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# VISION, MISSION, AND VALUE STATEMENT

**VISION**

The transformational leader in the technical education and skills development of the Filipino workforce.

**MISSION**

TESDA sets direction, promulgates relevant standards, and implements programs geared towards a quality-assured and inclusive technical education and skills development and certification system.

**VALUES STATEMENT**

We believe in demonstrated competence, institutional integrity, personal commitment, culture of innovativeness, and a deep sense of nationalism.

# PERFORMANCE PLEDGE

We, the officials and employees of the Technical Education and Skills Development Authority (TESDA), voluntarily, and out of a sense of duty, do hereby make the following manifestations:

That, good governance is essential for sustainable economic and social development;

That, good governance translates to the delivery of public services in a responsive, accountable and transparent manner by a public organization;

That, the TESDA philosophy, methods, procedures and standards in delivering its frontline services are contained in the TESDA Citizen’s Charter, which we have read and essentially understood.

That, in view hereof, we hereby commit to do the following:

To know and abide by TESDA’s service standards in performing the duties and responsibilities of my/our appointive /designated position/s, wherever possible;

To seek continual improvement of the service process/es of our service area;

To account for the Citizen’s satisfaction/dissatisfaction in the TESD products and services for which our work group is responsible; and

Through example, encourage others to be guided by and adhere to the service standards spelled out in the TESDA Citizen’s Charter.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Done, this |  | day of |  | in |  | . |

|  |
| --- |
| Signed: |
|  |
| Officials and Employees |

# COMPLAINTS AND FEEDBACK MECHANISM

Please let us know how we have served you by doing any of the following:

Accomplish our Feedback Form available in the offices and put in the drop box at the Public Assistance Counter

Send your feedback/complaints through e-mail ([contactcenter@tesda.gov.ph](mailto:contactcenter@tesda.gov.ph)) or text us at 0917-4794370

You can contact us also through our Hotline (+632) 887-7777

Talk to our Customer Service Officer

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by our Customer Service Officer at the Public Assistance Counter.

THANK YOU for helping us continuously improve our services.

# LIST OF TESDA FRONTLINE SERVICES

| **Type of Frontline Service** | **Fees\*** | **Forms\*\*** | **Processing Time**  **(Under normal circumstances per transaction)** | **Form** |
| --- | --- | --- | --- | --- |
| **ACCREDITATION** | | | | |
| Application for Accreditation as Competency Assessor |  | TESDA-OP-CO-04-F14  TESDA-OP-CO-04-F15  TESDA-OP-CO-04-F16  TESDA-OP-CO-04-F18  TESDA-OP-CO-04-F19  TESDA-OP-CO-04-F21  TESDA-OP-CO-04-F22 | 5 days | Application Form for Accreditation |
| Application for Accreditation as Assessment Center |  | TESDA-OP-CO-03-F01  TESDA-OP-CO-05-F02  TESDA-OP-CO-03-F03  TESDA-OP-CO-03-F04  TESDA-OP-CO-03-F05  TESDA-OP-CO-05-F08  TESDA-OP-CO-03-F07  TESDA-OP-CO-03-F011 | 10 days | Accreditation Certificate  Affidavit of Undertaking |
| **ASSESSMENT** | | | | |
| Issuance of National Certificate(NC)/ Certificate of Competency (COC) | Php 50.00 | TESDA-OP-CO-05-F08  TESDA-OP-CO-05-F39/F40  TESDA-OP-CO-05-F42 | 40 minutes |  |
| **CERTIFICATION** | | | | |
| Issuance of Certification/Authentication/ Verification (CAV) of Scholastic Record | Php 30.00 | CAV Form 1 | 8.5 days | Application Form |
| Filing Request and Release for Special Order (SO) |  | SO Form 1 | 3 days |  |
| **TRAINING** | | | | |
| Availment of Training at the Language Skills Institute (LSI) | | | | |
| Training Application/Enrolment Procedure |  |  | 76 minutes | Client Log Sheet  Applicants’ Registration  Interview Sheet  Proficiency Test Paper Result for English only  Trainee’s Profile Form |
| Releasing of Training Certificates |  |  | 8 minutes | Log sheet  Official List of Graduates |
| Availment of Training at the TESDA Women Center (TWC) | | | | |
| Application for Training |  | TMU-IRO Form 01  TMU-IRO Form 02  TMU-IRO Form 03  TMU-IRO Form 04  TMU-IRO Form 05 | 3 hours and 48 minutes | Training Application Monitoring Form  Preliminary Interview Sheet  Qualifying Exam Result  Trainer Interview Slip  Applicant’s Information Form |
| Registration/Enrollment Procedures |  |  | 12 minutes | Enrollment Form |
| Releasing of Certificate of Training |  |  | 8 minutes | Request Form |
| Application for Trainer’s Training (Trainer’s Methodology, Skills Upgrading Program) at the National TVET Trainers Academy (NTTA) |  |  | 25 minutes (from TTIs)  16 hours and 25 minutes (from public and private TVET institutions, industry groups/associations and other government agencies) | NTTA Training Calendar  Program  Nomination/ Endorsement Form |
| Availment of Training in a Regional/Provincial Training Center | | | | |
| Application for Training |  |  | 2 hours 36 minutes | Application Form |
| Registration/Enrollment Procedures |  |  | 37 minutes | Enrollment Form  Assessment Form |
| Releasing of Certificate of Training |  |  | 3 hours 10 minutes | Request Form |
| Administration of Foreign Scholarship Training Program (FSTP) | | | | |
| Handling Inquiries/Providing Information (through e-mail/Phone/Face-to-Face) |  |  | 15-20 minutes | Feedback Form 1 |
| Receiving and Sending-out Invitation Letter |  |  | 52 minutes | Invitation Letter |
| Evaluation of Nomination and Documentary Requirements |  | IAS Form | 46 minutes | Checklist of Documentary Requirements |
| Nominee Assessment and Interview |  |  | 6 hours to 7 hours and 36 minutes and 10 seconds | Nominee Assessment Form  Interview Assessment Form  Notice of Interview  Feedback Form  Certificate of Appearance |
| Nominee Endorsement |  |  | 4 hours and 21 minutes | FSTP Staff Note  Application Form |
| Nominee Acceptance and Regret |  |  | 17 minutes | FSTP Staff Note |
| Report Submission |  |  | 2 hours |  |
| **REGISTRATION** | | | | |
| Program Registration – Unified TVET Program, Registration and Accreditation System (UTPRAS) | P 2,000.00 | TESDA-SOP-CO-01-F02  TESDA-SOP-CO-01-F19  TESDA-SOP-CO-01-F20 or  TESDA-SOP-CO-01-F23 | 21 working days |  |
| **CUSTOMER INQUIRY AND FEEDBACK** | | | | |
| Public Assistance Counter |  | TESDA-OP-AS-03-F01 | 2 hours (PAC, Face-to-Face)  5 working days (Emails and SMS) | Customer Inquiry and Feedback Form |

\*Fees are subject to change

\*\*Forms are available FREE OF CHARGE

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## Customer Inquiry and Feedback

(Through the Public Assistance Counter, Face-to-Face, Calls, Emails, SMS)

**Schedule of availability of service:**

Monday to Friday

7:30am to 6:30pm without noon break (PAC)\*

8:00am to 5:00pm for Call Center\*, emails\*\* and SMS\*\*

\*Except holidays and work suspensions.

\*\*Queries/requests lodged beyond 5:00pm, on weekends, holidays and work suspension, action shall be provided within the succeeding work day.

**Who may avail of the service?**

General Public

All agencies (GOs/NGOs/Private Firms/Persons)

**Requirements:**

None

**Duration:**

2 hours (PAC, Face-to-Face)

Emails and SMS are replied within five (5) working days upon receipt

**How to avail of the service?**

### **Public Assistance Counter**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Customer visits TESDA Office | Customer Service Officer (CSO) receives and requests customer to fill out Customer Inquiry and Feedback Form | 2 minutes | CSO | - | Customer Inquiry and Feedback Form (TESDA-OP-AS-03-F01) |
| 2 |  | CSO interviews and assesses Customer needs based on information provided on Customer Inquiry and Feedback Form | 5 minutes | CSO | - | Customer Inquiry and Feedback Form (TESDA-OP-AS-03-F01) |
| 3 |  | CSO provides information on inquiry | 5 minutes | CSO | - |  |
|  | If Customer inquiry requires service/s of Program Focal/s, CSO refers customer/s to Concerned Office/Focal Person. | 2 minutes | CSO | - | Customer Inquiry and Feedback Form (TESDA-OP-AS-03-F01) |
|  | CSO writes the name of the Focal Person to be visited by the Customer on the Customer Inquiry Feedback Form. | 1 minute | CSO |  |  |
|  | CSO returns the filled-out Customer Inquiry and Feedback Form to the Customer to be presented to the Concerned Office/Focal Person for action. | 1 minute | CSO |  |  |
|  | CSO advises Customer to return to the Customer Inquiry and Feedback Form to CSO after completing his/her transaction/s. | 1 minute | CSO |  |  |
| 4 |  | CSO advises the Concerned Office/Focal Person regarding the referred Customer and his/her inquiry. | 2 minutes | CSO | - |  |
| 5 |  | Concerned Office/Focal Person provides Customer need/s and service/s. | 10 minutes | Focal Person of the Concerned Office | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| Concerned Office/Focal Person indicates action taken on the inquiry reflected on the Customer Inquiry and Feedback Form. |  | Focal Person of the Concerned Office |
| Concerned Office/Focal Person advises the Customer to return the Customer Inquiry and Feedback Form to CSO. | 2 minutes | Focal Person of the Concerned Office |
| 6 | Customer return/s to the CSO | CSO retrieves Customer Inquiry and Feedback Form from Customer/s and ensures that the Customer Inquiry and Feedback Form is signed by the Customer with the corresponding rating for the service/action provided on his complaint by the CSO and Concerned Office/person. | 2 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 7 |  | CSO records inquiry using Face to face Customer Feedback Logbook/Log sheet Form | 2 minutes | CSO | - | Monitoring Report of Customer Feedback Form Results (TESDA-OP-AS-03-F02) |
| 8 |  | CSO files Customer Inquiry and Feedback Form | 2 minutes | CSO |  |  |
| **END OF TRANSACTION** | | | | | | |

### Calls

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Customer calls the TESDA Hotline number | CSO receives telephone picks up the call within two (2) rings | 2 minutes | CSO |  |  |
| 2 |  | CSO logs Caller’s name, location, inquiry/complaints in the CCU Client Log Form. Call transactions are recorded for quality assurance. | 2 minutes | CSO |  | Central Office CCU Client Log Form (TESDA-OP-AS-03-F03)  Regional/Provincial Office Customer Logsheet for Telephone, SMS, Mails (TESDA-OP-AS-03-F05) |
| 3 |  | CSO provides the information to Callers inquiries. | 2 minutes | CSO |  |  |
| If Callers inquiry/complaint/s requires the action of Concerned Office/Focal Person/s, CSO refers Callers to proper TESDA Office. | 2 minutes |
| 4 |  | Concerned Office/Focal Person provides Callers information on inquiry. | 10 minutes | Focal Person of the Concerned Office | - |  |
| Concerned Office/Focal Person logs Customer/s inquiry/Complaint/s and action taken on referrals by the CSO. |  |
| 5 |  | Concerned Office/Focal Person submits report on actions taken on referrals/ inquiries/complaints to the Head of the CRMS. | 21st day of the succeeding month | Focal Person of the Concerned Office | - |  |
| 6 |  | CSO consolidates reports on action taken for monitoring | Sixth day of the succeeding month | CSO | - |  |
| **END OF TRANSACTION** | | | | | | |

### Electronic Mails (e-mails) and Short Messaging System (SMS)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Customer sends emails or SMS to TESDA email account and SMS number | CSO accesses email account and TESDA Online SMS facility from Monday to Friday, from 8:00am-5:00pm. | 1 minute | CSO |  |  |
| 2 |  | CSO replies to emails and SMS messages | 3 minutes | CSO |  |  |
| 3 |  | CSO provides the information on inquiries. | 2 minutes | CSO |  |  |
| If email and SMS inquiry requires the action of Concerned Office/Focal Person/s, CSO forwards emails/SMS to proper TESDA Office. | 2 minutes |
| 4 |  | CSO logs inquiries/complaints received through emails and SMS in the CCU email and SMS log forms. | 2 minutes | CSO |  | Monitoring of Complaints Received (TESDA-OP-AS-03-F04) |
| 5 |  | Concerned Office/Focal Person provides replies to emails/SMS inquiry/complaint.  Concerned Office/Focal Person logs Customer/s inquiry/Complaint/s and action taken on referrals by the CSO | 10 minutes | Focal Person of the Concerned Office | - |  |
| 6 |  | Concerned Office/Focal Person reports Callers actions taken on referrals/ inquiries/complaints to the Head of the CRMS. | 21st day of the succeeding month | Focal Person of the Concerned Office | - | Monitoring of Complaints Received (TESDA-OP-AS-03-F04) |
| **END OF TRANSACTION** | | | | | | |

## COMPLAINTS HANDLING

### Public Assistance Counter (PAC)

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | If Customer wishes to give a suggestion/file a complaint | CSO requests the Customer to write his/her Complaint in the Complaint Report Form.  For Feedback, Customer/s is/are requested to write his/her Feedback in the Request/Feedback Form. | 5 minutes | CSO | - | Complaint Report Form (TESDA-OP-AS-03-F10)  Request/Feedback Form (TESDA-SOP-CSC-03-F08) |
| 2 |  | CSO reads and assesses the nature of the complaint.  Complaints about TESDA personnel are endorsed to the Administrative Complaints Committee (ACC).  Complaints about Specific TESDA Programs are endorsed to Concerned Office (Executive/Regional/Provincial Office). | Simple Transaction – 5 Working Days  Complex Transaction – 10 Working Days per Process  Complaints – 17 Working Days | CSO | - | Transmittal of Documents, Reports, and Electronic Mails (emails) (TESDA-OP-AS-03-F09) |
| 3 |  | For other Feedback, the CSO forwards the Form to the Concerned office/person for immediate and appropriate action.  CSO requests clients to wait at the Customer’s waiting area as his/her feedback is elevated to Concerned Office/person for immediate and appropriate action. | 5 minutes | CSO | - |  |
| 4 |  | For complaint/s, Concerned Office/Focal Person acknowledges the forwarded complaint/s.  The Concerned Office/Focal Person assesses and reviews the details of complaint/s. | 2 minutes | Focal Person of the Concerned Office | - | Complaint Report Form (TESDA-OP-AS-03-F10)  Request/Feedback Form (TESDA-OP-AS-03-F08) |
| 5 |  | Concerned Office requests for a meeting with the complainant/sends a communication regarding his/her complaint.  Concerned office/Focal Person resolves the forwarded Customer complaint/s. | 20 minutes | Focal Person of the Concerned Office | - |  |
| 6 | Customer receives feedback on actions taken by Concerned Office/Person | Concerned Office/Person provides CSO information on the action taken on the complaint forwarded by CSO. | 5 minutes | Focal Person of the Concerned Office | - |  |
| 7 |  | CSO interviews Customer to gather feedback/reaction on the action taken on his complaint. | 3 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 8 | If Customer is not satisfied with the action taken | CSO informs the Concerned Office/Focal Person about the Customer reaction/s and re-sends Customer Inquiry and Feedback Form. | 5 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 9 |  | Concerned office/Focal Person refers issue to Executive Director Concerned | 3 minutes | Focal Person of the Concerned Office |  |  |
| 10 |  | Concerned person/office prepares Complete Staff Work (CSW) | 10 minutes | Focal Person of the Concerned Office |  |  |
| 11 |  | Executive Director Concerned reviews the background of complaint and other documents | 20 minutes | Representative from Top Management |  |  |
| 12 |  | Executive Director Concerned provides appropriate/necessary action on complaint | 15 minutes | Representative from Top Management |  |  |
|  |  | If Executive Director Concerned is not available at the time of the complaint, the Concerned person/office informs the CSO. | 15 minutes | Focal Person of the Concerned Office |  |  |
| 13 |  | CSO informs the Customer that he/she will be informed appropriately on the status of his/her complaint through letter. | 5 minutes | CSO | - |  |
| 14 | Customer receives feedback on the action taken by the top management on the complaint | CSO sends the response letter/action taken to the complainant together with the Customer Feedback Form through the Records Section. | 5 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 15 |  | CSO requests complainant through letter to return the Customer Inquiry and Feedback Form with the corresponding rating for the service/action provided on his complaint by the CSO and Concerned Office/person. | 5 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 16 | Customer returns the filled-out Customer Feedback Form | CSO files Customer Feedback Form | 2 minutes | Focal Person of the Concerned Office | - |  |
| **END OF TRANSACTION** | | | | | | |

### Calls, SMS, Emails

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Customer calls/sends email or SMS to report a complaint | CSO receives, logs and records complaint/s received through call.  CSO prints complaint/s received through emails and SMS. | 5 minutes | CSO | - | Central Office CCU Client Log Form (TESDA-OP-AS-03-F03) |
| 2 |  | CSO provides callers with information on the action to be taken by CSO to address his/her complaint/s.  CSO acknowledges the complaint/s received through email/SMS and provides information on the action to be taken by CSO to address his/her complaint/s. | 5 minutes | CSO |  |  |
| 3 |  | CSO transcribes the recorded conversation in the Complaint Report Form. | 20 minutes | CSO |  | Complaint Report Form (TESDA-OP-AS-03-F10) |
| 4 |  | CSO reads and assesses the nature of complaint received through email/SMS.  Complaints about to TESDA personnel are endorsed to the Administrative Complaints Committee (ACC)  Complaints about Specific TESDA Programs are endorsed to Concerned Office (Executive/Regional/Provincial Office) | 5 minutes | CSO | - | Transmittal of Documents, Reports and Electronic Mails (emails) Form (TESDA-OP-AS-03-F09) |
| 5 |  | Concerned office/Focal person acts on the feedback/complaint within prescribed timelines. | Simple Transaction – 5 Working Days  Complex Transaction – 10 Working Days per Process  Complaints – 17 Working Days | Focal Person of the Concerned Office | - |  |
| 6 |  | CSO logs feedback/complaint/s for monitoring. | 3 minutes | CSO |  |  |
| 7 |  | Concerned office/Focal person undertakes action/prepares reply letter on the inquiry/complaint. |  | Focal Person of the Concerned Office | - |  |
| 8 |  | Concerned office/ Focal person provides/furnishes CSO a copy of the reply letter on the forwarded feedback/complaint/s. | Within five (5) working days upon transmittal of the complaint | Focal Person of the Concerned Office | - |  |
| 9 |  | CSO logs the action taken and files the copy of the reply letter. | 3 minutes | CSO | - |  |
| 10 |  | CSO informs the Caller of the action taken, sends an email and SMS to the Customer regarding the action taken on his complaints closure. | 10 minutes | CSO | - |  |
| 11 |  | CSO requests Caller/email/SMS sender through letter to return the Customer Feedback Form with the corresponding rating for the service/action provided on his complaint by the CSO and Concerned Office/person. | 5 minutes | CSO | - | Customer Feedback Form (TESDA-OP-AS-03-F01) |
| 12 | Customer returns the filled-out Customer Feedback Form | CSO files Customer Feedback Form | 2 minutes | Focal Person of the Concerned Office | - |  |
| **END OF TRANSACTION** | | | | | | |

## NATIONAL LANGUAGE SKILLS INSTITUTE (NLSI)

### Training Application/Enrolment Procedures

**Schedule of Filing of Application:**

Mondays-Fridays (except holidays) from 8:00 am – 4:00 pm

**Who may avail of the service?**

1. Filipinos, male or female
2. Must be at least 18 years-old
3. Must be at least High School graduate or DEPED - ALS certified;
4. Priorities shall be given to pre-selected/ pre-qualified to work locally or overseas.

**What are the trainee’s documentary requirements?**

1. Show Original and submit photocopy of ANY of the following:

* College or High School Diploma/ ALS Certification
* Transcript of Records
* Training Certificate from TESDA registered program
* National Certificate or Certificate of Competency issued by TESDA

1. Show Original and submit photocopy of NSO birth certificate/birth certificate
2. Show Original and submit photocopy of NSO marriage certificate for married women only
3. Latest Three (3) pcs. 1”X1” and one (1) pc. 2”X2” ID pictures with white background

**Duration:**  1 hour and 16 minutes

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person in charge** | **Fees** | **Form Used** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Log in at the visitor’s log sheet  (Reservation by phone or e-mail is not allowed); | Security Guard asks the person inquiring to log-in | 1 minute | Security Guard on duty | None | Client Log Sheet |
| 2 | Inquire about the training program and/or type of service the applicant wants to avail | Provides the client with the information about the language programs and the requirements | 10 minutes | Information Officer/Security Guard on Duty | None | Flyer |
| 3 | Wait for a call or text on the schedule of interview/examination | Admin personnel informs the applicant through text or call for the scheduled interview/examination. The first 25 applicants or more will be notified, depending on the target number of participants for a particular language course. | 5 minutes | Registrar/Admin Personnel | None | Applicants’ Registration |
| 4 | Report to LSI to undergo interview/ examination\* on the scheduled date | Trainers and Training Supervisor conduct face-to-face interview/examination\* to screen and evaluate the applicant. Trainer advises the applicant if he/she passed or failed in the screening and asks those who pass to sign in the enrolment list. | 30 minutes | Trainers and Training Supervisor | None | Application and Information form  Interview Sheet  Proficiency Test Paper Result for English only |
| 5 | Comply with all the documentary requirements for enrollment and submit to the Registrar | Registrar validates the documents submitted and issues a stub/reminder slip with schedule of career profiling, orientation and effectivity of training to the applicant. | 30 minutes | Registrar or any Admin Personnel | None | Enrollment List  Schedule of Career Profiling  Reminder slip  Trainee’s Profile Form  Scholar’s Undertaking |
| **END OF TRANSACTION** | | | | | | |

\*NOTE: Only applicants for English need to undergo a written test.

### Procedures for Releasing of Training Certificates

**Schedule of releasing of training certificates**

Mondays-Fridays (except Holidays) from 8:30 a.m. – 4:30 pm

**Who may avail of the service?** NLSI graduates

**Duration:** 8 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person in charge** | **Fees** | **Form Used** |
| 1 | Log in at the visitor’s log sheet | Security Guard on Duty | 1 minute | Security Guard on duty | None | Log sheet |
| 2 | Proceed to the Administration Office/ Registrar and show any valid ID for identification | Registrar checks the name of the student in the Official Graduates List | 5 minutes | Registrar | None | None |
| 3 | Fill in required information and affixes signature in the Official List of Graduates | Registrar validates the information and issues the Training Certificate | 2 minutes | Registrar | None | Official List of Graduates |
| **END OF TRANSACTION** | | | | | | |

## NATIONAL TVET TRAINERS ACADEMY (NTTA)

### Application for Trainers Training Program

**Schedule of availability of service:**

Monday to Friday

8:00 am to 5:00 pm

**Who may avail of the service?**

Regular Clients:

Trainers from TESDA Technology Institutions (TTIs)

Other Clients:

Trainers from Public and Private TVET Institutions, Industry Groups/Associations and other Government Agencies

**What are the requirements?**

General Requirements

BS Graduate or its equivalent;

Certified in at least National Certificate II of the qualification he/she intends to teach;

2 pieces passport size picture, colored with white background

**Duration of activity:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Type of Client** | **Thru Phone/Fax** | **Thru Email** | **Face to Face** |
| Trainers from TTIs | 25 minutes | 25 minutes | 25 minutes |
| Trainers from Public and Private TVET Institutions, Industry Groups/Associations and other Government Agencies | 16 hours and 25 minutes | 16 hours and 25 minutes | 16 hours and 25 minutes |

**How to avail of the service?**

**FOR REGULAR CLIENTS:** Trainers from TESDA Technology Institutions (TTIs)

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Trainer receives information on NTTA Training Program Offerings from TESDA Regional Office thru TTI Administrator |  |  |  |  | NTTA Training Calendar, Program Nomination/Endorsement Form |
| 2 | Trainer fills-out Program Nomination Form and requests endorsement from respective Regional Director thru TTI Administrator |  |  |  |  |  |
| 3 | Trainer submits thru RO endorsed Nomination Form to NTTA thru NITESD Executive Director | NTTA Evaluates Nomination Form; If qualified, includes in TESDA Order for the program. | 15 minutes | Program Coordinator/ Designated Trainer |  | TESDA Order |
| Informs RO, copy furnished, Trainer on status of nomination |  | Administrative Staff |  | Approval/Disapproval Memo |
| Face to Face: | 5 minutes |  |  |  |
| Thru Fax: | 5 minutes |  |  |  |
| Thru Email: | 5 minutes |  |  |  |
| 4 | Trainer receives authorization to participate in training thru TESDA Order | Sends copy of Program Briefing/ Learning Materials; Trainer’s Profile Form; Advisory |  | Program Coordinator |  | Program Briefing Materials; Trainers Profile Form; Advisory |
| Face to Face: | 5 minutes |  |  |  |
| Thru Fax: | 5 minutes |  |  |  |
| Thru Email: | 5 minutes |  |  |  |
| **END OF TRANSACTION** | | | | | | |

**How to avail of the service?**

**FOR OTHER CLIENTS:** Trainers from Public and Private TVET Institutions, Industry Groups/Associations and other Government Agencies

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person in Charge** | **Fees** | **Form** |
| 1 | Secures information on NTTA Training Program Offerings | Provides information on NTTA Training Program Offerings |  | Training Supervisor |  | NTTA Brochure; Training Calendar |
| Face to Face: | 15 minutes |  |  |  |
| Thru Phone: | 15 minutes |  |  |  |
| Thru Email: | 15 minutes |  |  |  |
| 2 | Submits Letter of Request for training | Prepares comments/training proposal; and Reply Letter | 16 hours | Training Supervisor |  | Guidelines on Evaluation of Training Proposal; Proforma Letter |
| Sends Reply Letter (if request is approved, submits Training Proposal) |  | Administrative Staff |
| Face to Face: | 5 minutes |  |
| Thru Fax: | 5 minutes |  |
| Thru Email: | 5 minutes |  |
| 3 | Evaluates Training Proposal; Informs NTTA of decision | If approved, provides Checklist of Training Program Requirements; |  | Administrative Staff |  | Checklist of Training Program Requirements |
| Face to Face: | 5 minutes |  |
| Thru Fax: | 5 minutes |  |
| Thru Email: | 5 minutes |  |
| **END OF TRANSACTION** | | | | | | |

### Dormitory Accommodation

**Schedule of availability of service:**

Monday to Friday

8:00 am to 5:00 pm

**Who may avail of the service?**

Non-TESDAns (outsiders)

TESDAns (COROPOTI)

**Where can they file their application?**

At the office of the Dormitory Manager, 3rd Floor, NTTA Main Building.

**What are the requirements?**

Duly accomplished Reservation Form

Letter of Intent

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Inquires/secures for requirements checklist of requirements | Provide information  Room Rates  Availability of room dates  Terms of payment & others  Advance payment  Cash basis | 10 minutes | Dormitory Manager | Non-TESDAn  Air-con Room: Php150.00 /day  Ordinary Room: Php75.00  TESDAn  Air-con Room: Php100.00 /day  Ordinary Room: Php50.00/day | Reservation Form; Calendar |
| 2 | Fills-out Reservation Form | Checks Form if properly filled out | 3 minutes | Dormitory Manager |  | Reservation Form |
| 3 | Submits duly accomplished Reservation Form | Reserves date requested  Prepares Billing Statement | 5 minutes | Dormitory Manager  Administrative Officer III |  | Reservation Form  Billing Statement Form |
| 4 | Pays accommodation fee | Issues Official Receipt | 5 minutes | Collecting Officer |  | Billing Statement Form;  Official Receipt |
| 5 | Presents Official Receipt to the Guard-on-Duty (Dorm) | Provides Registration Form & Guests Book | 2 minutes | Guard-on-Duty |  | Registration Form; Guests Book |
| 6 | Fills-out Registration Form and Guests Book and returns to Guard | Verifies completeness of information on Registration Form and Guest Book  Provides room key | 5 minutes | Guard-on-Duty |  | Registration Form; Guests Book |
| 7 | Secures clearance prior to departure; returns room key | Receives room key and inspects room occupied | 5 minutes | Guard-on-Duty |  | Registration Form |
| **END OF TRANSACTION** | | | | | | |

### Rental of NTTA Facilities

**Schedule of availability of service:**

Monday to Friday

8:00 am to 5:00 pm

**Who may avail of the service?**

Non-TESDAns (outsiders)

TESDAns (COROPOTI)

**Where can they file their application?**

At the office of the Administrative Officer III, 2nd Floor, NTTA Main Building.

**What are the requirements?**

Duly accomplished Reservation Form

Letter of Intent

**How to avail of the service?** (Ylagan Hall and Session Room)

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Inquires/secures checklist of requirements | Provides information:  Room Rates  Availabilities of schedule  Terms of Payment  Guidelines  Provides Facilities  Reservation Form | 10 minutes | Administrative Officer | Ylagan Hall:  Day- Php300.00/hr  Night- Php400.00/hr  Session Room:  Php250.00/hr  Chairs:  Php7.50/piece | Letter of Intent  Facilities Reservation Form |
| 2 | Fills-out and submits accomplished Facilities Reservation Form | Secures approval of the NTTA Administrator or Caretaker | 5 minutes | Administrator or Caretaker; Administrative Officer |  | Facilities  Reservation Form |
| 3 | Secures confirmation of reservation | Informs client of disapproval/approval  Reserves facility (if approved)  Prepares and provides client with Order of Payment | 3 minutes  5 minutes | Director;  Administrative Officer |  | Facilities  Reservation Form duly signed by the Director |
| 4 | Pays to Collecting Officer | Issues Official Receipt | 5 minutes | Collecting Officer |  | Order of Payment  Official Receipt |
| 5 | Presents Official Receipt to the Guard-on-Duty (Gate 1) | Records the OR number, date and time and facility to be rented in the activity log book | 3 minutes | Guard-on-Duty |  | Activity Log Book |
| 6 | Secures clearance before departure | Inspects facilities as to condition | 10 minutes | Guard-on-Duty |  | Activity Log Book |
| **END OF TRANSACTION** | | | | | | |

## ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)

### Handling Inquiries/Customer Service (Through e-mail/phone/face to face)

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Officials and Employees of Government Agencies;

Non-Government Organizations (NGOs);

People’s Organizations and interested individual.

**What are the requirements?**

**Duration:** 15-20 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| 1 | Applicants or interested individual | Thru e-mail  Receives and prepares reply based on queries/ inquiries on TESDA and FSTP concerns | 10 minutes per inquiry | Desk Officers | None |  |
|  |  | Thru phone (landline or mobile)  Receives queries/ inquiries on TESDA and FSTP concerns  Provides feedback  Sends information thru fax and/or SMS | 5 minutes | Desk Officers | None |  |
|  |  | Face to Face  Provides necessary information on programs and services being offered by TESDA and FSTP | 5 minutes | Desk Officer | None |  |
| 2 | Provides feedback using the Customer Feedback Form | Receives and consolidates feedback for the improvement of internal processes | 10 minutes | Desk Officer | None | Feedback Form No. 1 |
| **END OF TRANSACTION** | | | | | | |

### Sending Out of Invitation Letter

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Officials and Employees of Government Agencies;

Non-Government Organizations (NGOs);

People’s Organizations pre-determined by donor countries/organizations and/or FSTP Unit.

**Duration:** 52 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Client/Donor Country** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| 1 | Forwards Letter of Invitation together with notice of program offering, general information and/or brochure of the program/s | Receives and reviews the letter and general information of the program | 10 minutes per program | Unit Head | None | Invitation Letter |
| Identifies the agencies appropriate for the program (Except those programs where agencies to be invited are pre-determined by donor country/ organization) | 5 minutes per program | Unit Head |  |  |
| Prepares the executive summary and letters of invitation for dissemination | 30 minutes per program | Desk Officer |  |  |
| Sends out invitation thru LBC and thru fax | 5 minutes | Liaison Officer/ Admin Assistant |  | Executive Summary  Invitation Letter |
| Files a copy of the letter from donor country/organization, the general information and the letters forwarded to appropriate agencies | 1 minute per program | Desk Officer |  |  |
| 2 |  | Updates the status of the program per donor country | 1 minute per program | Desk Officer |  | Program Status Report Form |
| **END OF TRANSACTION** | | | | | | |

### Evaluation of Nomination and Documentary Requirements

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Officers and Employees of Government Agencies;

Non-Government Organizations (NGOs);

People’s Organizations pre-determined by donor countries/organizations and/or FSTP Unit; and

Nominated by their respective agencies

**Duration:** 46 minutes

**How to avail of the service?**

| **Step** | **Client/ Nominee** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Forwards/ submits documentary requirements as specified in Annex A | Receives and reviews all the documents submitted as to completeness and correctness | 10 minutes | Desk Officer | None | Checklist of Documentary Requirements |
| Provides feedback regarding the documents submitted | 1 minute |  |  | IAS Form |
| Prepares Individual Assessment Form | 30 minutes |  |  |  |
| 2 |  | Provides information relative to interview schedule | 5 minutes | Desk Officer | None |  |
| **END OF TRANSACTION** | | | | | | |

### Nominee Assessment and Interview

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Nominees who met the qualifications and submitted complete documentary requirements

**How to avail of the service?**

| **Step** | **Client/ Nominee** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Prepares Nominee Assessment Summary | 30 minutes per nominee | Desk Officer | None | Nominee Assessment Form |
| Prepares Interview Assessment Form | 30 minutes per nominee |  |  | Interview Assessment Form |
| Prepares Notice of Meeting for signature of the NSC Chair | 30 minutes |  |  | Notice |
| 2 | Attends Interview session | Interview Proper | 3 to 4 hours | NSC |  | Interview Assessment Form |
| Prepares and Finalizes Minutes of the Meeting | 1 hour | Desk Officer |  | Minutes of the Meeting |
|  |  | Informs nominees on what documents needs to be revised and/or updated after the interview | 5 minutes | Desk Officer |  |  |
| Issues Certificate of Appearance | 10 seconds per nominee |  |  | Cert. of Appearance |
| 3 |  | Files individual nominee folders | 1 minute per nominee | Desk Officer |  |  |
| **END OF TRANSACTION** | | | | | | |

### Nominee Endorsement

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Nominees who met the requirements and passed the interview process

**How to avail of the service?**

| **Step** | **Client/ Nominee** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Prepares endorsement letter and application forms for signature of the Secretary | 5 minutes per nominee | Desk Officer | None | FSTP Staff Note  Application Form |
| 2 |  | Sorts and packages document of nominee for submission/endorsement to embassy/donor country/ organization | 10 minutes per nominee | Desk Officer |  |  |
|  |  | Sends the endorsement letter plus attachments to embassy/donor country/organization thru messenger or courier | 4 hours | Liaison Officer |  |  |
| 3 |  | Files FSTP copies | 1 minute per nominee | Desk Officer |  |  |
| 4 | Follows up status of application | Provides updates as to the status of the application | 5 minutes |  |  |  |
| **END OF TRANSACTION** | | | | | | |

### Nominee Acceptance and Regret

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Nominees endorsed by TESDA to embassy/donor country/organization

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Client/ Donor Country** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| 1 | Sends letter of acceptance or regret | Receives and prepares letter of acceptance for signature of the Secretary | 10 minutes per nominee | Desk officer |  | FSTP Staff Note |
| 2 |  | Forwards letter of acceptance or regret to concerned agency and nominee thru fax and courier. | 5 minutes per nominee | Liaison Officer |  |  |
| 3 |  | Informs accepted nominees to coordinate with the embassy/donor country/organization and DFA for requirements | 1 minute per nominee | Desk Officer |  |  |

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Client/ Donor Country** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| 4 |  | Files letter to respective folder | 1 minute per nominee | Desk Officer |  |  |
| **END OF TRANSACTION** | | | | | | |

### Report Submission

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM without noon break

**Who may avail of the service?**

Accepted nominees

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Client/ Scholar** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Forms** |
| 1 | Submits post-training report | Receives and reviews post-training report | 1 hour | Desk Officer | None |  |
| 2 |  | Study, analyze and files post-training report | 1 hour | Desk Officer |  |  |
| **END OF TRANSACTION** | | | | | | |

# REGIONAL / PROVINCIAL / DISTRICT OFFICES AND TESDA TRAINING INSTITUTIONS FRONTLINE SERVICES

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## TESDA WOMEN’S CENTER (TWC)

### Application for Training

**Schedule of Application:**

Monday - Thursday

8:00 am – 3:00 pm

**Who may avail of the service?**

1. Female, must be at least 15 years old;
2. Must be physically fit;
3. Has no criminal record.

**What are the requirements:**

1. 2 pcs. 1”x1” colored pictures with white background;
2. Pass the qualifying examination and interview;
3. Undergo the YP4SC (career profiling) in the absence of NCAE; and
4. Pass the Trainer’s interview.

**Duration:** 3.8 hours

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Get a number from the TWC Guard. | Security guard gives number and flyers to the client.  Requests the client to wait until his/her number is called. | 1 minute | Security Guard on duty | None | Flyer |
| 2 | Inquire from the Information and Referral Office (IRO) Officer about the training program of interest and/or type of service you want to avail. | Provides the client with the information on the programs and services and its requirements  Issues TMU-IRO Form 1 (Training Application Monitoring Form) to the client if interested to apply for training  Requests the applicant to wait until he/she will be called for Qualifying Exam | 5 minutes | IRO Officer | None | TMU-IRO Form 01 |
| 3 | Take the Qualifying Examination | Administers the Qualifying Examination | 55 minutes | IRO Officer |  |  |
|  |  | Checks the exam  Advises the applicant to wait for the result  Signs the TMU-IRO Form 01 | 5 minutes | IRO Officer | None | TMU-IRO Form 01 |
| 4 | Get the result of examination | Releases the result of exam  Advises the applicant who passed the exam without NCAE to take the Career Profiling  Advises the applicant who failed the exam to come back for re-take after a month  Signed the TMU-IRO Form 01 | 2 minutes | IRO Officer | None | TMU-IRO Form 01 and TMU-IRO Form 03 |
| 5 | Take the Career Profiling (YP4SC) | Administers the Career Profiling  Requests the applicant to wait for the result | 120 minutes | IRO Officers  G. Councilor  Registrar |  |  |
| 6 | Get the result of Career Profiling | Interprets the result of the Career Profiling  Releases the result of the Career Profiling  Signed the TMU-IRO Form 01 | 15 minutes | IRO Officer | None | TMU-IRO Form 01 |
| 7 | Accomplish the application for training | Checks the application form if accomplished completely  Requests the applicant to wait for the trainers’ interview | 10 minutes | IRO Officer | None | TMU-IRO Form 01, 02, & 05 |
| 8 | Undergo final interview with the trainer | Conducts final interview  Signed the TMU-IRO Form 01 & 04  Requests applicant to return the forms to IRO Office | 10 minutes | Concerned Trainers | None | TMU-IRO Form 01, 02, 03, 04 & 05 |
| 9 | Get the list of requirements for enrollment | Issues the list of requirements for enrollment to the applicant | 5 minutes | IRO Officer | None | TMU-IRO Form 01, 02, 03, 04 & 05 |
| **END OF TRANSACTION** | | | | | | |

*Legend:*

TMU-IRO Form 01 (Training Application Monitoring Form) TMU-IRO Form 04 (Trainer Interview Slip)

TMU-IRO Form 02 (Preliminary Interview Sheet) TMU-IRO Form 05 (Applicant’s Information Form)

TMU-IRO Form 03 (Qualifying Exam Result)

*Registration/Enrollment Procedures*

**Schedule of Registration:**

Monday - Thursday

8:00 am – 12:00 nn

**Who may avail of the service?**

1. Applicants who passed the TWC qualifying examination and trainer’s interview; and
2. Applicants who are ready to submit the documentary requirements for registration.

**What are the requirements for submission?**

1. Medical certificate (original & photocopy);
2. Police or NBI clearance (original & photocopy);
3. High School/College Diploma or High School Card/TOR or Form 137/138 (photocopy & original);
4. 2 pcs. 2x2 picture with white background; and
5. Birth Certificate (photocopy & original).

**Duration:** 12 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Get an enrollment/registration form from the TWC guard on duty and fill it up. | Security guard gives 2 copies of Enrollment/registration form to the applicant.  Requests the applicant to fill up the form legibly and completely and proceed to the Registrar’s Office | 5 minutes | Security guard on duty | None | MIS 03-01 |
| 2 | Submit the required documents for enrollment/registration together with the filled-up registration form to the Registrar | Registrar validates the submitted documents | 5 minutes | Registrar | None |  |
| 3 | Get information on the date of orientation and start of training | Registrar advises the applicant to wait for the call when to start the orientation and training | 2 minutes | Registrar | None |  |
| **END OF TRANSACTION** | | | | | | |

### Releasing of Certificate of Training

**Schedule of Registration:**

Monday - Friday

8:00 am – 5:00 pm

**Who may avail of the service?**

TWC graduates

**What are the requirements for submission?**

Photocopy of National Certificate (NC) or Competency Assessment Results (CARs)

Copy of Trainee’s Exit Form

**Duration:** 8 minutes

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Go to the Registrar’s Office and request for Special Order Number | Registrar gives request form  Informs the graduate of the documentary requirements for the release of S.O. and Training Certificate | 2 minutes | Registrar | None | Request Form |
| 2 | Fill-in the form with attached documentary requirements and submit to the Registrar | Registrar checks and verifies records  Checks authenticity and validity of submitted documents | 5 minutes | Registrar | None |  |
| 3 | Get claim stub from the Registrar | Registrar informs the graduate the scheduled date of release of Certificate of Training | 1 minute | Registrar | None |  |
| **END OF TRANSACTION** | | | | | | |

### TESDA Women’s Center Rental Facilities

#### Function Rooms

**Schedule of Availability of Service:**

Monday – Friday

8:00 am – 5:00 pm

**Where can they file their reservation?**

TESDA Women’s Center – 2nd Flr. Finance and Administrative Support Services Unit (FASSU)

**Who may avail of the service?**

TESDA COROPOTI;

Non-Government Organizations (NGOs);

Private Institutions/Organizations;

Other Government Agencies;

Schools and Universities

**What are the requirements?**

Duly accomplished Function Room Reservation Form

**Duration:**  21 minutes

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in- Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Inquire for the availability of Function rooms | Focal person provides information on rental fees and other charges, advises client to completely fill-up the TWC Function Room Reservation Request Form (F13/F14). | 2 minutes | FASSU Focal Person | None | TWC Form F13/F14 |
| 2 | Fill in and submit the Function Room Reservation Form | Focal person checks availability of the function room upon receipt of the completely filled-up TWC Function Room Reservation Request Form and gives feedback to the Requestor if request is approved or disapproved. | 3 minutes | FASSU Focal Person | None | Reservation Form |
| 3 | Receive the accomplished Reservation Form | Once request is approved, Focal person prepares and sends statement of account to the Requestor for payment. | 5 minutes | FASSU Focal Person | None | Statement of Account |
| 4 | Pay the corresponding Function Room Rental Fee at the TWC cashier | Advises Requestor to proceed to accounting for payment of rental fees and other charges. | 2 minutes | FASSU Focal Person | Function Rooms (weekdays/weekend):  Tandang Sora – P9000.00/P9500.00  Gregoria de Jesus - P2500.00/P3000.00  Marcella Agoncillo – P3000.00/P3500.00  Gabriela Silang – P3000.00/P3500.00 | Statement of Account  Order of Payment |
| 5 | Pay the corresponding accommodation fee at the TWC cashier | Accounting staff prepares and gives order of payment to the client and advised to pay at the TWC Cashier. | 2 minutes | FASSU Accounting Staff | Statement of Account | Order of Payment |
| 6 | Pay the corresponding accommodation fee at the TWC cashier | Cashier accepts payments and issues official receipt. | 5 minutes | TWC Cashier | Statement of Account | TWC Official Receipt |
| 7 | Schedule the requested date | Once payment is done, Focal person schedules reservation request. | 2 minutes | FASSU Focal Person |  | TWC Official Receipt |
| **END OF TRANSACTION** | | | | | | |

#### TESDA Women’s Center Dormitory

**Schedule of Availability of Service:**

Monday – Friday

8:00 am – 5:00 pm

**Where can they file their application?**

TESDA Women’s Center Dormitory

**Who may avail of the service?**

TESDAns (COROPOTI)

Walk-in (Non-TESDAns) including trainees

**What are the requirements?**

Duly accomplished Reservation and Registration Form

**Duration:** 18 minutes

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in- Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Inquire for the availability of rooms | Provides client with information on the availability of rooms | 2 minutes | Dormitory Manager | None |  |
| 2 | Fill in and submit the Reservation Form | Issues Order of Payment to client indicating the amount to be paid at the TWC Cashier.  For TESDA Group reservation, billing statement will be sent to the concerned office by the Dormitory Manager upon submission of guest list. | 5 minutes | Dormitory Manager | None | Reservation Form  Order of Payment |
| 3 | Receive the accomplished Order of Payment | Informs the client to proceed to TWC 2nd Floor, Administrative Office for payment of dormitory fee. | 2 minutes | Dormitory Manager | None |  |
| 4 | Pay the corresponding accommodation fee at the TWC cashier | Issues Official receipt (OR) to the client | 3 minutes | TWC Cashier | Regular Clients:  Aircon Rooms - P400.00  Non-Aircon Room - P150.00 TWC trainees/TESDA employees at discounted rate:  Aircon Room - P200.00  Non-Aircon Room - P75.00 | Official Receipt (OR) |
| 5 | Present the OR to the Dormitory Manager | Records the OR number and the amount paid and gives Registration Form to the Client | 2 minutes | Dormitory Manager | None | Official Receipt (OR) |
| 6 | Fill up and submit Registration Form | Designates room assignment | 2 minutes | Dormitory Manager | None | Registration Form |
| 7 | Check in to his/her reserved room | Inspects belongings of the clients  Issues room key | 2 minutes | Security Guard on Duty | None |  |
| **END OF TRANSACTION** | | | | | | |

## Application for Accreditation as Competency Assessors

**Schedule of Availability of Service:**

Monday-Friday

8:00am – 5:00pm

**Who may avail of the service?**

Trainers-Assessors

Industry experts

**Where to file application for accreditation?**

TESDA Provincial /District Offices

**What are the requirements for accreditation?**

Letter of Intent

Accomplished Application Form (with picture, passport size)

Picture, one (1) piece, 2”x2”, white background

Certificate of Employment indicating compliance to the requirements of number of years work/industry experience or teaching experience as specified in the promulgated Training Regulations

Photocopy of NTTC Level 1 or Photocopy of COC 2 – Conduct Competency Assessment (under TMI)

Certification attested by the Center Manager, Lead Assessor, TESDA Representative that the applicant has assisted in the assessment to at least ten (10) candidates under the supervision of the Lead assessor

For reaccreditation, Certificate of Attendance on Assessment Moderation/Calibration

For reaccreditation, Results of Performance Evaluation and Report on Assessment Proceedings

**Duration:** 5 days

**Provincial/District Offices**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person In-Charge** | **Fees** | **Form** |
| 1 | Inquires on accreditation process/orientation | Provides information on the accreditation process  Conducts orientation  Provides Checklist of Requirements |  | Assessment focal staff  Provincial Director or Authorized Representative |  | TESDA-OP-CO-04-F14  TESDA-OP-CO-04-F15  TESDA-OP-CO-04-F16 |
| 2 | Submit Requirements for accreditation | Evaluates documents submitted by applicant  Prepares Certificate of Accreditation, Affidavit of Undertaking (AOU), Identification Card (ID)  Submits copy of the Notarized AOU  Pays Accreditation Fee | Within 5 working days from the receipt of application | Assessment focal  Assessment staff  Focal staff  Cashier |  | TESDA-OP-CO-04-F18  TESDA-OP-CO-04-F19  TESDA-OP-CO-04-F21  TESDA-OP-CO-04-F22 |
| Issues of Certificate of Accreditation & Assessor’s ID |
| **END OF TRANSACTION** | | | | | | |

## 

## Application for Accreditation as Assessment Center

**Schedule of Availability of Service:**

Monday-Friday

8:00 am – 5:00 pm

**Who may avail of the service?**

TVET Institutions

Industry Associations

Private companies/business enterprises

**Where to file application for accreditation?**

TESDA Provincial /District Offices

**What are the requirements for accreditation?**

* Letter of Intent
* Copy of SEC Registration (For private companies – to include conduct of assessment as one of the primary purposes of Incorporation). Entities with legal personality (CDA-registered, R.A. except sole proprietorship) will be considered.
* Business Permit (current and valid)
* BIR registration
* Building Lay-out/Floor plan/Shop lay-out
* Company Profile
* Location Map
* List of complete facilities, tools, equipment, and materials appropriate to the Qualification(s) applied for
* Organizational Structure
* Staff Complement and Profile
* Self-Assessment Checklist (TESDA-OP-CO-03-F03)
* Lease contract/proof of ownership of the location/premises of the Assessment Center
* Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04)

**Duration:** 10 days

**How to avail of the service?**

**Provincial/District Offices**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (Under Normal Circumstances)** | **Person In-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Inquires on the accreditation process | Provides information on the accreditation process  Provides checklist of requirements  Conducts orientation | 1 day | Assessment Focal Staff  Provincial Director |  | TESDA-OP-CO-03-F01  TESDA-OP-CO-05-F02  TESDA-OP-CO-03-F03  TESDA-OP-CO-03-F04 |
| 2 | Submits requirements for accreditation and pays 50% Accreditation Fee  Attends training on AC Operations  Returned copy of Notarized AOU and Pays the remaining 50% accreditation fee | Evaluate documents submitted by applicants | 3 days | Assessment Focal  Provincial Director  Inspection Team  Provincial Director | P1,500.00 | TESDA-OP-CO-03-F05  TESDA-OP-CO-05-F08  TESDA-OP-CO-03-F07  TESDA-OP-CO-03-F011 |
| Organize Inspection Team  Conduct Ocular Inspection  Submits report of Inspection | 2 days  1 day  1 day |
| Trains AC Manager and Processing Officer on the use of T2MIS & AC Operation | 1 day |
| Prepares Certificate of Accreditation & Affidavit of Undertaking | 1 days |
| Issues Certificate of Accreditation |  |
| **END OF TRANSACTION** | | | | | | |

## 

## Issuance of National Certificate (NC)/Certificate of Competency (COC)

**Schedule of Availability of Service:**

Monday-Friday

8:00-5:00

**Who may avail of the service?**

Successful candidates of competency assessment

**Where to claim NC/COC?**

TESDA Provincial/District Offices (for non-courier provinces)

**When to claim the NC/COC?**

3 working days after assessment

**What are the requirements?**

Competency Assessment Results Summary (CARS) with Picture (passport size, white background, with collar)

Certificate Fee

**Duration:** 40 minutes

**TESDA Provincial/District Offices**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Present original copy of CARS with Picture (passport size, white background, with collar) | Checks CARS, RWAC and List of NCs/COCs for release  Requests applicant to pay certificate fee to the Cashier | 15 minutes | Assessment Focal Staff | Php50.00 | TESDA-OP-CO-05-F08 |
| Prepare NC/COC | 20 minutes |  |  | TESDA-OP-CO-05-F39/F40 |
| 2 | Claim NC/COC | Requests candidate to sign in the Tracking Sheet  Issues NC/COC | 5 minutes | Assessment Focal Staff |  | TESDA-OP-CO-05-F42 |
| **END OF TRANSACTION** | | | | | | |

## Procedures and Issuance of Order of Payment (COC, CAV and Others)

**Schedule of Availability of Service:**

Monday-Friday

8:00-5:00

**Who may avail of the service?**

TESDA Employees, Trainees and Walk-in

**What are the requirements of issuance of Order of Payment?**

Dormitory Registration Form

Order of Payment

**Where is the issuance of the Order of Payment?**

At respective offices concerned

**Duration:**

21 Minutes and 10 seconds

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Informs Client on the procedures for the issuance of NC/COC/CAV | 2 minutes | Concerned Office Focal Person | N/A | N/A |
| 2 |  | Requests customer to proceed to Accounting Division, 4th Floor, Administration Building to get Order of Payment | N/A | Concerned Office Focal Person | N/A | N/A |
| 3 | Inquires from the Lobby Security Guard on duty | Refers to the Public Assistance Counter | 1 minute | Security Guard on Duty | N/A | N/A |
| 4 | Inquires from the Public Assistance Counter (PAC) on the issuance of Order of Payment | Customer Service Officer (CSO) at the PAC gives Customer Inquiry and Feedback Form (CIFF) and gives instruction on how to fill-up the CIFF | 1 minute | Customer Service Officer | N/A | Customer Inquiry and Feedback Form (CIFF) |
| 5 | Fills-out the Customer Inquiry and Feedback form | Refers the customer to Accounting Division, 4th Floor, Administration Building for the issuance of Order of Payment | 2 minutes | Customer Service Officer | N/A | Customer Inquiry and Feedback Form (CIFF) |
| 6 | Requests issuance of Order of Payment | Accomplishes Order of Payment (OP) and indicates the amount to be paid at the Cash Unit | 1 Minute | Accounting Division Staff | Please see attached Annex | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 7 |  | Indicates initials on the OP form | 10 seconds | Accounting Division Staff | N/A | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
|  |  | Records the OP in the logbook | 1 Minute | Accounting Division Staff | N/A | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
|  |  | Issues the OP to the customer | 1 minute | Accounting Division Staff | N/A | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 8 | Receives the accomplished OP | Refers to the Cash Unit, 3rd Floor, Administration Building for Payment | 1 minute | Accounting Division Staff | N/A | Order of Payment (Annex 14a) |
| 9 | Proceeds to the Cash Unit |  | N/A | N/A | N/A | Order of Payment |
| 10 | Presents OP to the Cash Unit Staff | Issues OR per OP presented by the customer | 3 Minutes | Cash Unit Staff |  | Order of Payment  Official Receipt |
| 11 | Gives back the duly accomplished Customer Inquiry and Feedback Form to the PAC Officer with the corresponding rating for services rendered by the PAC/Focal Service Provider | Records and files the Customer Inquiry and Feedback Form | 3 Minutes | Customer Service Officer | N/A | CIFF |
| 12 | Proceeds to the concerned Office for the issuance of the NC/COC/CAV | Receives OR and Releases NC/COC/CAV to the Customer | 5 minutes | Concerned Office Focal Person |  | NC, COC, CAV |
| **END OF TRANSACTION** | | | | | | |

## Issuance of Certification, Authentication and Verification (CAV)

**Schedule of Application:**

Monday - Thursday

8:00 am – 5:00 pm

**Who may avail of the service?**

Undergraduates and graduates of TVET programs registered under TESDA

**Where can they file their request?**

TESDA Provincial/District Office where TOR/Diploma issuing institution is located

**What are the requirements?**

Original and certified true copies of Transcript of Records or Diploma or Certificate of Training; and Special Order (If undergraduate, a Certification from the School Director/Administrator)

Two (2) copies of 2X2 photos taken within the last six (6) months with white background and neutral expression. The photos must be printed on a chemical-based photo paper;

If to be filled by authorized representative: Authorization letter from the applicant; and Identification card of applicant and representative (Original and Photocopy)

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity**  **(under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Submits documentary requirements and pays the processing fee | Receives documentary requirements and corresponding payment from the applicants/graduates | 0.5 days | SO/CAV Focal Person / Assigned Officer-of-the-day | P30.00 | CAV Form 1 (Application for CAV Issuance) |
| 2 |  | Prepares and issues the CAV Form and the Department of Foreign Affairs (DFA) claim stub to graduates and transmits documents to DFA/Courier. The documents shall be placed in a plain brown envelope. Prior to sealing, the following shall be affixed to the form of CAV: Stamp of the Seal of the Agency and the signature of the authorizes signatory. |  | SO/CAV Focal Person / Assigned Officer-of-the-day |  |  |
| 3 |  | DFA reviews documents for CAV | 8 working days | SO/CAV Focal Person / Assigned Officer-of-the-day |  |  |
| DFA issues the CAV to graduates |
| **END OF TRANSACTION** | | | | | | |

## Filing Request and Release for Special Order (SO)

**Schedule of Availability of Service:**

Monday-Friday

8:00 a.m. - 5:00 p.m.

**Who may avail of the service?**

All Technical Vocational Institutions (TVIs) with registered programs under TESDA

**Where can they file their request?**

TESDA Provincial/District Office where TVI is located

**What are the requirements?**

Letter request indicating the names of the graduates requested for SO;

Original copy of Form 9 or Records of candidates for graduation;

Certified true copy of Form 138 / Form 137 (if the candidate’s previous education is high school);

Certified true copy of Transcript of Records or Certificate of Training or on-the-job training (if required);

Certified true copy of enrollment and terminal report officially received by TESDA; and

Certified true copy of Marriage Contract (if candidate got married prior to or after enrollment in the requesting institution)

**How to avail of the service?**

Provincial/District Offices

| **Step** | **Applicant / Client** | **Service Provider** | **Duration of Activity**  **(under normal circumstances)** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Receives from TVET Institution the letter request for SO numbers, the list of graduates and the required documents | 0.5 days | SO/CAV Focal Person / Assigned Officer-of-the-day | Free | SO Form 1 |
| 2 |  | Checks/verifies the list vis-à-vis registered programs and Training/Employment Report (MIS 03-02) | 0.5 days |
| 3 |  | If documents are in order, issues appropriate SO numbers to the TVI | 2 days |
| **END OF TRANSACTION** | | | | | | |

## Program Registration Under the Unified TVET Program Registration and Accreditation System (UTPRAS)

**Schedule of Availability of Service:**

Daily, Monday to Friday

8:00 am to 5:00 pm with noon break

**Who may avail the service?**

Any domestic corporation either stock or non-stock with:

A primary purpose of offering TVET education in the country;

A capitalization of at least 60% Filipino; and

Control and supervision of the institution is vested on the citizens of the Philippines.

**What are the requirements?**

Corporate and Administrative Documents

Letter of application

Board Resolution / Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs, and private institutions)

Special law creating the institution (for public institution) e.g. Republic Act, Executive Order, Sanggunian Resolutions)

Securities and Exchange Commission (SEC) Registration for private institutions (must specifically cover the Training delivery site)

Articles of Incorporation

Proof of building Ownership or contract of lease (covering at least two years)

Current Fire Safety Certificate

For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Board Resolution signed by majority of the Incorporators must be notarized, received and noted by SEC.

Curriculum and Program Delivery

Competency-based Curriculum (indicating the qualification being addressed and the competencies to be developed)

Curriculum design

Modules of instruction

List of equipment, tools and consumables necessary to deliver the program.

List of instructional materials (such as reference materials, slides, videotapes, internet access and library resources) necessary to deliver the program

List of Physical Facilities & Off-Campus Physical Facilities indicating floor area

Shop layout of training facilities indicating the floor area

Faculty and Personnel

List of officials with their qualifications (supporting evidences available, such as copies of certificates, etc.)

List of faculty with their qualifications, areas of expertise, and courses/seminars attended (supporting evidence available, such as relevant trainer qualification certificates, copies of contracts of employment, etc.)

List of non-teaching staff with their qualifications (supporting evidences available, such as copies of certificates/contracts of employment, etc)

Academic Rules

Schedule and breakdown of tuition and other fees (duly signed by the school head indicating the effectivity of school year)

Documented grading system, details of which are provided to students/trainees at the start of their program

Entry requirements for the program comply with the relevant training regulations if applicable

Rules on attendance

Support Services

Health services are available to the students/trainees (if these services are contracted out or out-sourced, the contract or MOA or similar documents must be submitted)

Career guidance services are available to the students/trainees

Community outreach program (documented evidences available) – optional

Research that supports the operation of the school is carried-out (e.g. surveys, consultations, meeting with local industry and community representatives; technical research) – optional

**Duration:** 20 Calendar Days

Note: The number of days maybe reduced depending on the on-time submission of complete documentary requirements by the applicant Institution/School

**How to avail of the service?**

| **Step** | **Applicant / Client** | **Service Provider** | **Duration of Activity**  **(under normal circumstances)** | **Person in Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 |  | Conduct of orientation on program registration application | 1 day (not included in total PCT) |  |  | TESDA-SOP-CO-01-F02 |
| 2 |  | Review of Program Application (from receipt of complete documents to evaluation of documents)   * A checklist of requirements shall be accomplished upon receipt of documents | 7 working days |  |  | Program Registration Requirements Checklist:   * Institution-based * Company-based |
| 3 |  | Conduct of site inspection and prepare reports (from scheduling of inspection, issuance of notice to conduct inspection, actual inspection and preparation of inspection report) | 9 working days | TESDA-SOP-CO-01-F19 |  |  |
| 4 |  | Prepares recommendation to RO (from preparation of recommendation to submission to RO of complete documents) |  |  |  |
| 5 |  | Issues CTPR/Letter of Denial (from receipt of complete documents by RO, final review, preparation and signing of CTPR or letter of denial to PO and release of CTPR or letter of Denial to TVI) | 4 working days | TESDA-SOP-CO-01-F20  or  TESDA-SOP-CO-01-F23 |  |  |
| **END OF TRANSACTION** | | | | | | |

## 

## REGIONAL/PROVINCIAL TRAINING CENTER/SCHOOL

### Application for Training

**Schedule of Application:**

Monday - Friday

8:00 am – 5:00 pm

**Who may avail of the service?**

General Public

**What are the requirements?**

2 pcs. 1”x1” colored pictures with white background;

Undergo the career profiling; and

Pass the qualifying examination and interview.

**Duration:** 2 hours and 36 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Inquires from the Information and Referral Office (IRO) Officer information about the training program of interest and/or service the applicant wants to avail | Provides the client with the information on the programs and services and its requirements | 1 minute | IRO Officer |  |  |
| 2 | Takes the Career Profiling (YP4SC) if interested to apply for training | Administers the Career Profiling | 2 hours | IRO Officer  G. Counselor  Registrar |  |  |
| 4 | Waits for the result of the career profiling taken | Interprets the results of the career profiling and provide feedback to client | 10 minutes | G. Counselor |  |  |
| 5 | Accomplishes the application form | Checks the application form if accomplished completely | 5 minutes | IRO Officers |  | Application Form |
| 4 | Takes the qualifying examination (if necessary) | Administers the qualifying examination | 1 hour | IRO Officers |  |  |
|  |  | Process the examination | 10 minutes | IRO Officers |  |  |
| 5 | Gets the result of his/her examination | Releases the result of exam and provides feedback to client | 5 minutes | IRO Officer |  |  |
| 6 | Gets the list of requirements for enrollment | Informs client of the registration process and requirements to submit | 5 minutes | IRO Officer |  | Required Forms |
| **END OF TRANSACTION** | | | | | | |

### Registration/Enrollment Procedure

**Schedule of Registration:**

Monday - Friday

8:00 am – 5:00 pm

**Who may avail of the service?**

Applicants who passed the qualifying examination and interview; and

Applicants who are ready to submit the documentary requirements for registration.

**What are the requirements for submission?**

2 pcs. 1”x1” ID picture with white background;

Barangay Clearance

Police Clearance

Medical Certificate

**Duration:** 37 minutes

**How to avail of the service?**

| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| --- | --- | --- | --- | --- | --- | --- |
| 1 | Submits the required documents for enrollment/registration | Validates the submitted documents | 10 minutes | Registrar |  |  |
| 2 | Fills-in the enrollment/registration form | Checks the accomplished form | 10 minutes | Registrar |  |  |
| 3 | Settle enrollment requirement/fees | Process enrollment | 15 minutes | Registrar  Cashier |  | Enrollment Form  Assessment Form |
| 4 | Get information on the date of orientation and start of training | Provides schedule the orientation and training | 2 minutes | Registrar |  |  |
| **END OF TRANSACTION** | | | | | | |

### Releasing of Certificate of Training

**Schedule of Registration:**

Monday - Friday

8:00 am – 5:00 pm

**Who may avail of the service?**

RTC/PTC graduates

**What are the requirements for submission?**

RTC/PTC Trainee’s ID

Photocopy of National Certificate (NC) or Competency Assessment Results (CARs)

**Duration:** 3 hours and 10 minutes

**How to avail of the service?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Goes to the Registrar’s Office and request for release of Certificate of Training | Gives form and request and inform the graduate of the requirements for release | 5 minutes | Registrar |  | Request Form |
| 2 | Fills-in the form with attached clearance requirements and submit to the Registrars | Checks and verifies records  Check authenticity and validity of submitted document | 3 hours | Registrar |  | Clearance Form |
| 4 | Claims Certificate of Training and signs on the Training Certificate Record Book | Releases Certificate of Training | 5 minutes | Registrar |  | Certificate of Training |
| **END OF TRANSACTION** | | | | | | |

## AVAILMENT OF SCHOLARSHIP PROGRAMS (Walk-in External Customers)

**Schedule of Availability of Service:**

Monday – Friday

8:00 am to 5:00 pm

**Who may avail of the service?**

**Training for Work Scholarship Program:**

18 years and above

Target beneficiaries shall include but not limited to the following:

* Drug dependent surrenderers and family members
* Out-of-school youth
* Unemployed
* Underemployed
* Industry workers obtaining skills upgrading training programs
* OFWs and their dependents
* Basic and marginalized sectors such as:
  + Persons with Disabilities (PWDs)
  + Farmers and fishermen
  + Disadvantaged women
  + Indigenous Peoples (IPs)
  + Solo parents and their children
  + Senior citizens
  + Rebel returnees/decommissioned combatants
  + Wounded in-action (WIA) AFP and PNP personnel
  + Urban & rural poor
  + Victims of Natural Disasters and Calamities
  + Victims of Human Trafficking
  + Displaced Higher Education Institutions (HEIs) teaching personnel
  + Micro entrepreneurs and their family members
  + Cooperatives intending to engage or expand business enterprise
  + Employees with contractual/Job Order status to help them engage in entrepreneurial activities and consequently become contributors to job generation
  + Farmers and fishermen and family members
* Other marginalized groups may also avail of the scholarship program subject to pre-qualification
* Other targeted special groups:
  + Family members of AFP and PNP personnel killed and wounded in-action (KWIA)
  + Inmates and detained including their families
* TVET Trainers
* Current employed workers (CACW)

**Training for Work Scholarship Program:**

15 years and above

Must not be currently a beneficiary of other government educational scholarship and subsidy program

Target beneficiaries shall include but not limited to the following:

* Drug dependent surrenderers and family members
* Out-of-school youth
* Unemployed
* Underemployed
* Industry workers obtaining skills upgrading training programs
* OFWs and their dependents
* Basic and marginalized sectors such as:
  + Persons with Disabilities (PWDs)
  + Farmers and fishermen
  + Disadvantaged women
  + Indigenous Peoples (IPs)
  + Solo parents and their children
  + Senior citizens
  + Rebel returnees/decommissioned combatants
  + Wounded in-action (WIA) AFP and PNP personnel
  + Urban & rural poor
  + Victims of Natural Disasters and Calamities
  + Victims of Human Trafficking
  + Displaced Higher Education Institutions (HEIs) teaching personnel
  + Micro entrepreneurs and their family members
  + Cooperatives intending to engage or expand business enterprise
  + Employees with contractual/Job Order status to help them engage in entrepreneurial activities and consequently become contributors to job generation
  + Farmers and fishermen and family members
* Other marginalized groups may also avail of the scholarship program subject to pre-qualification
* Other targeted special groups:
  + Family members of AFP and PNP personnel killed and wounded in-action (KWIA)
  + Inmates and detained including their families
* TVET Trainers
* Current employed workers (CACW)

**Duration:** 1 hour

**How to avail of the service from the Provincial/District Offices/Technical Vocational Institutions (TVIs) (Walk-in)?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Step** | **Applicant/Client** | **Service Provider** | **Duration of Activity (under normal circumstances)** | **Person-in-Charge** | **Fees** | **Form** |
| 1 | Applicant inquires available scholarship to PAC | Gives a brief overview of the scholarship program  Provides Applicant with list qualifications under TWSP/STEP/PESFA Providers offering the course  Provides profile form | 30 minutes | District Office(DO)/Provincial Office (PO) TWSP Focal Person/ TBP Information Officer |  | Participants Profile Form |
| 2 | Applicant fills up Profile Form |  | 15 minutes |  |  | Participants Profile Form |
| 3 | Applicant submits ‘Participants Profile form | Evaluates profile | 15 minutes | DO/PO TWSP Focal Person/TBP Information Officer |  |  |
| 4 | Applicant suggest preferred cause / TVET provider | Evaluates profile  Advice/inform applicant on action to be taken based on guidelines |  |  |  |  |
| **END OF TRANSACTION** | | | | | | |

# ANNEXES