rw.</p>
Available forms	<p>Meal card</p>
Relevant legal documents	<ul style="list-style-type: none"> • Regulations guiding the use of dining hall • Student general regulations

2.3. SPORTING, CULTURAL, CLUBS AND SOCIAL ACTIVITIES

What is the service? Am I eligible?	Sporting, cultural, clubs and social activities
Directorate to be approached	TSS Sports Master
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?	<ul style="list-style-type: none"> Sporting facilities are provided by the institution management Equipment and sport wear are provided by the institution
What documents are required?	<ul style="list-style-type: none"> List of team members, clubs and associations Student ID card Photo of team members
What is the procedure?	<ul style="list-style-type: none"> Subscription is monitored by the TSS Sport Master
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"> Affiliation to various national and international associations
Is there a complaint procedure?	Complain can be addressed to the Sport Master; the Warden and when not solved to the Director of Technical Secondary School, if not, the Director of Students Affairs.

Is there any additional information regarding this service that is useful to know?	<p>Always visit the website: www.iprckigali.ac.rw for information.</p> <p>For further information call on this telephone number: 0788618115/0730672462, during office hours. E-mail: info@iprckigali.ac.rw.</p>
Available forms	<ul style="list-style-type: none"> • Signed lists of Team members • Photo of Team members • Student ID card
Relevant legal documents	Regulations for Rwanda Federation for School Sport (FRSS).

2.4. 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 specifically office of Accountant
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 - Library ID : 1 000 Frw - A case of lost of Student ID :1000 Frw - A case of lost of Library ID : 1 500 Frw - A case of lost of Salop : 12 000 Frw - A case of lost of Shirt : 3 500 Frw - A case of lost of Skirt : 4 500 Frw - A case of lost of trouser : 4 500 Frw - A case of lost of Sweater : 7 000 Frw
What documents are required?	Bank slip of payment of application fee (case of lost student/library ID card).
What is the procedure?	Go to the Directorate of TSS specifically in the Office of Accountancy.
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 OF KIGALI (for payment through IPRC KIGALI account number: 040-0443844-05)
Is there a complaint procedure?	Complain can be addressed to the Accountant and when not solved to the Director of Technical Secondary School.
Is there any additional information regarding this service that is useful to know?	<p>Visit the Accountant Office during office hours from Monday to Friday: 7:00am to 5:00pm.</p> <p>For futher information call on this telephone 0788642722 / 0730672283</p>
Available forms	None
Relevant legal documents	Secondary School regulations.

2.5. 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 Secondary School
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?	1 day
What, if any, are the costs for accessing the service?	<p>The first transcript , confirmation results and certificate is free.</p> <ul style="list-style-type: none"> • In case of losing : Transcript : 3,000 Rwf / Leve Certificate A2:(application to WDA). • In case of coming late after year Certificate submitted: 5,000 Rwf.
What documents are required?	<ul style="list-style-type: none"> • Requires clearance form • One passport size photo <p>In case of losing transcript : Bank slip of payment</p>
What is the procedure?	Visit the Directorate of Technical Secondary School
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 of Kigali (for payment through IPRC Kigali account number: 040-0443844-05)
Is there a complaint procedure?	Complain can be addressed to the Master of studies and when not solved to the Director of Technical Secondary School, if not, the Director of Administration and Finance.

Is there any additional information regarding this service that is useful to know?	Visit the Directorate of Technical Secondary School specifically the Office of Master of Studies.
Available forms	<ul style="list-style-type: none"> • Transcript • Confirmation results
Relevant legal documents	General Secondary School regulations

2.6. 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.....
Directorate to be approached	Directorate of Technical Secondary School
When can I access the service?	Monday to Friday :7:00am 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?	Bank slip of 2,000 Frw
What documents are required?	<ul style="list-style-type: none"> • Bank slip of Payment • Requires clearance form
What is the procedure?	Visit the Directorate of Technical Secondary School

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 of Kigali (for payment through IPRC Kigali account number: 040-0443844-05)
Is there a complaint procedure?	Complaints may be addressed to the Directorate of Technical Secondary School
Is there any additional information regarding this service that is useful to know?	Visit the Directorate of Technical Secondary School
Available forms	None
Relevant legal documents	General Secondary School regulations

3. TECHNICAL TRAINING CENTER (VOCATIONAL TRAINING)

3.1. 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.

The directorate offers the following programmes:

PROGRAM	MODULES
Electrical	<ul style="list-style-type: none">• Electrical installation• Electrical machines• Industrial automation and Electrical instrumentation
Industrial Installation	<ul style="list-style-type: none">• Welding and sheet metal• Plumbing
Construction	<ul style="list-style-type: none">• Masonry and CAD• Steel works• Carpentry and CAD
Automechanic	<ul style="list-style-type: none">• Engine and chassis• Body works and Painting• Auto electrical/Electronics
ICT	<ul style="list-style-type: none">• Networking and Hardware• Multimedia• Web Technology

Training Mode:

- One year Vocational Training programs combining the above modules in each department
- Part time modules (6 months) programs that combines some modules
- Short courses (3 months) programs that consists of one of the identified modules

NB: Each candidate is allowed to register in only one area of training for 6 months or one program for 1 year.

Vocational Training offers 700 hours of training within six months and 1400 hours within one year using a module approach, 7 hours a day.

Evening program 700 hours course for 6 months within 4 hours per day and 7 hours on Saturdays (candidate may choose one or two modules).

Other special Programmes:

1. AUTOMECHANICS

Course	Period
Electronic control	3months
Wheel alignment, tire changer, wheel balancing	3months
Injection pump tester and pumps	3months
Automatic gear box	3months

2. CONSTRUCTION

Course	Period
AutoCAD, SketchUp, ArchCAD and Computer basics	3 months
Furniture design and Manufacturing	3months
Aluminium Window Assembling and Fixing	3 months
Brick laying, plastering, painting, tiling and steel work practice	3months

3.ELECTRICAL AND ELECTRONICS

Course	Period
Electrical (Testing and Instrumentation, Circuit analysis, Electromagnetism and Machine control elements and applications).	3months
Electronics (Components characteristics and circuit laws, Measurements and Equipment Manipulation, Analogue Electronics Circuit Design, Digital Electronics Circuit Design and Infrared Communication and Control System).	3months

4.INFORMATION AND COMMUNICATION TECHNOLOGY

Course	Period
Computer Skills (Concept of ICT, use of the computer and management of files, Word Processing, Spreadsheets, Database management, Presentation, Web browsing and Communication and IT Security).	3months
Multimedia (Graphics Editing with Adobe Photoshop, Animation with Adobe Flash, Video and Audio Editing with Adobe Premier and Nero and Drawing with Adobe Illustrator).	3months
Hardware and Networking (Computer Hardware Maintenance and Troubleshooting, Fundamentals of Networking, Routing, Switching and Wireless).	3months
Web Technology (C-Programming, Visual Basics, Web design, Web Programming with HTML& JavaScript, CSS and PHP).	3months

5. INDUSTRIAL INSTALLATION

Course	Period
Domestic plumbing (General pipework, Cold and hot water supply systems, Sanitary appliances and installtion, Drainage system, Sheet metal, Development and fabrication).	3months

Welding (Oxyacetylene Gas Welding, Shielded Metal ARC Welding (SMAW), Design and fabrication of various structures such as doors, windows, brick form and Steel roof structures).	3months
Special welding (Tungsten Inert Gas Welding, Metal Inert Gas Welding, Flux Core Arc Welding, Pipe welding in accordance to American Welding Society Standards).	3months
Computer Aided Design (CAD) for Mechanical Engineering (AutoCAD software (2D), Solid Works Software (2D&3D)	3months

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 submitted, how long will it take?	The registration is done immediately as long as the requirements are fulfilled. The admission is done two weeks.

What, if any, are the costs for accessing the service?

Types of Fees	Cost(Rwf)/ trainee/12months	Cost(Rwf) /trainee/6 months
Registration fee	2,000 Frw	2,000 Frw
ID Card	2,000 Frw	2,000 Frw
Tuition fee	200,000 Frw	150,000 Frw
Insurance for accident	1,500 Frw	1,500 Frw
Overalls	12,000 Frw	12,000 Frw
Caution money	15,000 Frw	15,000 Frw
Googles	7,500 Frw	7,500 Frw
Medical Insurance	3,000 Frw	3,000 Frw
Total	240,000	190,000

For special programmes of three months, the cost is 100,000 Frw.

What documents are required?

The requirement for getting admission in Vocational Training

Eligible applicants must fulfill the following requirements:

- Completed at least O' Level (Tronc Commun) with his annual report or letter of completion from the former Secondary School
- Two recent photographs of passport size. Inscribed the applicants names at the back of each photo
- A duly filled registration form
- Copy of the ID card

What is the procedure?

Submit the application letter to administration monitor office in the directorate of Vocational training.

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)	Bank of Kigali (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complaint can be addressed to the Administration monitor office; and when not solved contact the Director of Vocational Training.
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 on this telephone number: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw .
Available forms	Forms are available at : Administration monitor office or on website: www.iprckigali.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 Regulations

3.2. ACQUIRING A “TO WHOM IT MAY CONCERN, RECOMMENDATION LETTER OR ANY OTHER TESTIMONIAL FROM VOCATIONAL TRAINING UNIT.

What is the service? Am I eligible?	<p>To whom it may concern, recommendation letter or any other testimonial from Vocational Training unit:</p> <p>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 Kigali</p>
Department to be approached	Vocational Training Unit and Head of Departments 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 submitted, how long will it take?	Three working 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 • One recently taken passport photo
What is the procedure?	<ul style="list-style-type: none"> • Go to Vocational Training unit • Submit your application along with all the requirements • Provided that your application is in order, you will be asked to come back in three days after the submission of your 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 of Kigali (for payment through IPRC Kigali account number: 040-0443844-05)
Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the Director of Vocational training and when not satisfied 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.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw
Available forms	Available in Administration Monitor Office and Pedagogy Monitor office
Relevant legal documents	General Academic Regulations, General TVET Regulations.

3.3. COMPLAINTS ABOUT MISSING CAT/EXAMINATION PAPERS, IN THE VOCATIONAL TRAINING UNIT/DEPARTMENTS.

What is the service? Am I eligible?	Complaints about missing CAT/examination papers: Trainees with relevant proofs.
Department to be approached	Vocational training unit specifically the relevant department which forward the claim in the Pedagogy Monitor Office for missing CAT/ exam papers.
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?	Two days
What, if any, are the costs for accessing the service?	No cost
What documents are required?	For one to claim for the mentioned services, she/he need to present the: <ul style="list-style-type: none"> • Application letter • Copy of a student ID • Supporting documents for her/his claim
What is the procedure?	Go to the Vocational training Unit or/and in Concerned Department in case of missing CAT/Exam paper
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 Academic Affairs

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 on these telephone numbers: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	General academic regulations, general TVET regulations.

3.4. ACQUIRING REMARKING, SPECIAL CAT/EXAM, ADDITIONAL AND OCCASIONAL EVALUATION.

What is the service? Am I eligible?	Remarking, Special cat/exam : Trainees with relevant proofs.
Department to be approached	Vocational Training unit specifically the relevant department which forwards the claim in the pedagogy monitor office for missing CAT/ Exam Booklets and data entry office through Vocational Training 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 an application is submitted, how long will it take?	Three working days
What, if any, are the costs for accessing the service?	Application fee for complaining a remarking is 5,000 Frw. For vocational trainees, additional evaluation is free for sickness or other unavoidable matters. Occasional exam is given to student after judgment of the Instructor and through Head of Department and approved by Director of Vocational Training. No application fee for claiming a special CAT/Exam

<p>What documents are required?</p>	<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 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)
<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Go to vocational training directorate in case of claiming for a special CAT/Exam and submit your complete application document. You will get a feedback after three days • In case of remarking go to relevant department and submit your application. You will get the feedback of remarking after 2 weeks.
<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>Bank of Kigali (for payment through IPRC Kigali number 040044384405)</p>
<p>Is there a complaint procedure?</p>	<p>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</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>Always visit the website: www.iprckigali.ac.rw for information. For further information call on these telephone numbers: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw</p>
<p>Available forms</p>	<p>None</p>
<p>Relevant legal documents</p>	<p>General academic regulations, general TVET regulations.</p>

3.5 REPLACEMENT OF LOST STUDENT ID

What is the service? Am I eligible?	Replacement of a lost student id: Trainees with relevant proof.
Department to be approached	Vocational Training Office, the office of administration monitor.
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 2000 Frw for a lost Student ID
What documents are required?	Receipt/Bank slip of payment of application fee
What is the procedure?	Go to Vocational training especially in administration monitoring.
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 of Kigali (BK) (for payment through IPRC Kigali account number 040044384405)
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?	Always visit the website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw

Available forms	None
Relevant legal documents	None

3.6. 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 Pedagogy Monitor office and Industrial Liaison Office (ILO)
When can I access the service?	During internship period (according to the Training 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 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.
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)	Insurance company

Is there a complaint procedure?	Complaints may be addressed either in writing or in person to the ILO office or Director of Vocational Training (DVT) office 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?	Always visit the website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 730 672 309 during office hours. Email : info@iprckigali.ac.rw
Available forms	Industrial Training Program (ITP) Registration Forms
Relevant legal documents	<ul style="list-style-type: none"> • National ID/ Passport • Student ID • Introduction letter from the College • Insurance Cover Letter

3.7. OBTAINING / COLLECTING CERTIFICATES AND TRANSCRIPTS AFTER GRADUATION.

What is the service? Am I eligible?	Obtaining /collecting certificates.
Department to be approached	Administration monitors' office
When can I access the service?	DMonday 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?	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?	Go to the administration monitor 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)	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

4.GETTING QUALITY ASSURANCE SERVICES

**What is the service?
Am I eligible?**

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 Kigali.

The purpose for the Directorate is to contribute to making the IPRC Kigali a premier institution with a reputation of delivering quality education and producing quality products.

Quality Assurance Directorate strives to facilitate the achievement of excellence in teaching, learning & assessment by ensuring that all academic endeavours are “fit for purpose.”

1. Student attendance lists and attendace reports:

Each semester lecturers brought attendace lists from Quality Assurance Office and make students attendance report at the end of each semester.

2. Internal and external moderation of exams & feedback:

To coordinate internal moderation exercice done at departmental level before Examinations assessment at IPRC Kigali undergoes through use of external moderators of exam papers and their marking scheme.

To invite external examiners to IPRC Kigali to evaluate internal assessment of final examinations Towards the end of every semester.

3. Teaching staff assesement:

To evaluate Teaching staff through lecture progress forms and teaching & learning evaluation forms filled by students to get information about their studies.

4. Exams invigilation follow up:

To supervise examination process and verify if all academic regulation related to examination are implemented.

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

What documents are required?	<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
What is the procedure?	Go to the Quality Assurance 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)	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 Trainings.
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	Available
Relevant legal documents	General academic regulations

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 Kigali region; 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 centers, PCs delivering vocational training in the Kigali region; 5. Validation, Review of Programs & Modules: The module & program are set for about 3 yrs. 6. Follow up and monitoring to all trained teaching staff. 7. Impact Assessment of Quality Training
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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?	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 Traings (VPAT) or 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 on this telephone number: 07 88 59 76 25 / 07 30 67 22 97, during office hours. Or info@iprckigali.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
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4.2 GETTING QUALITY ACCREDITATION

What is the service? Am I eligible?	The College offers provision of standards to all TVET Schools
Directorate to be approached	Quality Assurance unit
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
What documents are required?	List of TVET Providers in Rwanda
What is the procedure?	<ul style="list-style-type: none"> • Request by TVET School by filling form • Visit by IPRC / WDA • Giving accreditation • Summoning School managers for training

<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>WDA</p>
<p>Is there a complaint procedure?</p>	<p>Complain can be addressed to the Director of Quality Assurance; and when not solved contact the Vice Principal in Charge of Academic and Trainings.</p>
<p>Is there any additional information regarding this service that is useful to know?</p>	<p>For further information call on this telephone number: +250 788 597 625, +250 730 672 297, during office hours. E-mail: info@iprckigali.ac.rw</p>
<p>Available forms</p>	<p>Forms are available at :</p> <ul style="list-style-type: none"> • Accreditation office / WDA • Accreditation office / IPRC Kigali • www.iprckigali.ac.rw
<p>Relevant legal documents</p>	<ul style="list-style-type: none"> • General Academic Regulations • List of Public, Private & Government aided TVET Institution • Accredited Schools & Options 2012

5. BUSINESS INCUBATION CENTRE/INDUSTRIAL PARK

What is the service?
Am I eligible?

Office space:

Office furniture: office tables, office chairs, cupboard, etc

Office equipment: computers, printer, photocopier, scanner, projector, etc.

Business services:

Incubatees 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 the incubatees. These include: New Business Formation, Business Stabilization, Business Expansion, Business Networking)

Training:

A generic set of training packages to provide incubatees 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 incubatees.

Access to finance:

Incubation Center helps to bridge the information gap between the incubatees firms and finance providers (banks, international organizations, equity funds) by building strong linkages with these institutions and through capacity building of incubatees (business plan development and assistance pitching to investors). Then, helps to get access to Bank loans, loan funds and guarantee programs, etc

Department to be
approached

Incubation Center Coordination

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 submitted, how long will it take?	2 months
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)	<ul style="list-style-type: none"> • Physical visit during office hours • Through e-mail: info@iprckigali.ac.rw, nchristine@iprckigali.ac.rw
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.

<p>Is there any additional information regarding this service that is useful to know?</p>	<ul style="list-style-type: none"> • Recruitment of start-up businesses: An advertisement is officially published, • The selected companies are informed on the date of incubation commencement, • Requirements: <ol style="list-style-type: none"> 1. All applicants must be IPRC Kigali graduates 2. Submit a written reliable business ideas 3. The shortlist candidates support their business ideas through interview. • Always visit the website: www.iprckigali.ac.rw for information. • For further information call on this telephone number: +250 730 672 499, +250 788 805 834, during office hours. E-mail: info@iprckigali.ac.rw, nchristine@iprckigali.ac.rw
<p>Available forms</p>	<ul style="list-style-type: none"> • Business Plan template/Format available from Incubation Center desk or on the website: www.iprckigali.ac.rw • Signed list of occupants
<p>Relevant legal documents</p>	

6. PRODUCTION UNIT

<p>What is the service? Am I eligible?</p>	<p>IPRC Kigali facilities (Conference hall, stadium, meeting halls, classrooms, laboratories)</p>
<p>Department to be approached</p>	<p>Production unit</p>
<p>When can I access the service?</p>	<p>Monday to Friday from 7:00 AM to 5:00 PM</p>

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 Production Procedure Manual
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?	Contact the Production unit
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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complain can be addressed to the Production 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 know?	Always visit the website: www.iprckigali.ac.rw for information. For further information call on this telephone number: +250 788 670 784, during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.1. SOIL MECHANICS LAB

What is the service? Am I eligible?	Test on Soil: All the construction companies and those who need to know the quality of properties.
Department to be approached	Civil Engineering Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 after receiving the request depending of the test requirements.
What, if any, are the costs for accessing the service?	Refer to production policy
What documents are required?	<ul style="list-style-type: none"> • Request letter from the institutions • Profoma invoice issued by the Finance Department • Payment receipt
What is the procedure?	To submit a request to the Vice Principal of Administration and Finance, pay 60% of the total cost of payment at the IPRC Kigali Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)

Is there a complaint procedure?	Complain can be addressed to the Head of Department of Civil Engineering or the Production Coordinator and when not solved contact 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.iprckigali.ac.rw for information. For further information call on this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

6.2. STRUCTURAL ENGINEERING LAB

What is the service? Am I eligible?	Structural designs All construction companies and those who need to know the quality of properties.
Department to be approached	Civil Engineering
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 after receiving the request depending on the test to conduct
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 • Profoma invoice issued by the Finance Department • Payment receipt
What is the procedure?	To submit a request to the Vice Principal of Administration and Finance, Pay 60% of the total cost of payment at the IPRC Kigali Bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complain can be addressed to the Head of Department of Civil Engineering or to the Production Coordinator and when not solved contact 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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

6.3. HIGHWAY AND TRANSPORTATION MATERIALS TESTING

What is the service? Am I eligible?	Highway and Transportation materials testing to all the construction companies and those who want to know the quality of properties.
Department to be approached	Civil Engineering

When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 after receiving the request
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 • Profoma invoice issued by the Finance Department • 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 Kigali bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complain can be addressed to the Head of Department of Civil Engineering or the Production Coordinator and when not solved contact 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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw

Available forms	None
Relevant legal documents	None

6.4. HYDRAULICS & ENVIRONMENTAL ENGINEERING

What is the service? Am I eligible?	Analysis of water and sewerage, design of dams, water storage areas and all water related works to all the construction companies and those who want to know the quality of water.
Department to be approached	Civil Engineering Department
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 after receiving the request
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 • Profoma invoice issued by the Finance Department • 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 Kigali bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complaint can be addressed to the Head of Department of Civil Engineering or to the Production coordinator and when not solved contact 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.iprckigali.ac.rw for information. For further information call this telephone number: 0788530969 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

6.5. SURVEYING

What is the service? Am I eligible?	Surveying of Lands to all construction companies and those who want to measure the area of their lands
Directorate to be approached	Civil Engineering
When can I access the service?	Monday to Thursday: 7:00 am to 5:00 pm Friday: 7:00 am to 12:00 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 after receiving the request.

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 • Profoma invoice issued by the Finance Department • 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 Kigali bank account and submit the receipt to the dept. the dept will direct the concerned lab authorities to perform the test on materials 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
Is there a complaint procedure?	Complain can be addressed to the Head of Department of Civil Engineering or the Coordinator of Production and when not solved contact 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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

6.6. INDUSTRIAL INSTALLATION PLUMBING AND SHEET METAL WORKSHOP

<p>What is the service? Am I eligible?</p>	<ul style="list-style-type: none"> • Installation of old and hot water supply to domestic and industrial buildings • Advise and design sanitation installation to domestic installations • Design and installation of fixe lightning system • Installation for gutter for rain water havest • Installation of gas supply to buildings
<p>Directorate to be approached</p>	<p>Production unit</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 the production policy</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt • Signing a contact before the starting of the work
<p>What is the procedure?</p>	<p>To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC Kigali 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.</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>Bank of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)</p>

Is there a complaint procedure?	Complain can be addressed to the Head of Department of Civil Engineering or the Coordinator of Production and when not solved contact 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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	None

6.7. 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 • Repair of photo copying machines, TV, DVD, Decoder, Printer • Automation system installation • Traffic light control and installation • Automation and installation of generators • Maintenance and Repair of domestic equipments • U.P.S for big devices (Home appliances) • Computer to TV screen transformation • Domestic lighting installation
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 Kigali 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office

Relevant legal documents	Job Card
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6.8. 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 the total cost of payment at the IPRC KIGALI 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.

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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

6.9. CONSTRUCTION DEPARTEMENT (MASONRY WORKSHOP)

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Advise on how to make structure module form from steel bars • To do all type of construction works • Making bricks and blocks by using molds and machines • 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 Kigali 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	Job Card

6.10. CARPENTRY WORKSHOP

<p>What is the service? Am I eligible?</p>	<ul style="list-style-type: none"> • Production of doors and windows, • Roof trusses, • Wood partition (in offices), • Production of furnitures
<p>Directorate to be approached</p>	<p>Production unit</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 the production policy</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
<p>What is the procedure?</p>	<p>To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC Kigali 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.</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>Bank of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)</p>

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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.11. 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, boot scrapes, furnitures 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, Hydraulic shear machine up 12mm of thickness wich can cut all types of ferrous and non ferrous metals, Automatic gas cutter to cut ferrous metals up 24 mm, Advanced short courses for technicians • Manufacture of bricks maling machine • Do the 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?	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 Kigali 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.12. MACHINES TOOLS WORKSHOP

<p>What is the service? Am I eligible?</p>	<ul style="list-style-type: none"> • Boring of cylinder blocks, Rectification of crank-shaft, • Surfacing of cylinder head of aluminum and cast iron, • Maintenance and Repair of industrial machines • Manufacturing different spare parts (for machines, Vehicles) by using grinding machine.
<p>Directorate to be approached</p>	<p>Production unit</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 the production policy</p>
<p>What documents are required?</p>	<ul style="list-style-type: none"> • Request letter from the Institutions or personal • Proforma Invoice issued by the production Unit • Payment receipt
<p>What is the procedure?</p>	<p>To submit a request to the Head of Department. Pay 60% of the total cost of payment at the IPRC Kigali 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.</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)	Bank of Kigali(BK) (for payment through IPRC KIGALI income account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number: 0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.13. CONSTRUCTIONS MATERIALS TESTING

What is the service? Am I eligible?	<ul style="list-style-type: none"> • Constructions Materials Testing who anybody who needs it Brick making machine , • Bar bender , • Bar cutter
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 Kigali 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number:0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.14. AUTOMOBILE, AIR CONDITIONING AND REFRIGERATION WORKSHOPS

<p>What is the service? Am I eligible?</p>	<ul style="list-style-type: none"> • Maintenance and repair of Air condition equipments, • Maintenance and repair of cold rooms like : in factories, in hospitals, in hotels , • Maintenance and repair of refrigeration systems, • Injection pump repair , • Calibration and phasing, • Motor vehicle engine diagnosis, • Motor vehicle engine and overhand, • Trouble shooting and repair of electrical and electronic system, • Wheel alignment, • Wheel balancing, Tire repair, • Air condition (Automotive) recharging, • General Automobile (painting, lighting....) • Driving school program,
<p>Directorate to be approached</p>	<p>Production unit</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 the production policy</p>

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 Kigali 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 of Kigali(BK) (for payment through IPRC Kigali account number 040044384405)
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.iprckigali.ac.rw for information. For further information call this telephone number:0730672499 during office hours. Email : info@iprckigali.ac.rw
Available forms	Forms available from Production Office
Relevant legal documents	

6.15. TRAINING ON ENGLISH AND COMMUNICATION SKILLS

<p>What is the service? Am I eligible?</p>	<p>Teaching English for all learners' levels (Beginners/ Elementary, Intermediate, advanced).</p> <p>Offering special programme” Letter and report writing; and business English.”</p> <p>Offering translation services to institutions and any other personal documents, especially related to science and technology.</p>
<p>Department to be approached</p>	<p>English department and communication skills</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>Teaching English at each level is divided into three sessions. The level will be determined through an entry test</p> <p>Services of translation depend upon the size of the documents</p> <p>Letter and reporting ;and Business English programme is covered in 3 months upon completion of advanced learner’s level.</p>
<p>What, if any, are the costs for accessing the service?</p>	<p>Refer to the production policy</p>
<p>What documents are required?</p>	<p>Having completed at least 3 years of lower secondary level.</p>
<p>What is the procedure?</p>	<p>To submit a request to the Vice Princial of Administration and Finance. Pay 60% of the total cost of payment at the IPRC Kigali b 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.</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?	Complaint can be addressed to the Head of Department, if not solved to the Vice Principal of Academics and Trainings.
Is there any additional information regarding this service that is useful to know?	At the end of each level of learning, the learner is awarded a certificate in English proficiency, which is of utmost utility in educational and professional areas.
Available forms	None
Relevant legal documents	None

7. DIRECTORATE OF FINANCE

7.1. PROCEDURE FOR RECEIVING PAYMENT FOR SERVICES RENDERED TO IPRC

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 Kigali 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 Kigali • 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.iprckigali.ac.rw for information. For further information call on this telephone number: 0788508282 during office hours, e-mail: info@iprckigali.ac.rw
Available forms	None

Relevant legal documents	None
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7.2. PROCEDURE FOR REFUNDS AT IPRC

What is the service? Am I eligible?	Individuals and/or firms who are seeking refund to IPRC Kigali 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 Kigali 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.iprckigali.ac.rw for information. For further information call this telephone number: 0788508282 during office hours. Or info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

7.3. PROCEDURE FOR RECEIVING INVOICES FROM IPRC Kigali

What is the service? Am I eligible?	Procedure for receiving invoices from IPRC Kigali Students and/or firms who are seeking an invoice to IPRC Kigali 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 Kigali (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.iprckigali.ac.rw for information. For further information call this telephone number: 0788508282 during office hours, email: info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

7.4. PROCEDURE FOR SIGNING OF CLEARANCE FORMS AT IPRC Kigali

What is the service? Am I eligible?	Students and/or Staff who are seeking for a clearance forms at IPRC Kigali 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 accessing the service?	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.iprckigali.ac.rw for information. For further information call this telephone number: 0788508282 during office hours. Or info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

7.5. 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 Kigali 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.iprckigali.ac.rw for information. For further information call this telephone number: 0788508282 during office hours, email: info@iprckigali.ac.rw
Available forms	None
Relevant legal documents	None

7. 6. PROCUREMENT SERVICES OF IPRC Kigali

What is the service? Am I eligible?	<p>The procurement service within IPRC Kigali 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 Kigali 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 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?	<p>The duration of the tender process will vary depending on the type of tender.</p>
What, if any, are the costs for accessing the service?	<p>There is no charge for this service</p>
What documents are required?	<p>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.</p>

<p>What is the procedure?</p>	<ul style="list-style-type: none"> • Individuals and/or firms interested in submitting a tender for a contract with IPRC Kigali should first purchase the tender document from the Procurement unit of IPRC Kigali 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 Kigali.
<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.iprckigali.ac.rw for information. For further information call this telephone number:+250 739 477 868, during office hours, email: info@iprckigali.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>

8. DIRECTORATE OF ADMINISTRATION & HUMAN RESSOURCE

**What is the service?
Am I eligible?**

The Directorate of Administration & Human Resource works under the immediate supervision of the Vice Principal Administration and Finance, with the objective of ensuring the performance of all IPRC Kigali staff in order to achieve its mission and Vision.

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. The Directorate is also responsible in:

1. Staff management

- Staff attendance
- Staff leave management
- Performance contract and evaluation
- Contract management
- Staff welfare

All the above aims in achieving the assigned tasks which leads to the mission achievement of the IPRC Kigali.

2. Recruitment

- 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 need of the respective department/unit.

3. Remuneration & benefits

It is obligation for the staff after her/his s days working to be remunerated.

	<p>4. Capacity building:</p> <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 <p>5. Performance contract</p> <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. 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
<p>Time limit to access this service? or</p> <p>Once a request is made or an application is submitted, how long will it take?</p>	<ol style="list-style-type: none"> 1. Salary and service certificate when requested immediately service is offered. 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
What, if any, are the costs for accessing the service?	No cost

What documents are required?	<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
What is the procedure?	<p>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.</p> <p>- Performance contract forms are distributed by the directorate of DAHR to all units and departments, every departments signs their contracts at their own and bring back to HR for making a report to the head of Institution and submitted to MIFOTRA.</p> <p>- 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.</p> <p>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.</p> <p>- 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 Kigali.</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 documents)	PSC, MINEDUC, MIFOTRA, RSSB , RRA, REB

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 on this telephone number: +250 7 88 530 204 during office hours, e-mail: info@iprckigali.ac.rw
Available forms	Forms are available at : - Office of Director of Administration &HR and others for applying for vacancy to the website of IPRC Kigali and PSC
Relevant legal documents	- General Status for Rwanda public service and Presidential orders - HR procedure manual

Approved by:

Eng. Diogène MULINDAHABI

Principal IPRC Kigali