

# TABLE OF CONTENTS

|   |            |
|---|------------|
| <b>VISION, MISSION AND VALUE STATEMENT</b>  | <b>1</b>   |
| <b>PERFORMANCE PLEDGE</b>   | <b>2</b>   |
| <b>COMPLAINTS AND FEEDBACK MECHANISM</b>  | <b>3</b>   |
| <b>LIST OF TESDA FRONTLINE SERVICES</b>   | <b>4</b>   |
| <b>LIST OF TESDA CENTRAL OFFICE FRONTLINE SERVICES</b>  | <b>15</b>  |
| <b>LIST OF TESDA CENTRAL/REGIONAL/PROVINCIAL OFFICES AND<br/>TESDA TRAINING INSTITUTIONS FRONTLINE SERVICES</b> | <b>64</b>  |
| <b>ANNEXES</b>  | <b>118</b> |

# Vision

*TESDA is the leading partner in the development of the Filipino workforce with world-class competence and positive work values.*

# Mission

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

# Value Statement

*TESDA provides direction, policies, programs and standards towards quality technical education and skill development.*

# 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:

1. That, good governance is essential for sustainable economic and social development;
2. That, good governance translates to the delivery of public services in a responsive, accountable and transparent manner by a public organization;
3. 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.
4. That, in view hereof, we hereby commit to do the following:
  - a. To know and abide by TESDA's service standards in performing the duties and responsibilities of my/our appointive /designated position/s, wherever possible;
  - b. To seek continual improvement of the service process/es of our service area;
  - c. To account for the Citizen's satisfaction/dissatisfaction in the TESD products and services for which our work group is responsible; and
  - d. 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 MECHANISMS

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

Central and Regional/Provincial/District Offices and TESDA Training Institutions

| Type of Frontline Service  | Fees*                          | Forms**  | Processing Time<br>(Under normal circumstances<br>per transaction) | Form  |
|--|--------------------------------|--|--|---|
| <b>ACCREDITATION</b>   |                                |  |  |   |
| <ul style="list-style-type: none"> <li>Application for Accreditation as Competency Assessor</li> </ul>         |                                | TESDA-COP-CACO-06-F11(Annex 9a)<br>TESDA-COP-CACO-06-F12 (Annex 9b)                                      | 30 minutes   | Application Form for Accreditation                    |
| <ul style="list-style-type: none"> <li>Issuance of Accreditation Certificate to Competency Assessor</li> </ul> | Php 500.00                     | TESDA-COP-CACO-06-F13 (Annex 9c)<br>TESDA-COP-CACO-06-F15 (Annex 9d)<br>TESDA-COP-CACO-06-F17 (Annex 9f) | 10 minutes   | Accreditation Certificate<br>Affidavit of Undertaking |
| <ul style="list-style-type: none"> <li>Application for Accreditation as Assessment Center</li> </ul>           |                                | TESDA-COP-CACO-05-F01(Annex 10a)<br>TESDA-COP-CACO-05-F04 (Annex 10b)                                    | 30 minutes   | Accreditation Certificate<br>Affidavit of Undertaking |
| <ul style="list-style-type: none"> <li>Issuance of Accreditation Certificate as Assessment Center</li> </ul>   | Php 3,000.00 per qualification | TESDA-COP-CACO-05-F05 (Annex10c)<br>TESDA-COP-CACO-05-F08 (Annex 10d)                                    | 10 minutes   |   |

| Type of Frontline Service   | Fees*      | Forms**  | Processing Time<br>(Under normal circumstances<br>per transaction) | Form   |
|---|------------|--|--|--|
| <b>ASSESSMENT</b>   |            |  |  |  |
| <ul style="list-style-type: none"> <li>Issuance of National Certificate(NC)/ Certificate of Competency (COC)</li> </ul>                       | Php 50.00  | TESDA-COP-CACO-05-F32 and F33 (landbased)<br>COC with RP logo (Seabased) | 15 minutes   | Competency Assessment Results Summary (CARS) |
| <ul style="list-style-type: none"> <li>Filing of Application for Renewal of NC/COC</li> </ul>   |            | TESDA-COP-CACO-07-F21 (Annex 11a)  | 15 minutes   | Application Form and List of Requirements    |
| <ul style="list-style-type: none"> <li>Claim NC/COC</li> </ul>  | Php 100.00 | TESDA-COP-CACO-08-F32 (Annex 11b)<br>TESDA-COP-CACO-08-F33 (Annex 11c)   |  |  |
| <b>CERTIFICATION</b>  |            |  |  |  |
| <ul style="list-style-type: none"> <li>Filing of Request for Certification/Authentication/ Verification (CAV) of Scholastic Record</li> </ul> | Php 30.00  | CAV Form 1   |  | Application Form                             |
| <ul style="list-style-type: none"> <li>Filing Request for Special Order</li> </ul>  |            |  | 15 minutes   |  |
| <ul style="list-style-type: none"> <li>Release of Special Order</li> </ul>  |            | SO Form 1( Annex 12a)  | 10 minutes   | Special Order Certificate                    |

| Type of Frontline Service                                      | Fees* | Forms**   | Processing Time<br>(Under normal circumstances<br>per transaction) | Form                               |
|--|-------|---|--|------------------------------------|
| <b>TRAINING</b>  |       |   |  |                                    |
| • Availment of Training at the Language Skills Institute (LSI) |       |   |  |                                    |
| ➤ Application for Training                                     |       | Manpower Profile Form (Annex 2a)  | 5 minutes  | Application Form                   |
| ➤ Registration/Enrollment Procedures                           |       | Interview Sheet/ Proficiency Test (Annex 2b)<br>Paper Result for English Only | 27 minutes   |                                    |
| • Availment of Training at the TESDA Women Center (TWC)        |       |   |  |                                    |
| ➤ Application for Training                                     |       | TMU-001 (Annex 3d)<br>IRO-001 (Annex 3b)                                      | 135 minutes  | Application Form<br>Interview Form |
| ➤ Registration/Enrollment Procedures                           |       | NMIS Form 01 (Annex 3c)   | 17 minutes   | Enrollment Form                    |
| ➤ Releasing of Certificate of Training                         |       | NMIS Form 01 (Annex 3c)   | 18 minutes   | Request Form                       |

| Type of Frontline Service   | Fees* | Forms**                    | Processing Time<br>(Under normal circumstances<br>per transaction) | Form  |
|---|-------|----------------------------|--|---|
| • Availment of Training at the TESDA Training Center Taguig Campus Enterprise (TTCTCE)  |       |                            |  |   |
| ➤ Application for Training  |       |                            | 4.4 hours  | Application Form  |
| ➤ Registration/Enrollment Procedures  |       | NMIS Form 01<br>(Annex 3c) | 17 minutes   | Enrollment Form   |
| ➤ Releasing of Certificate of Training  |       |                            | 18 minutes   | Request Form  |
| • Application for Trainer's Training (Training And Assessment Methodology, Skills Upgrading Program) at the National TVET Trainers Academy (NTTA) |       |                            | 25 minutes   | NTTA Training Calendar Program Nomination/ Endorsement Form |
| • Availment of Training in a Regional/Provincial Training Center  |       |                            |  |   |
| ➤ Application for Training  |       |                            | 3 hours and 30 minutes   | Application Form  |
| ➤ Registration/Enrollment Procedures  |       | NMIS Form 01               | 17 minutes   | Enrollment Form   |
| ➤ Releasing of Certificate of Training  |       |                            | 17 minutes   | Request Form  |



| Type of Frontline Service  | Fees* | Forms**      | Processing Time<br>(Under normal circumstances<br>per transaction) | Form   |
|--|-------|--------------|--|--|
| • Availment of Training in a TESDA School                                      |       |              |  |  |
| ➤ Application for Training   |       |              | 2 hours and 25 minutes   | Application Form                                 |
| ➤ Registration/Enrollment Procedures   |       | NMIS Form 01 | 27 minutes   | Enrollment Form                                  |
| ➤ Releasing of Certificate of Training   |       |              | 17 minutes   | Request Form                                     |
| • Administration of Foreign Scholarship Training Program (FSTP)                |       |              |  |  |
| ➤ Handling Inquiries/Providing Information (through e-mail/Phone/Face-to-Face) |       |              | 30 minutes   | Feedback Form 1 (Annex 4k)                       |
| ➤ Receiving and Sending-out Invitation Letter                                  |       |              | 50 minutes   | Invitation Letter (Annex 4a)                     |
| ➤ Evaluation of Nomination And Documentary Requirements                        |       | IAS Form     | 46 minutes   | Checklist of Documentary Requirements (Annex 4d) |

| Type of Frontline Service          | Fees* | Forms** | Processing Time<br>(Under normal circumstances<br>per transaction) | Form  |
|------------------------------------|-------|---------|--|---|
| ➤ Nominee Assessment and Interview |       |         | 7hours , 6 minutes and 10 seconds                                  | Nominee Assessment Form (Annex 4b)<br>Interview Assessment Form( Annex 4c)<br>Notice of Interview (Annex 4g)<br>Feedback Form (Annex 4k)<br>Certificate of Appearance |
| ➤ Nominee Endorsement              |       |         | 4 hours and 21 minutes   | FSTP Staff Note (Annex 4f)<br>Application Form  |
| ➤ Nominee Acceptance and Regret    |       |         | 17 minutes   | FSTP Staff Note (Annex 4e)  |
| ➤ Post Training                    |       |         | 1 hour   |   |

| Type of Frontline Service   | Fees*      | Forms**   | Processing Time<br>(Under normal circumstances<br>per transaction) | Form   |
|---|------------|---|--|--|
| <b>REGISTRATION</b>   |            |   |  |  |
| <ul style="list-style-type: none"> <li>Program Registration – Unified TVET Program, Registration and Accreditation System (UTPRAS)</li> </ul> | P 2,000.00 | TESDA-SOP-TSDO-01-FO1 (Annex 5a)<br>TESDA-SOP-TSDO-01-FO2 (Annex 5b)<br>TESDA-SOP-TSDO-01-FO3 (Annex 5c)<br>TESDA-SOP-TSDO-01-FO4 (Annex 5d)<br>TESDA-SOP-TSDO-01-FO5 (Annex 5e)<br>TESDA-SOP-TSDO-01-FO6 (Annex 5f)<br>TESDA-SOP-TSDO-01-FO7 (Annex 5g)<br>TESDA-SOP-TSDO-01-FO8 (Annex 5h)<br>TESDA-SOP-TSDO-01-FO9 (Annex i)<br>TESDA-SOP-TSDO-01-F10 (Annex k)<br>TESDA-SOP-TSDO-01-F11 (Annex l)<br>TESDA-SOP-TSDO-01-F14 (Annex 5o) | 15 calendar days   | Program Registration Requirement Checklist<br>Curriculum Design<br>List of Equipment<br>List of Tools<br>List of Consumables<br>List of Instructional Materials<br>List of Training Institutions<br>Physical Facilities<br>List of Off-Campus Physical Facilities<br>List of Officials<br>Trainers, Faculties, Teaching Professionals<br>Non Teaching Staff<br>Letter of Acknowledgement |

|  |  |  |  |  |
|--|--|--|--|--|
|  |  | <p>TESDA-SOP-TSDO-03-F01 (Annex 6a)</p> <p>TESDA-SOP-TSDO-03-F01a (Annex 6b)</p> <p>TESDA-SOP-TSDO-03-F02 (Annex 6c)</p> <p>TESDA-SOP-TSDO-03-F03 (Annex 6d)</p> <p>TESDA-SOP-TSDO-03-F04(Annex 6e)</p> <p>TESDA-SOP-TSDO-03-F05 (Annex 6f)</p> <p>TESDA-SOP-TSDO-03-F06 (Annex 6g)</p> <p>TESDA-SOP-TSDO-03-F07(Annex 6h)</p> <p>TESDA-SOP-TSDO-03-F08 (Annex 6i)</p> <p>TESDA-SOP-TSDO-03-F09 (Annex 6j)</p> <p>TESDA-SOP-TSDO-03-F10 (Annex 6k)</p> <p>TESDA-SOP-TSDO-03-F11( Annex 6l)</p> <p>TESDA-SOP-TSDO-03-F14 (Annex 6o)</p> |  | <p>Program Registration Requirement Checklist</p> <p>Checklist on the Requirement for Working Quality System</p> <p>Curriculum Design</p> <p>List of Equipment</p> <p>List of Tools</p> <p>List of Consumables</p> <p>List of Instructional Materials/ Library Holdings</p> <p>List of Training Institutions</p> <p>Physical Facilities</p> <p>List of Off-Campus Physical Facilities</p> <p>List of Officials</p> <p>Trainers, Faculties, Teaching Professionals</p> <p>Non Teaching Staff</p> <p>Letter of Acknowledgement</p> |
|--|--|--|--|--|

| Type of Frontline Service   | Fees* | Forms** | Processing Time<br>(Under normal circumstances<br>per transaction) | Form  |
|---|-------|---------|--|---|
| <ul style="list-style-type: none"> <li>Application for Accreditation on Dual Training System (DTS)</li> </ul> |       |         | 1 hour and 15 minutes<br>(Step 1 to Step 3)                        | <ul style="list-style-type: none"> <li>TESDA ID Procedures Manual on TVET Program Registration</li> <li>Dual Training System Act</li> <li>Pro-forma MOA/MOU</li> <li>Form 1A (school) (Annex 7b) /Form 1B for establishment (Annex 7c) and other documentary requirements</li> <li>Letter of Intent (Annex 7e)</li> <li>Checklist of Requirements (Annex 7a)</li> </ul> |

| Type of Frontline Service   | Fees* | Forms**  | Processing Time<br>(Under normal circumstances<br>per transaction) | Form   |
|---|-------|--|--|--|
| <ul style="list-style-type: none"> <li>Registration and Implementation of Apprenticeship/Learnership Program</li> </ul> |       | Kash Form 02(Annex 8a)<br><br>Kash Form 03(Annex 8b)<br>Kash Form 04(Annex 8C)<br><br>Kash Form 06 (Annex 8d)<br><br>Kash Form 07(Annex 8e)<br>NMIS Form 50 (Annex 8f) | 3 to 5 days  | Application for Registration of Apprenticeship/ Learnership Program<br><br>Curriculum Design<br><br>Certification that the Number of Apprentices to be Hired is not more than 20% of the Regular Workforce<br>Certificate of Program Registration<br>Apprenticeship Agreement<br>Enrollment Form |
|   |       | NMIS 100 (Annex 8g)  |  | Terminal Report  |
|   |       | BIR Form 1702  |  | Individual Income Tax Return   |
|   |       | BIR Form 1800  |  | Donor's Tax Form   |

| Type of Frontline Service  | Fees* | Forms**                             | Processing Time<br>(Under normal circumstances<br>per transaction) | Form                                  |
|--|-------|-------------------------------------|--|---------------------------------------|
| <b>CUSTOMER INQUIRY AND<br/>FEEDBACK</b>                             |       |                                     |  |                                       |
| • Public Assistance Counter  |       | TESDA-SOP-OCSA-04-<br>F01(Annex 1A) | 5 minutes  | Customer Inquiry and<br>Feedback Form |
| <b>PRE-QUALIFYING ASSESSMENT</b>                                     |       |                                     |  |                                       |
| Availment of Career Profiling at the<br>Career Guidance Center (CGC) |       |                                     | 2 hours and 39 minutes   | CGC Referral Form                     |

\*Fees are subject to change

\*\*Forms are available FREE OF CHARGE

# CENTRAL OFFICE

## FRONTLINE SERVICES

|   | Page/s |
|---|--------|
| <b>CUSTOMER INQUIRY AND FEEDBACK</b>  |        |
| ❖ Public Assistance Counter (PAC)   | 17     |
| <b>AVAILMENT OF TRAINING AT THE LANGUAGE SKILLS INSTITUTE (LSI)</b>                                 |        |
| ❖ Application for Training/.Enrolment Procedures  | 27     |
| ❖ Releasing of Certificate of Training  | 30     |
| <b>AVAILMENT OF TRAINING AT THE TESDA WOMEN CENTER (TWC)</b>  |        |
| ❖ Application for Training  | 31     |
| ❖ Registration/Enrollment Procedures  | 33     |
| ❖ Releasing of Certificate of Training  | 34     |
| ❖ TESDA Women's Center Rental Facilities  | 35     |
| ❖ TESDA and TWC Dormitory   | 38     |
| <b>NATIONAL TVET TRAINERS ACADEMY (NTTA)</b>  |        |
| ❖ Application for Trainers Training (Training and Assessment Methodology, Skills Upgrading Program) | 40     |
| ❖ NTTA Dormitory Accommodation  | 44     |
| ❖ Rental of NTTA Facilities   | 46     |
| <b>AVAILMENT OF TRAINING AT THE TESDA TRAINING CENTER TAGUIG CAMPUS ENTERPRISE (TTCTCE)</b>         |        |
| ❖ Application for Training  | 49     |
| ❖ Registration/Enrollment Procedures  | 51     |
| ❖ Releasing of Certificate of Training  | 52     |



|  |    |
|--|----|
| <b>ADMINISTRATION OF THE FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)</b>       |    |
| ❖ Handling Inquiries/Providing Information (through e-mail/Phone/Face-to-Face) | 53 |
| ❖ Sending Out Invitation Letter  | 55 |
| ❖ Evaluation of Nomination and Documentary Requirements                        | 57 |
| ❖ Nominee Assessment and Interview   | 59 |
| ❖ Nominee Endorsement  | 61 |
| ❖ Nominee Acceptance and Regret  | 62 |

**CUSTOMER INQUIRY AND FEEDBACK**  
**(Through the Public Assistance Counter, Face-to-Face, Calls, Emails, SMS)**

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**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

**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:**

| Step                                   | Applicant/Client             | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge | Fees | Form   |
|--|------------------------------|--|---|----------------------|------|--|
| <b>Public Assistance Counter (PAC)</b> |                              |  |   |                      |      |  |
| 1                                      | Customer visits TESDA Office | Customer Service Officer (CSO) receives and requests customer to fill out Customer Inquiry and Feedback Form | 5 minutes   | CSO                  | -    | Customer Inquiry and Feedback Form (TESDA-SOP-OCSA-04-F01) |

| Step | Applicant/Client | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge | Fees | Form   |
|------|------------------|---|---|----------------------|------|--|
| 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-SOP-OCSA-04-F01) |
| 3    |                  | CSO provides information on inquiry   | 5 minutes   | CSO                  | -    | Customer Inquiry and Feedback Form (TESDA-SOP-OCSA-04-F01) |
|      |                  | If Customer inquiry requires service/s of Program Focal/s, CSO refers customer/s to Concerned Office/Focal Person.                                | 3 minutes   | CSO                  | -    |  |
|      |                  | CSO writes the name of the Focal Person to be visited by the Customer on the Customer Inquiry Feedback Form.                                      | 1 minute  | CSO                  |      |  |
|      |                  | The 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                  | -    |  |

| Step                      | Applicant/Client             | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge   | Fees | Form  |
|---------------------------|------------------------------|---|---|--|------|---|
| 5                         |                              | Concerned Office/Focal Person provides Customer need/s and service/s.<br><br>Concerned Office/Focal Person indicates action taken on the inquiry reflected on the Customer Inquiry and Feedback Form.   | 10 minutes  | Focal Person of the Concerned Office<br><br>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  | -    |   |
| 7                         |                              | CSO records inquiry using Face to face Customer Feedback Logbook/Log sheet Form   | 3 minutes   | CSO  | -    | Face to face Customer Feedback Logbook/ Logsheet Form (TESDA-SOP-OCSA-04-F02) |
| 8                         |                              | CSO files Customer Inquiry and Feedback Form  | 2 minutes   | CSO  |      |   |
| <b>END OF TRANSACTION</b> |                              |   |   |  |      |   |

| Step                      | Applicant/Client                        | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge                 | Fees | Form                        |
|---------------------------|---|---|---|--------------------------------------|------|-----------------------------|
| <b>CALLS</b>              |   |   |   |                                      |      |                             |
| 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                                  |      | <b>TESDA-SOP-PIO-03-F01</b> |
| 3                         |   | CSO provides the information to Callers inquiries.<br><br>If Callers inquiry/complaint/s requires the action of Concerned Office/Focal Person/s, CSO refers Callers to proper TESDA Office. | 2 minutes<br><br>2 minutes                              | CSO                                  |      |                             |
| 4                         |   | Concerned Office/Focal Person provides Callers information on inquiry.<br><br>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 | -    |                             |
| 5                         |   | Concerned Office/Focal Person submits report on actions taken on referrals/ inquiries/complaints to the Head of the CRMS.   | Fifth 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                                  | -    |                             |
| <b>END OF TRANSACTION</b> |   |   |   |                                      |      |                             |

| Step   | Applicant/Client   | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge                 | Fees | Form   |
|--|--|--|---|--------------------------------------|------|--|
| <b>Electronic Mails (e-mails) and Short Messaging System (SMS)</b> |  |  |   |                                      |      |  |
| 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   | 5 minutes   | CSO                                  |      |  |
| 3  |  | CSO provides the information on inquiries.<br><br>If email and SMS inquiry requires the action of Concerned Office/Focal Person/s, CSO forwards emails/SMS to proper TESDA Office.               | 2 minutes<br><br>2 minutes                              | CSO                                  |      |  |
| 4  |  | CSO logs inquiries/complaints received through emails and SMS in the CCU email and SMS log forms   | 2 minutes   | CSO                                  |      | <b>TESDA-SOP-PIO-03-F01</b><br><b>TESDA-SOP-PIO-03-F03</b> |
| 5  |  | Concerned Office/Focal Person provides replies to emails/SMS inquiry/complaint<br><br>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.  | Fifth day of the succeeding month                       | Focal Person of the Concerned Office | -    |  |
| <b>END OF TRANSACTION</b>  |  |  |   |                                      |      |  |

| Step                                   | Applicant/Client   | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge                 | Fees | Form  |
|--|--|--|---|--------------------------------------|------|---|
| <b>COMPLAINTS HANDLING</b>             |  |  |   |                                      |      |   |
| <b>Public Assistance Counter (PAC)</b> |  |  |   |                                      |      |   |
| 1                                      | If Customer wishes to give a suggestion/file a complaint | CSO requests the Customer to write his/her Complaint or Suggestion in the Customer Inquiry and Feedback Form.  | 5 minutes   | CSO                                  | -    | Customer Inquiry and Feedback Form<br>(TESDA-SOP-OCSA-04-F01)     |
| 2                                      |  | CSO reads and assesses the nature of the complaint. CSO provides immediate solution to address the complaint.<br><br>If CSO cannot resolve complaints, CSO refers and forwards complaints to Concerned Office/Person.  | 5 minutes   | CSO                                  | -    | Customer Inquiry and Feedback Form<br><br>(TESDA-SOP-OCSA-04-F01) |
| 3                                      |  | CSO forwards the Feedback Form to the Concerned office/person for immediate and appropriate action.<br><br>CSO requests clients to wait at the Customer's waiting area as his/her complaint/s is/are elevated to Concerned Office/person for immediate and appropriate action. | 5 minutes   | CSO                                  | -    |   |
| 4                                      |  | Concerned Office/Focal Person acknowledges the forwarded complaints, assesses and reviews the details of complaint/s stated in the Customer Inquiry and Feedback Form  | 2 minutes   | Focal Person of the Concerned Office | -    | Customer Inquiry and Feedback Form<br>(TESDA-SOP-OCSA-04-F01)     |
| 5                                      |  | Concerned office/Focal Person resolves the forwarded Customer complaint/s.   | 20 minutes  | Focal Person of the Concerned Office | -    |   |

| Step | Applicant/Client   | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge   | Fees | Form   |
|------|--|--|---|--|------|--|
| 6    | Customer receives feedback on actions taken by Concerned Office/Person | Concerned Office/Focal person informs Customer about the action taken on the complaint/s received.<br>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 Inquiry and Feedback Form (TESDA-SOP-OCSA-04-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 Inquiry and Feedback Form (TESDA-SOP-OCSA-04-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<br><br>If Executive Director Concerned is not available at the time of the complaint, the Concerned person/office informs the CSO. | 15 minutes<br><br>15 minutes                            | Representative from Top Management<br>Focal Person of the Concerned Office |      |  |



| Step                      | Applicant/Client  | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge                 | Fees | Form   |
|---------------------------|---|---|---|--------------------------------------|------|--|
| 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                        |   | CSO sends the response letter/action taken to the complainant together with the Customer Inquiry and Feedback Form through the Records Section.   | 5 minutes   | CSO                                  | -    | Customer Inquiry and Feedback Form (TESDA-SOP-OCSA-04-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 Inquiry and Feedback Form (TESDA-SOP-OCSA-04-F01) |
| 16                        | Customer receives feedback on the action taken by the top management on the complaint | If Customer conforms to the action taken on his/her complaint/s, CSO requests the Customer to sign the conforme on the Feedback Form.   | 3 minutes   | CSO                                  | -    | Inquiry/Complaints Form (CS Form 01)                       |
| 17                        | Customer signs the conforme portion of the Feedback Form                              | CSO files Customer Inquiry and Feedback Form  | 2 minutes   | Focal Person of the Concerned Office | -    |  |
| <b>END OF TRANSACTION</b> |   |   |   |                                      |      |  |

| Step                      | Applicant/Client  | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge | Fees | Form   |
|---------------------------|---|--|---|----------------------|------|--|
| <b>CALLS, SMS, EMAILS</b> |   |  |   |                      |      |  |
| 1                         | Customer calls/sends email or SMS to report a complaint | CSO receives, logs and records complaint/s received through call.<br><br>CSO prints complaint/s received through emails and SMS.   | 5 minutes   | CSO                  | -    |  |
| 2                         |   | CSO provides callers with information on the action to be taken by CSO to address his/her complaint/s.<br><br>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                  |      | CCU Complaint Report Form (TESDA-SOP-PIO-03-08) and Transmittal of Documents, reports and emails (TESDA-SOP-PIO-03-F08 to TESDA-SOP-PIO-03-09) |
| 4                         |   | Forwards Complaint Report/s, printed emails and SMS complaints with the Transmittal Sheet Form to the Director-in-charge of the CRMS for signature.  | 5 minutes   | CSO                  | -    | CCU Complaint Report Form (TESDA-SOP-PIO-03-08) and Transmittal of Documents, reports and emails (TESDA-SOP-PIO-03-F08 to TESDA-SOP-PIO-03-09) |

| Step                      | Applicant/Client                                 | Service Provider  | Duration of Activity<br>(under normal<br>circumstances)        | Person-in-<br>Charge                 | Fees | Form |
|---------------------------|--|---|--|--------------------------------------|------|------|
| 5                         |  | Concerned office/Focal person acts on the inquiry/complaint within (5) working days   | Five (5) working days  | Focal Person of the Concerned Office | -    |      |
| 6                         |  | CSO logs complaint/s for monitoring.  | 3 minutes  | CSO                                  |      |      |
| 7                         |  | CSO forwards signed transmittal sheet and complaint/s (calls, emails and SMS) to Concerned Office.  |  | CSO                                  |      |      |
| 8                         |  | Concerned office/Focal person undertakes action/prepares reply letter on the inquiry/complaint  |  | Focal Person of the Concerned Office | -    |      |
| 9                         |  | Concerned office/ Focal person provides/furnishes CSO a copy of the reply letter on the forwarded complaint/s.                              | Within five (5) working days upon transmittal of the complaint | Focal Person of the Concerned Office | -    |      |
| 10                        |  | CSO logs the action taken and files the copy of the reply letter.   | 3 minutes  | CSO                                  | -    |      |
| 11                        |  | CSO informs the Caller of the action taken, sends an email and SMS to to the Customer regarding the action taken on his complaints closure. | 10 minutes   | CSO                                  | -    |      |
| 12                        | Customer calls/sends email and SMS for feedback. |   |  |                                      |      |      |
| <b>END OF TRANSACTION</b> |  |   |  |                                      |      |      |

**NATIONAL LANGUAGE SKILLS INSTITUTE (NLSI)  
TRAINING APPLICATION / ENROLMENT PROCEDURES**

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**Schedule of filing of application:**

Mondays-Fridays (except holidays) from 8:30 am – 4:30 pm

**Who may avail of the service:**

1. Filipinos, male or female;
2. Must be at least 18 years old;
2. Must pass the screening interview/ examination.

**What are the trainee's documentary requirements:**

1. Bring Original and submit photocopy of **ANY** of the following:
  - a. College or High School Diploma
  - b. Transcript of Records
  - c. Training Certificate from TESDA registered program
  - d. National Certificate or Certificate of Competency issued by TESDA
2. Bring Original and submit photocopy of NSO birth certificate
3. Three (3) pcs. 1"X1" and one (1) pc. 2"X2" ID pictures with white background
4. One (1) long brown envelope
5. Duly accomplished Manpower Profile form to be provided upon submission of all documentary requirements (# 1 to 4)

**How to avail of the service?**

| <b>Step</b> | <b>Applicant/Client</b>   | <b>Service Provider</b>   | <b>Duration of Activity(under normal circumstances)</b> | <b>Person in charge</b> | <b>Fees</b> | <b>Form</b>   |
|-------------|---|---|---|-------------------------|-------------|---|
| 1           | Get a queue number and log-in at the visitor's log sheet  | Security Guard on Duty  | 1 minute  | Security Guard on duty  | None        | Number  |
| 2           | Wait until his/her number is called   | Guard calls the number  | 5-10 minutes waiting time                               | Registrar               | None        | None  |
| 3           | Proceed to the Administration Office/ Registrar and inquire about the language skills training program of interest/ want to avail           | Registrar provides the client with information about the language skills training programs and the documentary requirements for enrolment   | 5-10 minutes  | Registrar               | None        | Flyer   |
| 4           | Comply all the documentary requirements for enrolment and submit to the Registrar together with the duly accomplished Manpower Profile Form | Registrar validates the documents submitted and issues a stub to the applicant  | 5 minutes   | Registrar               | None        | Manpower Profile Form   |
| 5           | Wait for a call or text on the schedule of interview/ examination   | Registrar informs the applicant thru call or text on the schedule of interview/ examination   | 1-3 weeks   | Trainers                | None        | Waitlist of Applicants  |
| 6           | Reports to LSI to undergo interview/ examination on the scheduled date  | Trainer conducts face-to-face interview/ examination to screen and evaluate the applicant. Trainer advises the applicant if he/she passed or failed in the interview/ examination | 15-30 minutes   | Trainers                | None        | Interview Sheet/ Proficiency Test Paper Result for English only |

|                           |  |  |           |           |      |                                |
|---------------------------|--|--|-----------|-----------|------|--------------------------------|
| 7                         | Wait for a call or text from the Registrar on the schedule of orientation and training                                       | Registrar will notify the qualified applicant through call or text on the schedule of orientation and training | 1-5 days  | Registrar | None | Waitlist of Applicants         |
| 8                         | Trainee reports to LSI on the scheduled date to attend the orientation and first day of the language skills training program | Registrar conducts orientation to new trainees and turn-over them to the Trainer                               | 1.5 hours | Registrar | None | Powerpoint Presentation/ Video |
| <b>END OF TRANSACTION</b> |  |  |           |           |      |                                |

**NATIONAL LANGUAGE SKILLS INSTITUTE (NLSI)  
PROCEDURES FOR RELEASING OF TRAINING CERTIFICATES**

**Schedule of filing of application:**

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

**Who may avail of the service:**

- NLSI graduates

**How to avail of the service:**

| <b>Step</b>               | <b>Applicant/Client</b>  | <b>Service Provider</b>   | <b>Duration of Activity (under normal circumstances)</b> | <b>Person in charge</b> | <b>Fees</b> | <b>Form Used</b>           |
|---------------------------|--|---|--|-------------------------|-------------|----------------------------|
| 1                         | Get a queue number and log-in at the visitor's log sheet                                 | Security Guard on Duty  | 1 minute   | Security Guard on duty  | None        | Number                     |
| 2                         | Wait until his/her number is called  | Guard calls the number  | 5-10 minutes waiting time                                | Guard on Duty           | None        | None                       |
| 3                         | 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 | 10 minutes   | Registrar               | None        | None                       |
| 4                         | Fill-in required information and affix signature in the Official List of Graduates       | Registrar validates the information and issues the Training Certificate | 5 minutes  | Registrar               | None        | Official List of Graduates |
| <b>END OF TRANSACTION</b> |  |   |  |                         |             |                            |

**TESDA WOMEN'S CENTER (TWC)  
APPLICATION FOR TRAINING**

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**Schedule of Application:**

Monday - Thursday  
8:00 am – 3:00 pm

**Who may avail of the service:**

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

**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:** 3.73 hours

**How to avail of the service:**

| Step | Applicant/Client                 | Service Provider  | Duration of Activity<br>(under normal circumstances) | Person-in-Charge       | Fees | Form |
|------|----------------------------------|---|--|------------------------|------|------|
| 1    | Get a number from the TWC Guard. | <ul style="list-style-type: none"> <li>▪ Security guard gives number.</li> <li>▪ Requests the client to wait until his/her number is called.</li> </ul> | 1 minute   | Security Guard on duty |      |      |



| Step                      | Applicant/Client  | Service Provider  | Duration of Activity (under normal circumstances) | Person-in-Charge                         | Fees | Form      |
|---------------------------|---|---|---|--|------|-----------|
| 2                         | Inquire from the Information and Referral Office (IRO) Officer information about the training program of interest and/or type of service you want to avail. | <ul style="list-style-type: none"> <li>▪ Provides the client with the information on the programs and services and its requirements</li> <li>▪ Gives flyer to the client</li> </ul> | 15 minutes  | IRO Officer                              |      |           |
| 3                         | Take the Career Profiling (YP4SC) if interested to apply for training.  | <ul style="list-style-type: none"> <li>▪ Administers the Career Profiling</li> <li>▪ Requests the client to wait for the result.</li> </ul>   | 120 minutes                                       | IRO Officer<br>G. Counselor<br>Registrar |      |           |
| 4                         | Get results of career profiling.  | <ul style="list-style-type: none"> <li>▪ Interprets the results of the career profiling</li> </ul>  | 10 minutes  | G. Counselor<br>IRO Officer              |      |           |
| 5                         | Accomplish the application form for training.   | <ul style="list-style-type: none"> <li>▪ Checks the application form if accomplished completely</li> </ul>  | 5 minutes   | IRO Officers                             |      | TMU-001   |
| 4                         | Take the qualifying examination.  | <ul style="list-style-type: none"> <li>▪ Administers the qualifying examination</li> </ul>  | 55 minutes  | IRO Officers                             |      |           |
|                           |   | <ul style="list-style-type: none"> <li>▪ Checks the exam</li> <li>▪ Advises the applicant to wait for the result</li> </ul>   | 5 minutes   | IRO Officers                             |      |           |
| 5                         | Get the result of examination.  | <ul style="list-style-type: none"> <li>▪ Releases the result of exam</li> <li>▪ Advises the applicant who failed the exam to come back for re-take after a month</li> </ul>         | 5 minutes   | IRO Officer                              |      |           |
| 6                         | Undergo final interview with the trainer.   | <ul style="list-style-type: none"> <li>▪ Refers to the concerned trainer</li> </ul>   | 3 minutes   | IRO Officer                              |      | IRO - 001 |
| 7                         | Get the list of requirements for enrollment.  | <ul style="list-style-type: none"> <li>▪ Issues the list of requirements for enrollment</li> </ul>  | 5 minutes   | IRO Officer                              |      |           |
| <b>END OF TRANSACTION</b> |   |   |   |  |      |           |

**TESDA WOMEN'S CENTER (TWC)  
REGISTRATION/ENROLLMENT PROCEDURE**

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**Schedule of Registration:**

Monday - Thursday  
8:00 am – 12:00 nn

**Who may avail of the service:**

- Applicants who passed the TWC qualifying examination and interview; and
- Applicants who are ready to submit the documentary requirements for registration.

**What are the requirements for submission:**

- Medical certificate;
- Photocopy of Latest NBI record;
- Photocopy of High School/College Diploma or High School Card/TOR or Form 137/138;
- 1 pc. 2x2 picture with white background;
- Photocopy of Birth Certificate.

**Duration :** 17 minutes

**How to avail of the service:**

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity | Person-in-Charge | Fees | Form         |
|---------------------------|--|--|----------------------|------------------|------|--------------|
| 1                         | Submit the required documents for enrollment/registration.       | <ul style="list-style-type: none"> <li>▪ Validates the submitted documents</li> </ul>                  | 10 minutes           | Registrar        |      | NMIS Form 01 |
| 2                         | Fill-in the enrollment/registration form.                        | <ul style="list-style-type: none"> <li>▪ Validates the accomplished form</li> </ul>                    | 5 minutes            | Registrar        |      |              |
| 3                         | Get information on the date of orientation and start of training | <ul style="list-style-type: none"> <li>▪ Advises when to start the orientation and training</li> </ul> | 2 minutes            | Registrar        |      |              |
| <b>END OF TRANSACTION</b> |  |  |                      |                  |      |              |

**TESDA WOMEN'S CENTER (TWC)  
RELEASING OF CERTIFICATE OF TRAINING**

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**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)

**Duration :** 18 minutes

**How to avail of the service:**

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity | Person-in-Charge | Fees | Form         |
|---------------------------|--|--|----------------------|------------------|------|--------------|
| 1                         | Go to the Registrar's Office and request for release of Certificate of Training.     | <ul style="list-style-type: none"> <li>▪ Gives request form</li> <li>▪ Informs the graduate of the documentary requirements for release</li> </ul> | 5 minutes            | Registrar        |      | Request Form |
| 2                         | Fill-in the form with attached documentary requirements and submit to the Registrar. | <ul style="list-style-type: none"> <li>▪ Checks and verifies records</li> <li>▪ Checks authenticity and validity of submitted document</li> </ul>  | 10 minutes           | Registrar        |      |              |
| 3                         | Get claim stub from the Registrar.   | <ul style="list-style-type: none"> <li>▪ Informs the graduate the scheduled date of release</li> </ul>   | 1 minute             | Registrar        |      | Claim stub   |
| 4                         | Claim Certificate of Training on the scheduled date of releases                      | <ul style="list-style-type: none"> <li>▪ Gets claim stub and releases Certificate of Training</li> </ul>   | 2 minutes            | Registrar        |      |              |
| <b>END OF TRANSACTION</b> |  |  |                      |                  |      |              |

**TESDA WOMEN'S CENTER (TWC)**  
**TESDA Rental of Facilities**

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**Available Facilities:**

1. Function Rooms at TWC
2. Auditorium at TWC and Central Office
3. Basketball Court

**Schedule of Availability of Service:**

Mondays – Fridays  
8:00 am – 5:00 pm

**Who may avail of the service:**

- TESDA COROPOTI;
- Non-Government Organizations (NGOs);
- Private Institutions/Organizations;
- Other Government Agencies;
- Schools and Universities.

**Where can they file their application:**

- TWC - Finance and Administrative Support Services Unit (FASSU), 2<sup>nd</sup> flr. for Function Rooms and TWC Auditorium
- OCSA, General Services Division (GSD), basement, Central Office for TESDA Auditorium and Basketball Court

**What are the requirements:**

- Duly accomplished Reservation Form; and
- Letter of Intent/Memorandum

**Procedures on the Availment of TWC Function Rooms:**

| <b>Step</b> | <b>Applicant/Client</b>                | <b>Service Provider</b>   | <b>Duration of Activity (under normal circumstances)</b> | <b>Person-in-Charge</b> | <b>Fees</b> | <b>Form</b>                                     |
|-------------|--|---|--|-------------------------|-------------|---|
| 1           | Inquires for the fees and requirements | <ul style="list-style-type: none"> <li>▪ Provides information on the fees and requirements</li> </ul>   | 5 minutes  | FASSU staff             | None        |   |
| 2           | Submits requirements                   | <ul style="list-style-type: none"> <li>▪ Checks availability of the facilities</li> <li>▪ Gives verbal feedback to clients on acceptance or non-acceptance of request</li> <li>▪ Schedule reservations if facilities are available</li> </ul> | 2 minutes<br>5 minutes<br>3 minutes                      | FASSU staff             | None        | TWC Form – F7 (Function Rooms Reservation Form) |
| 3           |  | <ul style="list-style-type: none"> <li>▪ Prepares and sends billing statement to the non-TESDAn clients immediately after the use of the facilities</li> </ul>  | 10 minutes   | FASSU staff             | None        | Billing statement                               |

| Step                      | Applicant/Client                                     | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge | Fees   | Form   |
|---------------------------|--|---|---|----------------------|--|--|
| 4                         | Pays the corresponding amount of fees to the cashier | <ul style="list-style-type: none"> <li>Issues the pre-numbered Order of Payment from Accounting Division indicating the amount to be paid at the Cash Unit</li> </ul> | 3 minutes   | FASSU staff          | TESDA Offices-free<br>TS Hall-7,500;<br>Agoncillo-P2,500;De<br>Jesus-P1,900;<br>Lecture Rm 2,3<br>& 4 - P1,500<br>each room;<br>Additional P500<br>for weekends &<br>Holidays;<br>LCD Projector-<br>650/day; Sound<br>system –<br>P500/day | Pre-numbered<br>Order of<br>Payment<br>stamped with<br>signature of the<br>Chief<br>Accountant |
| 5                         |  | <ul style="list-style-type: none"> <li>Issues Official Receipt to the clients</li> </ul>  | 3 minutes   | Cash staff           | None   | Official receipt   |
| 6                         | Presents the OR to the FASSU / GSD staff             | <ul style="list-style-type: none"> <li>Records the OR number and the amount paid</li> </ul>   | 2 minutes   | FASSU staff          | None   |  |
| <b>END OF TRANSACTION</b> |  |   |   |                      |  |  |

## TESDA and TWC DORMITORY

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### Schedule of Availability of Service:

Monday - Friday  
8:00 am – 5:00 pm

### Who may avail of the service:

- TESDAns (COROPOTI)
- Walk-in (Non-TESDAns) including students/trainees

### Where can they file their application:

- TESDA Women's Center Dormitory
- TESDA Old Dormitory

### What are the requirements:

- Duly accomplished Reservation and Registration Form;

### Procedures on the Availment of TWC Dormitory:

| Step | Applicant/Client   | Service Provider   | Duration of Activity<br>(under normal circumstances) | Person-in-Charge  | Fees | Form             |
|------|--|--|--|-------------------|------|------------------|
| 1    | Inquires for the availability of rooms and checklist of requirements | <ul style="list-style-type: none"> <li>▪ Provides information on the rooms availability and list of requirements</li> <li>▪ Provides reservation form</li> </ul> | 10 minutes   | Dormitory manager | None | Reservation Form |

| Step | Applicant/Client  | Service Provider   | Duration of Activity (under normal circumstances) | Person-in-Charge       | Fees   | Form   |
|------|---|--|---|------------------------|--|--|
| 2    | Fills-in and submits the reservation form                 | <ul style="list-style-type: none"> <li>▪ Issues the pre-numbered Order of Payment from Accounting Division indicating the amount to be paid at the Cash Unit</li> <li>▪ For TESDA group reservation, billing statement will be sent to the concerned office by the Accounting Division upon submission of guest list by the dormitory manager</li> </ul> | 10 minutes  | Dormitory manager      | None   | Pre-numbered Order of Payment stamped with signature of the Chief Accountant |
| 3    | Receives the accomplished Order of Payment                | <ul style="list-style-type: none"> <li>▪ Informs the client to proceed to the 3<sup>rd</sup> fl., Cash Unit for payment of dormitory fee</li> </ul>  | 2 minutes   | Dormitory manager      | None   |  |
| 4    | Pays the corresponding accommodation fee at the Cash Unit | <ul style="list-style-type: none"> <li>▪ Issues Official Receipt (OR) to the client</li> </ul>   | 3 minutes   | Cash Unit staff        | Aircon rooms – P400.00;<br>Non-Aircon – P150.00;<br>TWC trainees- P75.00 | Official Receipt   |
| 5    | Presents the OR to the Dormitory manager                  | <ul style="list-style-type: none"> <li>▪ Records the OR number and the amount paid and gives registration form to the client</li> <li>▪</li> </ul>   | 2 minutes   | Dormitory manager      | None   | Official Receipt   |
| 6    | Fills-up and submits registration form                    | <ul style="list-style-type: none"> <li>▪ Designates room assignment</li> </ul>   | 2 minutes   | Dormitory manager      | None   | Registration Form  |
| 7    | Check-in to his/her assigned room                         | <ul style="list-style-type: none"> <li>▪ Inspects belongings of the clients before checking-in at her designated room</li> </ul>   | 5 minutes   | Security Guard on duty | None   |  |

**END OF TRANSACTION**



**NATIONAL TVET TRAINERS ACADEMY (NTTA)  
APPLICATION FOR TRAINERS TRAINING PROGRAM**

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**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:**

| <b>Type of Client</b>  | <b>Thru Phone/Fax:</b>  | <b>Thru Email:</b>      | <b>Face to Face</b>     |
|--|-------------------------|-------------------------|-------------------------|
| 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<br>(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 OTTI Executive Director                                       | <p>NTTA Evaluates Nomination Form; If qualified, includes in TESDA Order for the program.</p> <p>Informs RO, copy furnished, Trainer on status of nomination</p> <p>Face to Face:<br/>Thru Fax:<br/>Thru Email:</p> | <p>15 minutes</p><br><p>5 minutes<br/>5 minutes<br/>5 minutes</p> | <p>Program Coordinator/<br/>Designated Trainer</p><br><p>Administrative Staff</p> |      | <p>TESDA Order</p><br><p>Approval/Disapproval Memo</p>      |

| Step                      | Applicant/Client   | Service Provider   | Duration of Activity<br>(Under Normal<br>Circumstances) | Person in Charge    | Fees | Form  |
|---------------------------|--|--|---|---------------------|------|---|
| 4                         | Trainer receives authorization to participate in training thru TESDA Order | Sends copy of Program Briefing/<br>Learning Materials;<br>Trainer's Profile Form;<br>Advisory<br>Face to Face:<br>Thru Fax:<br>Thru Email: | 5 minutes<br>5 minutes<br>5 minutes                     | Program Coordinator |      | Program Briefing Materials;<br>Trainers Profile Form;<br>Advisory |
| <b>END OF TRANSACTION</b> |  |  |   |                     |      |   |

**HOW TO AVAIL OF THE SERVICE:**

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

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

**NATIONAL TVET TRAINERS ACADEMY (NTTA)  
DORMITORY ACCOMMODATION**

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**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, 3<sup>rd</sup> Floor, NTTA Main Building.

**What are the requirements:**

- Duly accomplished Reservation Form
- Letter of Intent

**Procedures on Dormitory Accommodation**

| Step | Applicant/Client  | Service Provider   | Duration of Activity<br>(Under Normal<br>Circumstances) | Person in Charge  | Fees   | Form                          |
|------|---|--|---|-------------------|--|-------------------------------|
| 1    | Inquires/secures for requirements checklist of requirements | Provide information: <ul style="list-style-type: none"> <li>- Room Rates</li> <li>- Availability of room dates</li> <li>- Terms of payment &amp; others               <ul style="list-style-type: none"> <li>• Advance payment</li> </ul> </li> </ul> Cash basis | 10 minutes  | Dormitory Manager | <b><u>Non-TESDAn</u></b><br>Air-con Room:<br>Php150.00/day<br>Ordinary Room:<br>Php75.00<br><b><u>TESDAn</u></b><br>Air-con Room:<br>Php100.00/day<br>Ordinary Room:<br>Php50.00/day | Reservation Form;<br>Calendar |

| <b>Step</b>               | <b>Applicant/Client</b>  | <b>Service Provider</b>   | <b>Duration of Activity<br/>(Under Normal<br/>Circumstances)</b> | <b>Person in Charge</b>                            | <b>Fees</b> | <b>Form</b>                                    |
|---------------------------|--|---|--|--|-------------|--|
| 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<br>- Prepares Billing Statement   | 5 minutes  | Dormitory Manager<br>Administrative<br>Officer III |             | Reservation Form<br>Billing Statement<br>Form  |
| 4                         | Pays accommodation fee   | Issues Official Receipt   | 5 minutes  | Collecting Officer                                 |             | Billing Statement<br>Form;<br>Official Receipt |
| 5                         | Presents Official Receipt to the Guard-on-Duty (Dorm)            | Provides Registration Form & Guests Book  | 2 minutes  | Guard-on-Duty                                      |             | Registration Form;<br>Guests Book              |
| 6                         | Fills-out Registration Form and Guests Book and returns to Guard | Verifies completeness of information on Registration Form and Guest Book<br><br>Provides room key | 5 minutes  | Guard-on-Duty                                      |             | Registration Form;<br>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                              |
| <b>END OF TRANSACTION</b> |  |   |  |  |             |  |

**NATIONAL TVET TRAINERS ACADEMY (NTTA)  
RENTAL OF NTTA FACILITIES**

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**Schedule of availability of service:**

Monday to Friday  
8:00 am to 5:00 pm

**Who may avail of the service:**

**1. Ylagan Hall & Session Room**

- Non-TESDAns (outsiders)
- TESDAns (COROPOTI)

**Where can they file their application:**

- At the office of the Administrative Officer III, 2<sup>nd</sup> Floor, NTTA Main Building.

**What are the requirements:**

- Duly accomplished Reservation Form
- Letter of Intent

**Procedures on Rental of Facilities (Ylagan Hall and Session Room)**

| <b>Step</b> | <b>Applicant/Client</b>  | <b>Service Provider</b>   | <b>Duration of Activity<br/>(Under Normal<br/>Circumstances)</b> | <b>Person in Charge</b>             | <b>Fees</b>  | <b>Form</b>   |
|-------------|--|---|--|-------------------------------------|--|---|
| 1           | Inquires/secures checklist of requirements                     | Provides information: <ul style="list-style-type: none"> <li>- Room Rates</li> <li>- Availabilities of schedule</li> <li>- Terms of Payment</li> <li>- Guidelines</li> </ul> Provides Facilities Reservation Form | 10 minutes   | Administrative Officer              | <b>Ylagan Hall:</b><br>Day-<br>Php300.00/hr<br>Night-<br>Php400.00/hr<br><br><b>Session Room:</b><br>Php250.00/hr<br><br><b>Chairs:</b><br>Php7.50/piece | Letter of Intent<br><br>Facilities Reservation Form     |
| 2           | Fills-out and submits accomplished Facilities Reservation Form | Secures approval of the Director  | 5 minutes  | Director;<br>Administrative Officer |  | Facilities Reservation Form                             |
| 3           | Secures confirmation of reservation                            | Informs client of disapproval/approval<br><br>Reserves facility (if approved)<br><br>Prepares and provides client with Order of Payment   | 3minutes<br><br>5 minutes  | Director;<br>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<br>Official Receipt                    |



| <b>Step</b>               | <b>Applicant/Client</b>                                 | <b>Service Provider</b>   | <b>Duration of Activity<br/>(Under Normal<br/>Circumstances)</b> | <b>Person in Charge</b> | <b>Fees</b> | <b>Form</b>       |
|---------------------------|---|---|--|-------------------------|-------------|-------------------|
| 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 |
| <b>END OF TRANSACTION</b> |   |   |  |                         |             |                   |

**TESDA TRAINING CENTER TAGUIG CAMPUS ENTERPRISE (TTCTCE)  
APPLICATION FOR TRAINING**

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**Schedule of Application:**

Monday - Thursday  
8:00 am – 5:00 pm

**Who May Avail of the Service:**

- Female/Male, must be at least 15 years old;
- Must be physically fit;
- Has no criminal record.

**What Are the Requirements:**

- 2 pcs. 1"x1" colored pictures with white background;
- Undergo the career profiling/NCAE
- Pass the qualifying examination and interview.

**Duration :** 4.4 hours

**How to Avail of the Service:**

| Step | Applicant/Client  | Service Provider   | Duration of Activity<br>(under normal circumstances) | Person-in-Charge       | Fees | Form |
|------|---|--|--|------------------------|------|------|
| 1    | Get a number and flyer from the TTCTCE Guard. Waits until your number is called | <ul style="list-style-type: none"> <li>▪ Security guard gives number.</li> </ul> | 1 minute   | Security Guard on duty |      |      |

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity (under normal circumstances) | Person-in-Charge                         | Fees | Form             |
|---------------------------|--|---|---|--|------|------------------|
| 2                         | Inquires from the Information and Referral Office (IRO) Officer information about the training program of interest and/or type of service the applicant wants to avail | <ul style="list-style-type: none"> <li>Provides the client with the information on the programs and services and its requirements</li> </ul>                            | 5 minutes   | IRO Officer                              |      |                  |
| 3                         | Takes the Career Profiling (YP4SC) if interested to apply for training   | <ul style="list-style-type: none"> <li>Administers the Career Profiling</li> </ul>  | 120 minutes                                       | IRO Officer<br>G. Counselor<br>Registrar |      |                  |
| 4                         | Waits for the result of the career profiling taken   | <ul style="list-style-type: none"> <li>Interprets the results of the career profiling</li> </ul>  | 10 minutes  | G. Counselor<br>IRO Officer              |      |                  |
| 5                         | Accomplishes the application form  | <ul style="list-style-type: none"> <li>Checks the application form if accomplished completely</li> </ul>  | 5 minutes   | IRO Officers                             |      | Application Form |
| 4                         | Takes the qualifying examination   | <ul style="list-style-type: none"> <li>Administers the qualifying examination</li> </ul>  | 55 minutes  | IRO Officers                             |      |                  |
|                           |  | <ul style="list-style-type: none"> <li>Checks the exam. Advise applicant to wait for the result</li> </ul>  | 5 minutes   | IRO Officers                             |      |                  |
| 5                         | Gets the result of his/her examination   | <ul style="list-style-type: none"> <li>Releases the result of exam</li> <li>Advises the applicant who failed the exam to come back for re-take after a month</li> </ul> | 5 minutes   | IRO Officer                              |      |                  |
| 6                         | Undergoes final interview with the trainer/Industry Partner  | <ul style="list-style-type: none"> <li>Refers to the concerned trainer</li> </ul>   | 3 minutes   | IRO Officer                              |      | IRO - 001        |
| 7                         | Get s the list of requirements for enrollment  | <ul style="list-style-type: none"> <li>Issues the list of requirements for enrollment</li> </ul>  | 5 minutes   | IRO Officer                              |      |                  |
| <b>END OF TRANSACTION</b> |  |   |   |  |      |                  |

**TESDA TRAINING CENTER TAGUIG CAMPUS ENTERPRISE (TTCTCE)  
REGISTRATION/ENROLLMENT PROCEDURE**

**Schedule of Registration:**

Monday - Thursday  
8:00 am – 5:00 pm

**Who May Avail of the Service:**

- Applicants who passed the TTCTCE qualifying examination and interview; and
- Applicants who are ready to submit the documentary requirements for registration.

**What Are the Requirements for Submission:**

- Medical certificate;
- Photocopy of Latest NBI record;
- Photocopy of High School/College Diploma or High School Card/TOR, or Form 137/138;
- 1 pc. 2x2 picture with white background;
- Photocopy of Birth Certificate.

**Duration :** 17 minutes

**How to Avail of the Service:**

| <b>Step</b>               | <b>Applicant/Client</b>  | <b>Administrator's Office Activity</b>   | <b>Duration of Activity</b> | <b>Person-in-Charge</b> | <b>Fees</b> | <b>Form</b>  |
|---------------------------|--|--|-----------------------------|-------------------------|-------------|--------------|
| 1                         | Submits the required documents for enrollment/registration       | <ul style="list-style-type: none"> <li>▪ Validates the submitted documents</li> </ul>                  | 10 minutes                  | Registrar               |             | NMIS Form 01 |
| 2                         | Fills-in the enrollment/registration form                        | <ul style="list-style-type: none"> <li>▪ Validates the accomplished form</li> </ul>                    | 5 minutes                   | Registrar               |             |              |
| 3                         | Get information on the date of orientation and start of training | <ul style="list-style-type: none"> <li>▪ Advises when to start the orientation and training</li> </ul> | 2 minutes                   | Registrar               |             |              |
| <b>END OF TRANSACTION</b> |  |  |                             |                         |             |              |

**TESDA TRAINING CENTER TAGUIG CAMPUS ENTERPRISE (TTCTCE)  
RELEASING OF CERTIFICATE OF TRAINING**

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**Schedule of Registration:**

Monday - Friday  
8:00 am – 5:00 pm

**Who May Avail of the Service:**

TTCTCE graduates

**What Are the Requirements for Submission:**

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

**Duration :** 18 minutes

**How to Avail of the Service:**

| <b>Step</b>               | <b>Applicant/Client</b>   | <b>Administrator's Office Activity</b>   | <b>Duration of Activity</b> | <b>Person-in-Charge</b> | <b>Fees</b> | <b>Form</b>  |
|---------------------------|---|--|-----------------------------|-------------------------|-------------|--------------|
| 1                         | Goes to the Administration Office and request for release of Certificate of Training  | <ul style="list-style-type: none"> <li>▪ Gives form and inform the graduate of the requirements for release</li> </ul>                           | 5 minutes                   | Administrative Officer  |             | Request Form |
| 2                         | Fills-in the form with attached documentary requirements and submit to the Registrars | <ul style="list-style-type: none"> <li>▪ Checks and verifies records</li> <li>▪ Check authenticity and validity of submitted document</li> </ul> | 10 minutes                  | Administrative Officer  |             |              |
| 3                         | Gets claim stub from the Administration Office  | <ul style="list-style-type: none"> <li>▪ Informs the graduate the scheduled date of release</li> </ul>   | 1 minute                    | Administrative Officer  |             | Claim stub   |
| 4                         | Claims Certificate of Training on the scheduled date of releases                      | <ul style="list-style-type: none"> <li>▪ Gets claim stub and releases Certificate of Training</li> </ul>   | 2 minutes                   | Administrative Officer  |             |              |
| <b>END OF TRANSACTION</b> |   |  |                             |                         |             |              |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
UNDER EXECUTIVE ORDER NO. 402**

**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.

**Requirements:**

**Duration: 30 minutes**

**How to Avail of the Service:**

| <b>Step</b> | <b>Client</b>                       | <b>Service Provider</b>   | <b>Duration of Activity<br/>(under normal<br/>circumstances)</b> | <b>Person-in-<br/>Charge</b>       | <b>Fees</b> | <b>Forms</b> |
|-------------|-------------------------------------|---|--|------------------------------------|-------------|--------------|
| 1           | Applicants or interested individual | Thru e-mail<br>➤ Receives and prepares reply based on queries/ inquiries on TESDA and FSTP concerns | 10 minutes per inquiry   | Databank Manager/<br>Desk Officers | None        |              |

| Step                      | Client   | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge | Fees | Forms               |
|---------------------------|--|--|---|----------------------|------|---------------------|
|                           |  | Thru phone (landline or mobile) <ul style="list-style-type: none"> <li>➤ Receives queries/ inquiries on TESDA and FSTP concerns</li> <li>➤ Provides feedback</li> <li>➤ Sends information thru fax and/or sms</li> </ul> | 5 minutes   | Desk Officers        | None |                     |
|                           |  | Face to Face <ul style="list-style-type: none"> <li>➤ Provides necessary information on programs and services being offered by TESDA and FSTP</li> </ul>   | 5 minutes   | Desk Officer         | None |                     |
| 2                         | Provides feedback using the Customer Feedback Form | <ul style="list-style-type: none"> <li>• Receives and consolidates feedback for the improvement of internal processes</li> </ul>   | 10 minutes  | Desk Officer         | None | Feedback Form No. 1 |
| <b>END OF TRANSACTION</b> |  |  |   |                      |      |                     |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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.

**Requirements:**

**Duration:** 53 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 | <ul style="list-style-type: none"> <li>Receives and reviews the letter and general information of the program</li> <li>Identifies the agencies appropriate for the program (Except those programs where agencies to be invited are pre-determined by donor country/ organization)</li> <li>Prepares the executive summary and letters of invitation for dissemination</li> <li>Sends out invitation thru LBC and thru fax</li> </ul> | <p>10 minutes per program</p> <p>5 minutes per program</p> <p>30 minutes per program</p> <p>5 minutes</p> | <p>Unit Head</p> <p>Unit Head</p> <p>Desk Officer</p> <p>Liaison Officer/ Admin Assistant</p> | None | <p>Invitation Letter</p> <p>Executive Summary Invitation Letter</p> |
|                           |  | <ul style="list-style-type: none"> <li>Files a copy of the letter from donor country/organization, the general information and the letters forwarded to appropriate agencies</li> </ul>  | 1 minute per program  | Desk Officer  |      |   |
| 2                         |  | <ul style="list-style-type: none"> <li>Updates the status of the program per donor country</li> </ul>  | 1 minute per program  | Desk Officer  |      | Program Status Report Form  |
| 3                         |  | <ul style="list-style-type: none"> <li>Uploads the program in the FSTP website</li> </ul>  | 1 minute per program  | Databank Manager  |      |   |
| <b>END OF TRANSACTION</b> |  |  |   |   |      |   |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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

**Requirements:**

**Duration:**

**How to Avail of the Service:**

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

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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

**Requirements:**

**Duration:**

**How to Avail of the Service:**

| Step | Client/<br>Nominee | Service Provider   | Duration of Activity<br>(under normal<br>circumstances)                       | Person-in-<br>Charge | Fees | Forms   |
|------|--------------------|--|---|----------------------|------|---|
| 1    |                    | <ul style="list-style-type: none"> <li>• Prepares Nominee Assessment Summary</li> <li>• Prepares Interview Assessment Form</li> <li>• Prepares Notice of Meeting for signature of the NSC Chair</li> </ul> | <p>30 minutes per nominee</p> <p>30 minutes per nominee</p> <p>30 minutes</p> | Desk Officer         | None | <p>Nominee Assessment Form</p> <p>Interview Assessment Form</p> <p>Notice</p> |

| Step                      | Client/<br>Nominee              | Service Provider  | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge          | Fees | Forms                     |
|---------------------------|---------------------------------|---|---|-------------------------------|------|---------------------------|
| 2                         | Attends<br>Interview<br>session | <ul style="list-style-type: none"> <li>Conducts essay/written examination</li> </ul>  | 30 minutes  | Desk Officer                  |      | Feedback Form             |
|                           |                                 | <ul style="list-style-type: none"> <li>Interview Proper</li> </ul>  | 3 to 4 hours  | NSC                           |      | Interview Assessment Form |
|                           |                                 | <ul style="list-style-type: none"> <li>Prepares and Finalizes Minutes of the Meeting</li> </ul>   | 1 hour  | Desk Officer<br>(by rotation) |      | Minutes of the Meeting    |
|                           |                                 | <ul style="list-style-type: none"> <li>Informs nominees on what documents needs to be revised and/or updated after the interview</li> </ul> | 5 minutes   | Desk Officer                  |      | Cert. of Appearance       |
|                           |                                 | <ul style="list-style-type: none"> <li>Issues Certificate of Appearance</li> </ul>  | 10 seconds per nominee                                  |                               |      |                           |
|                           |                                 | <ul style="list-style-type: none"> <li>Files individual nominee folders</li> </ul>  | 1 minute per nominee                                    | Desk Officer                  |      |                           |
| <b>END OF TRANSACTION</b> |                                 |   |   |                               |      |                           |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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

**Requirements:**

**Duration:**

**How to Avail of the Service:**

| Step                      | Client/<br>Nominee               | Service Provider  | Duration of Activity (under<br>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<br>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  |                  |      |                                     |
| <b>END OF TRANSACTION</b> |                                  |   |  |                  |      |                                     |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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

**Requirements:**

**Duration:**

**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     |      |                 |
|                           |                                      | Files letter to respective folder  | 1 minute per nominee                              | Desk Officer     |      |                 |
| 4                         |                                      | Uploads names of accepted nominees in the website  |   | Databank Manager |      |                 |
| <b>END OF TRANSACTION</b> |                                      |  |   |                  |      |                 |

**ADMINISTRATION OF FOREIGN SCHOLARSHIP TRAINING PROGRAM (FSTP)  
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:**

- Accepted nominees

**Requirements:**

**Duration:**

**How to Avail of the Service:**

| <b>Step</b>               | <b>Client/<br/>Scholar</b>   | <b>Service Provider</b>                       | <b>Duration of Activity<br/>(under normal<br/>circumstances)</b> | <b>Person-in-<br/>Charge</b> | <b>Fees</b> | <b>Forms</b> |
|---------------------------|------------------------------|---|--|------------------------------|-------------|--------------|
| 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                 |             |              |
| <b>END OF TRANSACTION</b> |                              |   |  |                              |             |              |



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

|  |    |
|--|----|
| <b>ACCREDITATION</b>   |    |
| ❖ Application for Accreditation as Competency Assessors  | 66 |
| ❖ Issuance of Accreditation Certificate to Competency Assessors  | 68 |
| ❖ Application for Accreditation as Assessment Center   | 69 |
| ❖ Issuance of Accreditation Certificate as Assessment Center   | 71 |
| ❖ Issuance of National Certificate (NC)/ Certificate of Competency (COC)                                 | 72 |
| ❖ Procedures and Issuance of Order of Payment ( TESDA Old Dormitory, TWC Dormitory, COC, CAV and others) | 73 |
| <b>ASSESSMENT</b>  |    |
| ❖ Filing of Application for Certification of Seafarers under Revalidation                                | 79 |
| ❖ Release of Assessment Results of Seafarers under Revalidation  | 82 |
| ❖ Filing of Application for Assessment of New Seafarer   | 84 |
| <b>CERTIFICATION</b>   |    |
| ❖ Filing of Request for Certification/Authentication/Verification (CAV) of Scholastic Record             | 87 |
| ❖ Filing of Request for Special Order (SO)   | 89 |
| ❖ Release of Special Order (SO)  | 91 |

|  |            |
|--|------------|
| <b>PROGRAM REGISTRATION UNDER UNIFIED TVET PROGRAM REGISTRATION AND ACCREDITATION SYSTEM</b> |            |
| ❖ Program Registration-Unified TVET Program Registration and Accreditation System (UTPRAS)   | <b>92</b>  |
| ❖ Application for the Accreditation on Dual Training System                                  | <b>98</b>  |
| ❖ Registration and Implementation of Apprenticeship/Learnership Program                      | <b>107</b> |
| <b>AVAILMENT OF TRAINING IN A REGIONAL/PROVINCIAL TRAINING CENTER</b>                        |            |
| ❖ Application for Training   | 108        |
| ❖ Registration/Enrollment Procedures   | 110        |
| ❖ Releasing of Certificate of Training   | 111        |
| <b>AVAILMENT OF TRAINING IN A TESDA SCHOOL</b>   |            |
| ❖ Application for Training   | 112        |
| ❖ Registration/Enrollment Procedures   | 117        |
| ❖ Releasing of Certificate of Training   | 115        |

## APPLICATION FOR ACCREDITATION AS COMPETENCY ASSESSORS

---

### Schedule of Availability of Service:

Monday-Friday  
8:00am – 5:00pm

### Who May Avail of the Service?

1. Trainers-Assessors
2. Industry experts

### Where to file application for accreditation?

TESDA Provincial /District Offices

### What are the requirements for accreditation?

1. Letter of Intent
2. Application Form
3. Certificate of Employment indicating compliance to the requirement of two (2) years work or teaching experience related to the Qualification where he/she intends to be accredited.
4. Photocopy of NTTC Level 1 (for trainer-assessor)
5. Photocopy of COC 2 – Conduct Competency Assessment (under TMI)
6. Certification attested by the center manager/accredited competency assessor/TESDA representative that the applicant has assisted in the assessment to at least two (2) candidates under the supervision of the accredited competency assessor

Note: Additional Requirements for competency assessors of seafarer ratings

- a. Certificate indicating compliance of the two (2) years industry or teaching experience in **watchkeeping**.
- b. Copy of certificate of competency (COC)
- c. Copy of certificate of completion of IMO Model Course 3.12
- d. Copy of Certificate of Training on Competency Assessors Course

**Duration:** 2 hours

Provincial/District Offices

| <b>Step</b> | <b>Applicant/Client</b>               | <b>Service Provider</b>   | <b>Duration of Activity (Under Normal Circumstances)</b> | <b>Person In-Charge</b> | <b>Fees</b> | <b>Form</b>  |
|-------------|---------------------------------------|---|--|-------------------------|-------------|--|
| 1           | Inquire on accreditation process      | <ul style="list-style-type: none"><li>• Provide information on the accreditation process</li><li>• Provides Checklist of Requirements</li></ul> | 30 minutes   | Assessment focal        |             | TESDA-SOP-CACO-06-F11<br><br>TESDA-SOP-CACO-06-F12 |
| 2           | Submit Requirements for accreditation | <ul style="list-style-type: none"><li>• Evaluate documents submitted by applicants</li><li>• Approval of Accreditation</li></ul>                | 30 minutes<br><br>60 minutes                             | Assessment focal        |             |  |

## ISSUANCE OF ACCREDITATION CERTIFICATE TO COMPETENCY ASSESSORS

### Schedule of Availability of Service:

Monday-Friday  
8:00am – 5:00pm

### Who May Avail of the Service?

1. Applicants for accreditation as competency assessors

### Where to claim accreditation certificate?

TESDA Provincial /District Offices

### What are the requirements for accreditation?

Notification Letter from TESDA District/Provincial Office

**Duration:** 15 minutes

Provincial/District Offices

| Step | Applicant/Client  | Service Provider  | Duration of Activity (Under Normal Circumstances) | Person In-Charge | Fees                      | Form  |
|------|---|---|---|------------------|---------------------------|---|
| 1    | Pay accreditation fee   | <ul style="list-style-type: none"> <li>• Check completeness of entries in the Accreditation Certificate, Certificate of Undertaking and Competency Assessors ID</li> <li>• Requests applicants to pay the accreditation fee to the cashier</li> </ul> | 10 minutes  | Assessment focal | P500.00 per Qualification | TESDA-SOP-CACO-06-F13<br><br>TESDA-SOP-CACO-06-F15<br><br>TESDA-SOP-CACO-06-F17 |
| 2    | Claim Accreditation Certificate, Affidavit of Undertaking and Competency Assessors ID | <ul style="list-style-type: none"> <li>• Issue Accreditation Certificate, Affidavit of Undertaking and Competency Assessors ID</li> <li>• File photocopies of Affidavit of Undertaking and Accreditation Certificate</li> </ul>                       | 5 minutes   | Assessment focal |                           |   |

## 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:**

1. TVET Institutions
2. Industry Associations
3. Private companies/business enterprises

### **Where to file application for accreditation:**

TESDA Provincial /District Offices

### **What are the requirements for accreditation:**

1. Letter of Intent
2. SEC Registration
3. Business Permit
4. BIR registration
5. Company Profile
6. Organizational Structure
7. Staff Complement and Profile
8. Building Layout/Floor Plan
9. Self Assessment Checklist
10. Location Map
11. List of tools, equipment, supplies and materials appropriate to the Qualification applied for
12. Computer System with internet access
13. Fire Safety Certificate

**Duration:** 1 day and 4 hours

**How to Avail of the Service:**

**Provincial/District Offices**

| <b>Step</b>               | <b>Applicant/Client</b>                | <b>Service Provider</b>  | <b>Duration of Activity<br/>(Under Normal<br/>Circumstances)</b> | <b>Person In-<br/>Charge</b> | <b>Fees</b> | <b>Form</b>  |
|---------------------------|--|--|--|------------------------------|-------------|--|
| 1                         | Inquires on the accreditation process  | <ul style="list-style-type: none"> <li>• Provides information on the accreditation process</li> <li>• Provides checklist of requirements</li> </ul>  | 30 minutes   | Assessment Focal             |             | TESDA-SOP-CACO-05-F01<br><br>TESDA-SOP-CACO-05-F04 |
| 2                         | Submits requirements for accreditation | <ul style="list-style-type: none"> <li>• Evaluate documents submitted by applicants</li> <li>• Organize Inspection Team</li> <li>• Conduct Ocular Inspection</li> <li>• Approval of accreditation</li> </ul> | 60 minutes<br>120 minutes<br>1 day<br>30 minutes                 | Assessment Focal             |             |  |
| <b>END OF TRANSACTION</b> |  |  |  |                              |             |  |

## ISSUANCE OF ACCREDITATION CERTIFICATE AS ASSESSMENT CENTER

**Schedule of Availability of Service:**

Monday-Friday  
8:00am – 5:00pm

**Who May Avail of the Service?**

1. Applicants for accreditation as assessment centers

**Where to claim accreditation certificate?**

TESDA Provincial /District Offices

**What are the requirements for accreditation?**

Notification Letter from TESDA District/Provincial Office

**Duration:** 30 minutes

Provincial/District Offices

| Step | Applicant/Client   | Service Provider  | Duration of Activity (Under Normal Circumstances) | Person In-Charge | Fees                       | Form   |
|------|--|---|---|------------------|----------------------------|--|
| 1    | Pay accreditation fee  | <ul style="list-style-type: none"> <li>• Check completeness of entries in the Accreditation Certificate and Certificate of Undertaking</li> <li>• Requests applying organization to pay the accreditation fee to the cashier</li> </ul> | 20 minutes  | Assessment focal | P3000.00 per Qualification |  |
| 2    | Claim Affidavit of Undertaking and Accreditation Certificate | <ul style="list-style-type: none"> <li>• Issue Accreditation Certificate and Affidavit of Undertaking</li> <li>• File photocopies of Affidavit of Undertaking and Accreditation Certificate</li> </ul>                                  | 10 minutes  | Assessment focal |                            | TESDA-SOP-CACO-05-F05<br><br>TESDA-SOP-CACO-05-F08 |



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

---

**Schedule of Availability of Service:**

Monday-Friday  
9:00-6:00

**Who May Avail of the Service:**

1. Successful candidates of competency assessment

**Where to claim NC/COC:**

TESDA Provincial/District Offices

**When to claim the NC/COC**

5 working days after assessment

**What are the Requirements:**

1. Competency Assessment Results Summary (CARS)

**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 | <ul style="list-style-type: none"> <li>• Check CARS , RWAC and List of NCs/COCs for release</li> <li>• Request applicant to pay certification fee to the Cashier</li> <li>• Prepare NC/COC</li> </ul> | 15 minutes<br><br>20 minutes                      | Assessment Focal | Php50.00 | TESDA-SOP-CACO-08-F32<br><br>TESDA-SOP-CACO-08-F33 |
| 2    | Claim NC/COC                  | <ul style="list-style-type: none"> <li>• Requests candidate to sign in the Logbook</li> <li>• Issues NC/COC</li> </ul>  | 5 minutes   | Assessment Focal |          |  |

## PROCEDURES AND ISSUANCE OF ORDER OF PAYMENT (TESDA Old Dormitory, TWC Dormitory, COC, CAV and others)

---

### **Schedule of Availability of Service:**

Monday-Friday

8:00-5:00

### **Who May Avail of the Service:**

1. TESDA Employees, Trainees and Walk-in

### **What are the requirements of issuance of Order of Payment:**

1. Dormitory Registration Form
2. Order of Payment

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

For the Dormitory

- At the TESDA Old Dormitory and TWC Dormitory

For COC, CAV and others

- At respective offices concerned

### **Duration:**

For the Dormitory

- 15 Minutes

For COC, CAV and others

- 21 Minutes and 10 seconds

**How to Avail of the Service:**

| Step  | Applicant/Client  | Service Provider   | Duration of Activity<br>(under normal circumstances) | Person-in-Charge              | Fees                      | Form   |
|---|---|--|--|-------------------------------|---------------------------|--|
| <b>Procedures on the Issuance of Order of Payment for National Certificate (NC), Certificate of Competency (COC) and Certification, Authentication and Verification (CAV)</b> |   |  |  |                               |                           |  |
| 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, 3 <sup>rd</sup> 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, 3 <sup>rd</sup> 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 |

| Step | Applicant/Client   | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge         | Fees | Form  |
|------|--|--|---|------------------------------|------|---|
| 8.   |  | Records the OP in the logbook  | 1 Minute  | Accounting<br>Division Staff | N/A  | Pre-numbered Order of<br>Payment and stamped<br>with the signature of the<br>Chief Accountant |
| 9.   |  | Issues the OP to the customer  | 1 minute  | Accounting<br>Division Staff | N/A  | Pre-numbered Order of<br>Payment and stamped<br>with the signature of the<br>Chief Accountant |
| 10.  | Receives the<br>accomplished OP  | Refers to the Cash Unit, 3 <sup>rd</sup> Floor,<br>Administration Building for Payment | 1 minute  | Accounting<br>Division Staff | N/A  | Order of Payment (Annex<br>14a)   |
| 11.  | Proceeds to the Cash Unit  |  | N/A   | N/A                          | N/A  | Order of Payment  |
| 12.  | Presents OP to the Cash<br>Unit Staff  | Issues OR per OP presented by the customer   | 3 Minutes   | Cash Unit Staff              |      | Order of Payment<br>Official Receipt  |
| 13.  | Gives back the duly<br>accomplished Customer<br>Inquiry and Feedback<br>Form to the PAC Officer<br>with the corresponding<br>rating for services<br>rendered by the<br>PAC/Focal Service<br>Provider | Records and files the Customer Inquiry and<br>Feedback Form                            | 3 Minutes   | Customer Service<br>Officer  | N/A  | CIFF  |

| Step                      | Applicant/Client   | Service Provider                                       | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge             | Fees | Form         |
|---------------------------|--|--|---|----------------------------------|------|--------------|
| Step                      | Applicant/Client   | Service Provider                                       | Duration of Activity<br>(under normal<br>circumstances) | Person-in-Charge                 | Fees | Form         |
| 14.                       | Proceeds to the<br>concerned Office for the<br>issuance of the<br>NC/COC/CAV | Receives OR and Releases NC/COC/CAV to<br>the Customer | 5 minutes   | Concerned Office<br>Focal Person |      | NC, COC, CAV |
| <b>END OF TRANSACTION</b> |  |  |   |                                  |      |              |

| Step  | Applicant/Client                               | Service Provider   | Duration of Activity<br>(under normal<br>circumstances) | Person-in-<br>Charge      | Fees                      | Form   |
|---|--|--|---|---------------------------|---------------------------|--|
| <b>Procedures on the Issuance of Order of Payment-TWC Dorm and TESDA Old Dorm</b> |  |  |   |                           |                           |  |
| 1.  |  | Dormitory Manager secures pre-numbered Order of Payment from Accounting Division                 | 2 Minutes   | Accounting Division Staff | N/A                       | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 2.  |  | Issues series of Order of Payment to the Dormitory Managers of TWC and TESDA Old Dorm separately | 2 minutes   | Accounting Division Staff | N/A                       | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 3.  |  | Records the OP in the logbook to be received by the concerned Dormitory Manager                  | 1 Minute  | Accounting Division Staff | N/A                       | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 4.  |  | The Dormitory Manager receives the Pre-numbered OP   | 1 Minute  | Dormitory Manager         | N/A                       | Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant |
| 5.  | Customer checks-in at the dormitory front desk | The Security Guard on duty gives the Registration form to the customer                           | 1 Minute  | Security Guard on Duty    | N/A                       | Registration Form  |
| 6.  | Fills-up the Dormitory Registration Form       | Receives duly filled-out Registration Form where the duration of stay is indicated               | 2 Minutes   | Security Guard on Duty    | N/A                       | Registration Form  |
| 7.  |  | Issues Order of Payment indicating the amount to be paid at the Cash Unit                        | 1 Minute  | Security Guard on Duty    | Please see attached Annex | Order of Payment   |
| 8.  | Receives the accomplished OP                   | Informs the customer to proceed to the Cash Unit for Payment                                     |   | Security Guard on Duty    | N/A                       | Order of Payment   |
| 9.  | Proceeds to the Cash Unit                      |  | N/A   | N/A                       | N/A                       | Order of Payment   |

| Step                      | Applicant/Client  | Service Provider  | Duration of Activity<br>(under normal circumstances) | Person-in-Charge       | Fees                      | Form             |
|---------------------------|---|---|--|------------------------|---------------------------|------------------|
| 10.                       | Presents OP to the Cash Unit Staff                          | Issues Official Receipt to the customer   | 3 minutes  | Cash Unit Staff        | Please see attached Annex | Official Receipt |
| 11.                       | Presents the Official Receipt to the Security Guard on duty | Records the Official Receipt number and the amount paid in the registration form  | 1 minute   | Security Guard on Duty | N/A                       | Official Receipt |
| 12.                       |   | The security guard on duty inspects the belongings of the customer for security purposes before letting in the designated room. | 1 minute   | Security Guard on Duty | N/A                       | N/A              |
| <b>END OF TRANSACTION</b> |   |   |  |                        |                           |                  |

## FILING OF APPLICATION FOR CERTIFICATION OF SEAFARERS UNDER REVALIDATION

---

### **Schedule of Availability of Service:**

Monday-Friday  
9:00 am - 6:00 pm

### **Who May Avail of the Service:**

Seafarers with at least 12 months onboard a merchant vessel of at least 500 GT or 750 Kw during the validity period of the Certificate of Competency (COC)

### **Where can they file their application:**

TESDA Accredited Assessment Centers

### **What are the Requirements:**

2. 2 copies Application Form with 4 pieces picture (colored, passport size, white background, in uniform)
3. Original and certified true copy of the following:
  - COC/STCW Certificate (2 copies)
  - Medical Certificate in PEME Form
  - Seafarer Identification Record Book (SIRB) with embarkation/disembarkation records
4. Original copy of the following:
  - Certificate of Seagoing service issued by the manning agency or company in prescribed format
  - Downloadable certification issued by the DOH-accredited clinic or hospital

**Duration:** 50 minutes



**How to Avail of the Service:**

**TESDA Accredited Assessment Center**

| Step | Applicant/Client  | Service Provider   | Duration of Activity<br>(under normal circumstances) | Person in Charge   | Fees | Form                                     |
|------|---|--|--|--------------------|------|--|
| 1    | Inquires for requirements/secures checklist of requirements | Provides Application Form and checklist of requirements  | 20 minutes   | Processing Officer |      | Application Form for Assessment S18/0301 |
| 2    | Submits requirements  | <ul style="list-style-type: none"> <li>• Conducts initial evaluation of documents and determines category where applicant falls               <ul style="list-style-type: none"> <li>- If category A, receives Application Form with the required documents</li> <li>- If category B receives Application Form with the required documents and informs candidate schedule of interview</li> <li>-If category C refers to accredited Assessment Center</li> </ul> </li> </ul> | 15 minutes   |                    |      |  |

| Step                      | Applicant/Client                                  | Service Provider  | Duration of Activity<br>(under normal circumstances) | Person in Charge                                   | Fees          | Form                |
|---------------------------|---|---|--|--|---------------|---------------------|
| 3                         | Checks authenticity and completeness of documents | <ul style="list-style-type: none"> <li>• Checks completeness and compares the photocopies against the original documents.</li> <li>• Returns original copies to candidate/applicant, except Certificate of Sea service &amp; 'Downloadable' Certification after stamping "Original Seen" on the photocopies of the documentary requirements</li> <li>• Informs applicant to pay assessment fee to the Cashier, if all documents are in order</li> </ul> |  | Processing Officer                                 |               |                     |
| 4                         | Pays assessment fees                              | <ul style="list-style-type: none"> <li>• Issues payment Order</li> <li>• Issues Official Receipt</li> </ul>   | 10 minutes   | Accounting personnel<br>Special Collecting Officer | Php<br>200.00 | Official<br>Receipt |
| 5                         | Presents Official Receipt                         | <ul style="list-style-type: none"> <li>• Records OR No. and date of issuance in the Application Form</li> <li>• Issues Admission Slip</li> <li>• Informs candidate on the date of issuance of the CARS (Competency Assessment Results Summary)</li> </ul>   | 5 minutes  | Processing Officer                                 |               |                     |
| <b>END OF TRANSACTION</b> |   |   |  |  |               |                     |

## RELEASE OF ASSESSMENT RESULTS OF SEAFARERS UNDER REVALIDATION

---

### **Schedule of Availability of Service:**

Monday-Friday from 9:00 am to 6:00 pm

### **Who may avail of the service:**

Seafarers who were assessed under category A

### **Where can get the assessment result:**

TESDA Maritime Accredited Assessment Centers

### **What are the requirements:**

- Original copy of the Admission Slip
- Original copy of the Official Receipt

**Duration:** 10 minutes

**How to Avail of the Service:**

**TESDA Maritime Accredited Assessment Center**

| <b>Step</b>               | <b>Applicant/Client</b>                                    | <b>Service Provider</b>  | <b>Duration of Activity (under normal circumstances)</b> | <b>Person in Charge</b> | <b>Fees</b> | <b>Form</b>  |
|---------------------------|--|--|--|-------------------------|-------------|--|
| 1                         | Presents original copy Admission Slip and Official Receipt | Checks Admission Slip and Official receipt and checks name against list  | 5 minutes  | Processing Officer      |             | Competency Assessment Results Summary (CARS) Form Rev02/1204 |
| 2                         | Accepts copy of the assessment results (CARS)              | Let candidate sign in the duplicate copy of he CARS and Logbook<br>Informs candidate of the policy on the release of COC | 5 minutes  | Processing Officer      |             |  |
| <b>END OF TRANSACTION</b> |  |  |  |                         |             |  |

## FILING OF APPLICATION FOR ASSESSMENT OF NEW SEAFARERS

---

### **Schedule of Availability of Service:**

Monday-Friday  
8:00 am -5:00 pm

### **Who May Avail of the Service:**

Seafarers with at least 6 months sea service experience and two (2) months of this is on watchkeeping duties onboard a merchant vessel of at least 500 GT or 750 Kw

### **Where can they file their application:**

TESDA –accredited assessment centers

### **What are the Requirements:**

- 2 pcs Application Form with 4 pcs. pictures (colored, passport size, white background, in uniform)
- Original and certified true copy of the following:
  - COC/STCW Certificate (2 copies)
  - Medical Certificate in PEME Form
  - Seafarer Identification Record Book (SIRB) with embarkation/disembarkation records
  - Certificate of completion of the TESDA Seafarer Rating Course with two months watchkeeping duties on board OR
  - Proof of approved seagoing service including not less than six (6) months training and experience issued by shipping company or manning agency
  - Training certificate and accomplished Training Record Book (TRB)

**Duration:** 50 minutes

**How to Avail of the Service:**

**TESDA Maritime Accredited Assessment Center**

| <b>Step</b> | <b>Applicant/Client</b>                                     | <b>Service Provider</b>   | <b>Duration of Activity (under normal circumstances)</b> | <b>Person in Charge</b> | <b>Fees</b> | <b>Form</b>                   |
|-------------|---|---|--|-------------------------|-------------|-------------------------------|
| 1           | Inquires for requirements/secures checklist of requirements | <ul style="list-style-type: none"> <li>Provides Application Form and checklist of requirements</li> </ul>   | 20 minutes   | Processing Officer      |             | Application Form              |
| 2           | Submits requirements  | <ul style="list-style-type: none"> <li>Checks completeness and compare the photocopies against the original documents.</li> <li>Returns original copies to candidate/applicant, after stamping "Original Seen" on the photocopies of the documentary requirements</li> <li>Informs applicant to pay assessment fee to the Cashier, if all documents are in order</li> </ul> | 15 minutes   | Processing Officer      |             | Application Form Form 18/0401 |

| Step                      | Applicant/Client          | Service Provider  | Duration of Activity<br>(under normal circumstances) | Person in Charge           | Fees      | Form           |
|---------------------------|---------------------------|---|--|----------------------------|-----------|----------------|
| 4                         | Pays assessment fees      | <ul style="list-style-type: none"> <li>Issues Official Receipt</li> </ul>   | 10 minutes   | Special Collecting Officer | Php800.00 |                |
| 5                         | Presents Official Receipt | <ul style="list-style-type: none"> <li>Records OR No. and date of issuance in the Application Form</li> <li>Issues Admission Slip</li> <li>Informs candidate of the date of assessment</li> </ul> | 5 minutes  | Processing Officer         |           | Admission Slip |
| <b>END OF TRANSACTION</b> |                           |   |  |                            |           |                |

## FILING OF REQUEST FOR CERTIFICATION/AUTHENTICATION/VERIFICATION (CAV) OF SCHOLASTIC RECORDS

---

### **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:**

1. Original and certified true copies of:
  - Transcript of Records or Diploma or Certificate of Training; and
  - Special Order

If undergraduate, Certification from the School Director / Administrator

2. 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;
3. If to be filled by authorized representative;
  - Authorization letter from the applicantIdentification card of applicant and representative (Original and Photocopy)

### **Duration :**



**How to Avail of the Service:**

| <b>Step</b> | <b>Applicant/Client</b>                                      | <b>Service Provider</b>   | <b>Duration of Activity<br/>(under normal circumstances)</b> | <b>Person-in-Charge</b>                           | <b>Fees</b> | <b>Form</b>                               |
|-------------|--|---|--|---|-------------|---|
| 1           | Submits documentary requirements and pays the processing fee |   |  | SO/CAV Focal Person / Assigned Officer-of-the-day | P30.00      | CAV Form 1 (Application for CAV Issuance) |
| 2           |  | PODO issues DFA claim stub to applicant and forwards request to DFA |  | SO/CAV Focal Person / Assigned Officer-of-the-day |             |   |
| 3           |  | After verification, DFA releases CAV to applicant                   | 8 working days   | SO/CAV Focal Person / Assigned Officer-of-the-day |             |   |

## 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:**

1. Letter request indicating the names of the graduates requested for SO;
2. Original copy of Form 9 or Records of candidates for graduation;
3. Certified true copy of Form 138 / Form 137 (if the candidates previous education is highschool);
4. Certified true copy of Transcript of Records or Certificate of Training (if the candidate has already completed the program);
5. Certified true copy of on-the-job training if required;
6. Certified true copy of enrollment and terminal report officially received by TESDA; and
7. Certified true copy of Marriage Contract (if candidate got married prior to or after enrollment in the requesting institution)

**Duration:**

**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    | TVET Institution submits letter request and list of graduates to PODO | PODO verifies the vis-à-vis the registered programs and enrollment / terminal reports |   | SO/CAV Focal Person / Assigned Officer-of-the-day | Free | <b>SO Form 1</b> |

|                           |  |   |                |   |  |  |
|---------------------------|--|---|----------------|---|--|--|
| 2                         |  | PODO after verification with the list of registered programs and terminal reports issues SO numbers to TVET Institution | 7 working days | SO/CAV Focal Person / Assigned Officer-of-the-day |  |  |
| <b>END OF TRANSACTION</b> |  |   |                |   |  |  |

## RELEASE OF 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 received application

**What are the Requirements:**

- Copy of the received documents

**Duration:** 20 minutes

**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                         | Presents submitted documents stamped "Received" | Retrieves prepared SO Certificate. | 10 minutes  | SO/CAV Focal Person |      |                           |
| 2                         | Receives SO Certificate; signs logbook          |                                    | 10 minutes  |                     |      | Special Order Certificate |
| <b>END OF TRANSACTION</b> |   |                                    |   |                     |      |                           |

## PROGRAM REGISTRATION UNDER THE UNIFIED TVET PROGRAM REGISTRATION AND ACCREDITATION SYSTEM (UTPRAS)

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### 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:

1. A primary purpose of offering TVET education in the country;
2. A capitalization of at least 60% Filipino; and
3. Control and supervision of the institution is vested on the citizens of the Philippines.

### WHAT ARE THE REQUIREMENTS:

#### A. Corporate and Administrative Documents

1. Letter of application
2. Board Resolution / Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs, and private institutions)
3. Special law creating the institution (for public institution) e.g. Republic Act, Executive Order, Sanggunian Resolutions)
4. Securities and Exchange Commission (SEC) Registration for *private institutions* (must specifically cover the Training delivery site)
5. Articles of Incorporation
6. Proof of building Ownership or contract of lease (covering at least two years)
7. Current Fire Safety Certificate
8. *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.

#### B. Curriculum and Program Delivery

1. Competency-based Curriculum (indicating the qualification being addressed and the competencies to be developed)
  - Curriculum design
  - Modules of instruction
2. List of equipment, tools and consumables necessary to deliver the program.

3. List of instructional materials (such as reference materials, slides, videotapes, internet access and library resources) necessary to deliver the program
4. List of Physical Facilities & Off-Campus Physical Facilities indicating floor area
5. Shop layout of training facilities indicating the floor area

**C. Faculty and Personnel**

1. List of officials with their qualifications (supporting evidences available, such as copies of certificates, etc)
2. 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)
3. List of non-teaching staff with their qualifications (supporting evidences available, such as copies of certificates/contracts of employment, etc)

**D. Academic Rules**

1. Schedule and breakdown of tuition and other fees (duly signed by the school head indicating the effectivity of school year)
2. Documented grading system, details of which are provided to students/trainees at the start of their program
3. Entry requirements for the program comply with the relevant training regulations if applicable.
4. Rules on attendance.

**E. Support Services**

1. 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)
2. Career guidance services are available to the students/trainees
3. Community outreach program (documented evidences available) – optional
4. 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:**

9 - 91 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<br>(Under Normal Circumstances) | Person in Charge                        | Fees | Form  |
|------|--|---|--|---|------|---|
| 1    | File a Letter of Application together with the documentary requirements. | PODO UTPRAS focal evaluates submitted documents in detail | Within 15 calendar days                              | Provincial/District Office UTPRAS Focal |      | For Land-based <ul style="list-style-type: none"> <li>• TESDA-SOP-TSDO-01-F01 (Program Registration Requirement Checklist)</li> <li>• TESDA-SOP-TSDO-01-F02 (Curriculum Design)</li> <li>• TESDA-SOP-TSDO-01-F03 (List of Equipment)</li> <li>• TESDA-SOP-TSDO-01-F04 (List of Tools)</li> <li>• TESDA-SOP-TSDO-01-F05 (List of Consumables)</li> <li>• TESDA-SOP-TSDO-01-F06 (List of Instructional Materials)</li> <li>• TESDA-SOP-TSDO-01-F07 (List of Training Institution's Physical Facilities)</li> <li>• TESDA-SOP-TSDO-01-F08 (List of Off-Campus Physical Facilities)</li> <li>• TESDA-SOP-TSDO-01-F09 (List of Officials)</li> <li>• TESDA-SOP-TSDO-01-F10 (Trainers, Faculties, Teaching Professionals)</li> <li>• TESDA-SOP-TSDO-01-F11</li> </ul> |

| Step | Applicant/Client | Service Provider | Duration of Activity<br>(Under Normal<br>Circumstances) | Person in Charge | Fees | Form   |
|------|------------------|------------------|---|------------------|------|--|
|      |                  |                  |   |                  |      | <p>(Non-teaching staff)</p> <ul style="list-style-type: none"> <li>• TESDA-SOP-TSDO-01-F14<br/>(Letter of Acknowledgment)</li> </ul> <p>For Sea-based</p> <ul style="list-style-type: none"> <li>• TESDA-SOP-TSDO-03-F01<br/>(Program Registration<br/>Requirement Checklist)</li> <li>• TESDA-SOP-TSDO-03-F01a<br/>(Checklist on the Requirement<br/>for a Working Quality System)</li> <li>• TESDA-SOP-TSDO-03-F02<br/>(Curriculum Design)</li> <li>• TESDA-SOP-TSDO-03-F03<br/>(List of Equipment)</li> <li>• TESDA-SOP-TSDO-03-F04<br/>(List of Tools)</li> <li>• TESDA-SOP-TSDO-03-F05<br/>(List of Consumables)</li> <li>• TESDA-SOP-TSDO-03-F06<br/>(List of Instructional<br/>Materials/Library Holdings)</li> <li>• TESDA-SOP-TSDO-03-F07<br/>(List of Institution's Physical<br/>Facilities)</li> <li>• TESDA-SOP-TSDO-03-F08<br/>(List of Off-Campus Physical<br/>Facilities)</li> <li>• TESDA-SOP-TSDO-03-F09<br/>(List of Officials)</li> </ul> |



| Step | Applicant/Client                         | Service Provider                                  | Duration of Activity<br>(Under Normal Circumstances) | Person in Charge               | Fees      | Form   |
|------|--|---|--|--------------------------------|-----------|--|
|      |  |   |  |                                |           | <ul style="list-style-type: none"> <li>• TESDA-SOP-TSDO-03-F10 (Trainers, Faculty, Teaching Professionals)</li> <li>• TESDA-SOP-TSDO-03-F11 (Non-teaching Staff)</li> <li>TESDA-SOP-TSDO-03-F14 (Letter of Acknowledgment)</li> </ul>    |
| 2    | Institution corrects deficiencies if any |   | Within 10 calendar days                              |                                |           |  |
| 3    |  | PODO Schedules conduct of site inspection         | Within 5 calendar days                               | PODO UTPRAS Focal Person       |           |  |
| 4    |  | PODO Conducts site inspection and prepares report | Within 1 day   | UTPRAS Inspection Team         | P2,000.00 | <ul style="list-style-type: none"> <li>• All required documents</li> <li>• TESDA-SOP-TSDO-01-F13 or TESDA-SOP-TSDO-03-F13 (Inspection Report Form)</li> <li>• Recommendation Memo to RD/Letter of Deficiencies to Institution</li> </ul> |
| 5    | Institution corrects deficiencies if any |   | Within 30 calendar days                              | PODO UTPRAS Focal Person       |           |  |
| 6    |  | PODO recommends to RO                             | Within 5 calendar days                               | Provincial / District Director |           |  |

|                           |  |  |                         |                                       |  |   |
|---------------------------|--|--|-------------------------|---------------------------------------|--|---|
| 7                         |  | RO UTPRAS Focal person reviews and recommends issuance of CoPR or Letter of Denial | Within 10 calendar days | RO UTPRAS Focal and Regional Director |  | <ul style="list-style-type: none"> <li>• Certificate of Program Registration</li> <li>• Letter of Denial (TESDA-SOP-TSDO-01-F15 or TESDA-SOP-TSDO-03-F15))</li> </ul> |
| 8                         | Institution corrects deficiencies if any |  | Within 5 calendar days  |                                       |  |   |
| 9                         |  | RO Issues CoPR or Letter of Denial   | Within 10 calendar days | Regional Director                     |  | <ul style="list-style-type: none"> <li>• Certificate of Program Registration</li> <li>• Letter of Denial (TESDA-SOP-TSDO-01-F15</li> </ul>                            |
| <b>END OF TRANSACTION</b> |  |  |                         |                                       |  |   |

## APPLICATION FOR THE ACCREDITATION ON DUAL TRAINING SYSTEM

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### **Schedule of Availability of Service:**

Monday to Friday  
8:00 am to 5:00 pm

### **Who may avail/apply for Accreditation:**

- Technical Vocational Institutions
- Establishments (TVIs/partner companies)

### **Must submit the following documentary requirements:**

- For Technical Vocational Institutions:
  - Application letter – DTs Form A
  - Designated Industrial Coordinator
  - MOA/MOU with at least one (1) partner company
  - Dualized Curriculum
  - Training Plan
  - Photocopy of Certificate of Program Registration (CoPR)
- For Company:
  - Application letter – DTS form B
  - Designation of Training Coordinator
  - MOA/MOU with partner TVIs
  - Training Plan

**(Note: may secure copies of pro-forma documents from TESDA)**

**(Duration : 1 hour from Step 1 to Step 3)**

**Steps in the Accreditation:**

| <b>Step</b> | <b>Applicant/Client</b>  | <b>Service Provider</b>   | <b>Duration of Activity<br/>(under Normal<br/>Circumstances)</b> | <b>Person in Charge</b> | <b>Fees</b> | <b>Forms</b>   |
|-------------|--|---|--|-------------------------|-------------|--|
| 1           | Logs on to TESDA visitors log book and ask information on how to apply for DTS accreditation                         | Gives TESDA ID visitors pass and direct client to go to DTS focal person  | Within 15 minutes  | TESDA RO/PO staff       |             | TESDA ID Procedures manual on TVET Program Registration  |
| 2           | TVIs/Companies inquires on DTS Accreditation   | DO/PO focal person conducts orientation-briefing on program registration and on DTS   | Within 1 hour  | PO DTS focal person     |             | DTS Act  |
| 3           | TVIs/Companies identifies prospective partner companies and prepare necessary documentary requirements               |   |  |                         |             | Pro forma MOA/MOU  |
| 4           | Complies and submits Letter of Intent, Form A (school)/Form B (establishment) together with documentary requirements | DTS focal person receives documents and check against checklist of requirements<br><br>If there are lacking or incomplete documents, notifies the TVIs/companies to complete the missing requirements/documents | Within 1 hour  | PO DTS focal person     |             | Form A (school)/Form B for establishment and other documentary requirements<br>Letter of Intent<br>Checklist of Requirements |

| Step | Applicant/Client   | Service Provider  | Duration of Activity<br>(under Normal<br>Circumstances)                        | Person in Charge    | Fees | Forms |
|------|--|---|--|---------------------|------|-------|
| 5    | Complies lacking documents/ requirements                                       | Checks full compliance of documents<br>For full compliance of documents, notifies TVIs/companies for the schedule ocular inspection                                 | Within 1 day   | PO DTS Focal Person |      |       |
| 6    | Prepares site for ocular inspection/Accept TESDA staff for ocular I inspection | Conducts of ocular inspection<br><br>Prepares ocular inspection report  | 1 day<br><br>Within 5 days   | PO DTS Focal Person |      |       |
| 7    | Follow-up results of technical inspection                                      | (If the TVIs/Companies has met all the requirements based on the result of the ocular inspection)<br><br>Notifies the TVIs/ Companies DO/PO Director on the results | Within 1 day after ocular inspection report is prepared and signed by the Team | The Inspection team |      |       |

| Step | Applicant/Client | Service Provider  | Duration of Activity<br>(under Normal<br>Circumstances) | Person in Charge       | Fees | Forms |
|------|------------------|---|---|------------------------|------|-------|
|      |                  | Prepares letter of notification attaching the result of inspection/site validation<br>(In cases of non-compliance of requirements, the concerned TVIs/Companies shall be notified of the results and will be given time to comply.) | Within 1 day  | PO/DO DTS focal person |      |       |
|      |                  | Prepares memorandum of endorsement to the Regional Office on the action taken on the application of TVIs/Companies.   | Within 3 days   | DO/PO DTS focal Person |      |       |

| Step | Applicant/Client | Service Provider   | Duration of Activity (under Normal Circumstances)       | Person in Charge           | Fees | Forms |
|------|------------------|--|---|----------------------------|------|-------|
|      |                  | <p>Makes final review and evaluation based on the documents submitted and the attached results (If the Regional Office/focal person finds the documents and the results of the site inspection in proper order and in compliance with the required procedures, he makes the necessary endorsements).</p> | <p>Within 5 days after conduct of ocular inspection</p> | <p>RO focal person</p>     |      |       |
|      |                  | <p>Prepares/endorse Certificate of Accreditation for RDs signature/approval</p>  | <p>Within 2 days upon endorsement</p>                   | <p>RO DTS Focal person</p> |      |       |

| Step                      | Applicant/Client                              | Service Provider   | Duration of Activity<br>(under Normal<br>Circumstances)                              | Person in Charge                               | Fees | Forms                               |
|---------------------------|---|--|--|--|------|-------------------------------------|
|                           |   | (If already signed by RDs)<br>Sends a copy of the<br>Accreditation Certificate to<br>CO for inclusion to the<br>Registry of Accredited<br>Institutions<br>/Companies.<br><br>Forwards/sends the signed<br>Certificate of Accreditation<br>to the DO/PO | Within 3 days upon<br>signing of COA<br><br>Within 3 days after signing<br>COA       | RO DTS focal person<br><br>RO DTS Focal person |      |                                     |
| 8.                        | Accepts accreditation<br>certificate          | Sends/issues signed<br>certificate of DTS<br>accreditation to<br>TVIs/Companies  | Within 1 day   | PO/DO DTS Focal<br>Person                      |      | DTS Certificate<br>of Accreditation |
| 9.                        | Implements DTS and submit<br>Reports to TESDA | Monitors implementation<br>and prepare reports   | Monthly submission of<br>report every 5 <sup>th</sup> day of the<br>succeeding month | PO/DO/RO DTS Focal<br>Person                   |      | Monthly report<br>on DTS            |
| <b>END OF TRANSACTION</b> |   |  |  |  |      |                                     |

Note: Stage No. 7

However, the TVIs/Company may still continue offering their DTS program (Dualized Training Program) for as long as the necessary program registration is granted by TESDA. The DTP will only be allowed until the end of the 1<sup>st</sup> batch of training. To be able to offer the program again, the TVI must transform their DTP course offering into full DTS by complying with all the requirements.



## REGISTRATION AND IMPLEMENTATION OF APPRENTICESHIP/LEARNERSHIP (AP/L) PROGRAM

---

### Schedule of Availability of Service:

8:00 am - 12:00 noon and 1:00 pm - 5:00 pm

### Who may avail of the Service:

Any enterprise with ten (10) or more regular workforce may register its apprenticeship or learnership program.

### Where can one apply for apprenticeship/learnership:

A firm/company applicant may apply at any of the TESDA regional or provincial office nearest his area.

### What are the Requirements:

Any Enterprise that wish to register its apprenticeship or learnership program shall submit the following documentary requirements:

1. Letter of Application
2. Curriculum Design
3. Certification that the number of apprentices to be hired is not more than 20 percent of the total regular workforce.

**Duration:** 3 to 5 days

### How to avail of the service:

| Step | Applicant/Client               | Service Provider                       | Duration of Activity<br>(under normal circumstances) | Person in Charge | Fees | Form |
|------|--------------------------------|--|--|------------------|------|------|
| 1    | Registers with the Lobby Guard | Gives Client Log Book for registration | 3 minutes  | Guard on Duty    |      |      |

| Step | Applicant/Client  | Service Provided  | Duration of Activity (under normal circumstances)  | Person in Charge                 | Fees | Form  |
|------|---|---|--|----------------------------------|------|---|
| 2    | Proceeds to the Information Officer                         | Provides Client with the name and office of Focal Person on AP/L  | 1 minute   | Information Officer on Duty      |      |   |
| 3    | Submits letter of Application together with other documents | Checks and reviews completeness of documents and checks if occupation/qualification applied for registration is included in the approved list<br><br>If documents are incomplete, informs the enterprise of lacking documents to be completed | 10 minutes<br><br>3 days for enterprise to re-submit application with complete documents | Focal Person on AP/L             |      | Application for Registration of Apprenticeship/ Learnership Program (KasH Form 02)<br>Curriculum Design (KasH Form 03)<br>Certification that the Number of Apprentices to be Hired is not more than 20% of the Regular Workforce (KasH Form 04) |
| 4    | Submits the completed documents                             | If complete, reviews and evaluate the curriculum design (CD) and compare with the existing CD with training regulations (TR) or work process for non-TR   | 1 day  | Focal person and Technical Staff |      | Curriculum Design (KasH Form 03)  |

| Step | Applicant/Client   | Service Provided  | Duration of Activity (under normal circumstances)                      | Person in Charge                             | Fees | Form  |
|------|--|---|--|--|------|---|
|      |  | If not similar, advises/coaches the enterprise to rectify areas for improvement   | 3 days for enterprise to rectify areas for improvement and finalize CD |  |      |   |
| 5    | Facilitates the Conduct of Ocular Inspection   | Conducts ocular inspection on the venue of training to verify presence of necessary facilities and to determine suitability of training<br><br>Prepares ocular inspection report and notifies the enterprise on the findings of ocular inspection | 1 day<br><br>1 day   | Technical Staff<br><br>Technical Staff       |      | Checklist of requirements (Facilities, supplies and materials, manual of standard procedures, etc)<br><br>Inspection Report |
| 6    | Rectifies areas for improvement  | Assists enterprise to rectify areas for improvement if any.   | 1 day  | Technical Staff                              |      |   |
| 7    | Accepts Certificate of TVET Program Registration and may start recruitment and screening of applicant apprentices/learners | Prepares and issues Program Registration Certificate  | 15 minutes   | Technical Staff/Provincial/District Director |      | Certificate of Program Registration<br>KasH Form 06   |

| Step                      | Applicant/Client                                     | Service Provider   | Duration of the Activity                               | Person in Charge                    | Fee | Form   |
|---------------------------|--|--|--|-------------------------------------|-----|--|
| 8                         | Forges apprenticeship/learnership agreements         |  | 1 day  | Enterprise and apprentices/learners |     | Apprenticeship Agreement (KasH Form 07)  |
| 9                         | Enterprise provides training to apprentices/learners | Monitors program implementation  | Once a month throughout the entire conduct of training | Focal Person                        |     | Enrollment Form (NMIS Form No. 50)<br>Terminal Report (NMIS Form No. 100)        |
| 10                        | Signifies intention to apply for tax incentives      | Provides BIR Forms 1702 and 1800 and checklist of documents for attachment and assists in accomplishing said forms | 30 minutes   | Focal Person                        |     | Individual Income Tax Return (BIR Form 1702)<br>Donor's Tax Form (BIR Form 1800) |
| <b>END OF TRANSACTION</b> |  |  |  |                                     |     |  |

# REGIONAL/PROVINCIAL TRAINING CENTER

## APPLICATION FOR TRAINING

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### 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 :** 3 hours and 30 minutes

### How to Avail of the Service:

| Step | Applicant/Client   | Service Provider   | Duration of Activity<br>(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 | <ul style="list-style-type: none"> <li>▪ Provides the client with the information on the programs and services and its requirements</li> </ul> | 1 minute   | IRO Officer      |      |      |

| Step                      | Applicant/Client   | Service Provider  | Duration of Activity (under normal circumstances) | Person-in-Charge                         | Fees | Form             |
|---------------------------|--|---|---|--|------|------------------|
| 2                         | Takes the Career Profiling (YP4SC) if interested to apply for training | <ul style="list-style-type: none"> <li>Administers the Career Profiling</li> </ul>  | 2 hours   | IRO Officer<br>G. Counselor<br>Registrar |      |                  |
| 4                         | Waits for the result of the career profiling taken                     | <ul style="list-style-type: none"> <li>Interprets the results of the career profiling</li> </ul>  | 10 minutes  | G. Counselor<br>IRO Officer              |      |                  |
| 5                         | Accomplishes the application form                                      | <ul style="list-style-type: none"> <li>Checks the application form if accomplished completely</li> </ul>  | 5 minutes   | IRO Officers                             |      | Application Form |
| 4                         | Takes the qualifying examination (if necessary)                        | <ul style="list-style-type: none"> <li>Administers the qualifying examination</li> </ul>  | 55 minutes  | IRO Officers                             |      |                  |
|                           |  | <ul style="list-style-type: none"> <li>Checks the exam. Advise applicant to wait for the result</li> </ul>  | 5 minutes   | IRO Officers                             |      |                  |
| 5                         | Gets the result of his/her examination                                 | <ul style="list-style-type: none"> <li>Releases the result of exam</li> <li>Advises the applicant who failed the exam to come back for re-take after a month</li> </ul> | 5 minutes   | IRO Officer                              |      |                  |
| 6                         | Undergoes final interview with the trainer                             | <ul style="list-style-type: none"> <li>Informs client of the registration process and requirements to submit</li> </ul>   | 3 minutes   | IRO Officer                              |      | Required Forms   |
| 7                         | Get s the list of requirements for enrollment                          | <ul style="list-style-type: none"> <li>Issues the list of requirements for enrollment</li> </ul>  | 5 minutes   | IRO Officer                              |      |                  |
| <b>END OF TRANSACTION</b> |  |   |   |  |      |                  |

## REGIONAL/PROVINCIAL TRAINING CENTER

### 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 :** 17 minutes

#### How to Avail of the Service:

| Step                      | Applicant/Client   | Administrator's Office Activity  | Duration of Activity | Person-in-Charge | Fees | Form                           |
|---------------------------|--|--|----------------------|------------------|------|--------------------------------|
| 1                         | Submits the required documents for enrollment/registration       | <ul style="list-style-type: none"> <li>▪ Validates the submitted documents</li> </ul>                  | 10 minutes           | Registrar        |      | Enrollment Form (NMIS Form 01) |
| 2                         | Fills-in the enrollment/registration form                        | <ul style="list-style-type: none"> <li>▪ Validates the accomplished form</li> </ul>                    | 5 minutes            | Registrar        |      |                                |
| 3                         | Get information on the date of orientation and start of training | <ul style="list-style-type: none"> <li>▪ Advises when to start the orientation and training</li> </ul> | 2 minutes            | Registrar        |      |                                |
| <b>END OF TRANSACTION</b> |  |  |                      |                  |      |                                |

# REGIONAL/PROVINCIAL TRAINING CENTER

## 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 :** 17 minutes

**How to Avail of the Service:**

| Step                      | Applicant/Client  | Administrator's Office Activity  | Duration of Activity | Person-in-Charge | Fees | Form                    |
|---------------------------|---|--|----------------------|------------------|------|-------------------------|
| 1                         | Goes to the Registrar's Office and request for release of Certificate of Training     | <ul style="list-style-type: none"> <li>▪ Gives form and inform the graduate of the requirements for release</li> </ul>                           | 5 minutes            | Registrar        |      | Request Form            |
| 2                         | Fills-in the form with attached documentary requirements and submit to the Registrars | <ul style="list-style-type: none"> <li>▪ Checks and verifies records</li> <li>▪ Check authenticity and validity of submitted document</li> </ul> | 10 minutes           | Registrar        |      |                         |
| 4                         | Claims Certificate of Training and signs on the Training Certificate Record Book      | <ul style="list-style-type: none"> <li>▪ Releases Certificate of Training</li> </ul>   | 2 minutes            | Registrar        |      | Certificate of Training |
| <b>END OF TRANSACTION</b> |   |  |                      |                  |      |                         |



# TESDA SCHOOL

## APPLICATION FOR TRAINING

---

### Schedule of Application:

Monday - Thursday  
8:00 am – 5:00 pm without noon break

### Who May Avail of the Service:

High School Graduates

### What Are the Requirements:

- At least 16 years old
- Undergo the YP4SC in the absence of NCAE
- Photocopy of Birth Certificate (NSO authenticated)
- 5 pieces 1x1 ID picture with white background
- Original copy of Form 138-A or High School Report Card

**Duration :** 2 hours and 25 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 | <ul style="list-style-type: none"> <li>▪ Provides the client with the information on the programs and services and its requirements</li> </ul> | 5 minutes   | Information Referral Officer (IRO) |      |      |

| <b>Step</b>               | <b>Applicant/Client</b>  | <b>Service Provider</b>  | <b>Duration of Activity<br/>(under normal circumstances)</b> | <b>Person-in-Charge</b>                  | <b>Fees</b> | <b>Form</b>      |
|---------------------------|--|--|--|--|-------------|------------------|
| 2                         | Takes the Career Profiling (YP4SC) if interested to apply for training | <ul style="list-style-type: none"> <li>▪ Administers the Career Profiling</li> </ul>                       | 2 hours  | IRO Officer<br>G. Counselor<br>Registrar |             |                  |
| 3                         | Waits for the result of the career profiling taken                     | <ul style="list-style-type: none"> <li>▪ Interprets the results of the career profiling</li> </ul>         | 10 minutes   | G. Counselor<br>IRO Officer              |             |                  |
| 4                         | Accomplishes the application form                                      | <ul style="list-style-type: none"> <li>▪ Checks the application form if accomplished completely</li> </ul> | 5 minutes  | IRO Officers                             |             | Application Form |
| 5                         | Gets the list of requirements for enrollment                           | <ul style="list-style-type: none"> <li>▪ Issues the list of requirements for enrollment</li> </ul>         | 5 minutes  | IRO Officer                              |             |                  |
| <b>END OF TRANSACTION</b> |  |  |  |  |             |                  |

# TESDA SCHOOL

## REGISTRATION/ENROLLMENT PROCEDURE

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**Schedule of Registration:**

Monday - Friday  
 8:00 am – 5:00 pm without noonbreak

**Who May Avail of the Service:**

High School Graduates

**What Are the Requirements for Submission:**

- At least 16 years old
- Undergo the YP4SC in the absence of NCAE
- Photocopy of Birth Certificate (NSO authenticated)
- 5 pieces 1x1 ID picture with white background
- Original copy of Form 138-A or High School Report Card

**Duration :** 27 minutes

**How to Avail of the Service:**

| Step                      | Applicant/Client   | Administrator’s Office Activity  | Duration of Activity | Person-in-Charge | Fees | Form                           |
|---------------------------|--|--|----------------------|------------------|------|--------------------------------|
| 1                         | Submits the required documents for enrollment/registration       | <ul style="list-style-type: none"> <li>▪ Validates the submitted documents</li> </ul>                  | 10 minutes           | Registrar        |      | Enrollment Form (NMIS Form 01) |
| 2                         | Fills-in the enrollment/registration form                        | <ul style="list-style-type: none"> <li>▪ Validates the accomplished form</li> </ul>                    | 5 minutes            | Registrar        |      |                                |
| 3                         | Get information on the date of orientation and start of training | <ul style="list-style-type: none"> <li>▪ Advises when to start the orientation and training</li> </ul> | 2 minutes            | Registrar        |      |                                |
| <b>END OF TRANSACTION</b> |  |  |                      |                  |      |                                |

# TESDA SCHOOL

## RELEASING OF CERTIFICATE OF TRAINING

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**Schedule of Registration:**

Monday - Friday  
8:00 am – 5:00 pm

**Who May Avail of the Service:**

School graduates

**What Are the Requirements for Submission:**

School ID

**Duration :** 17 minutes

**How to Avail of the Service:**

| Step                      | Applicant/Client  | Administrator's Office Activity   | Duration of Activity | Person-in-Charge | Fees | Form                    |
|---------------------------|---|---|----------------------|------------------|------|-------------------------|
| 1                         | Goes to the Registrar's Office and request for release of Certificate of Training | <ul style="list-style-type: none"> <li>▪ Gives form and inform the graduate of the requirements for release</li> <li>▪ Verifies the name of the graduate in the Masterlist</li> </ul> | 5 minutes            | Registrar        |      | Request Form            |
| 2                         | Accomplishes the Request Form   | <ul style="list-style-type: none"> <li>▪ Checks and verifies records</li> <li>▪ Check authenticity and validity of submitted document</li> </ul>                                      | 10 minutes           | Registrar        |      |                         |
| 3                         | Claims Certificate of Training and signs on the Training Certificate Record Book  | <ul style="list-style-type: none"> <li>▪ Releases Certificate of Training</li> </ul>  | 2 minutes            | Registrar        |      | Certificate of Training |
| <b>END OF TRANSACTION</b> |   |   |                      |                  |      |                         |

## AVAILMENT OF TRAINING FOR WORK SCHOLARSHIP PROGRAM (TWSP) (External Customers)

### Schedule of Availability of Service:

Monday – Friday  
8:00 am to 5:00 pm

### Who May Avail of the Service:

- 15 years and above
- Out-of-School Youth (OSY)
- Retrenched Workers
- Displaced Overseas Filipino Workers (OFWs)

### What are the Requirements:

- NCAE or undergo TESDA's YP4SC

Duration: 1 hour

### How to Avail of the Service from the Provincial/District Offices/Tek-Bok Providers (TBP):

| Step | Applicant/Client                              | Service Provider  | Duration of the Activity (Under the Normal Circumstances) | Person in Charge  | Fees | Form                               |
|------|---|---|---|---|------|------------------------------------|
| 1    | Applicant inquires available scholarship      | <ul style="list-style-type: none"> <li>• Gives a brief overview of the scholarship program</li> <li>• Provides Applicant with list of TekBok Providers and qualifications offered</li> <li>• Provides profile form</li> </ul> | 30 minutes.   | District Office(DO)/Provincial Office (PO) TWSP Focal Person/ TBP Information Officer |      | NMIS 01C Participants Profile Form |
| 2    | Applicant fills up Participant's Profile Form |   | 15 minutes  |   |      | NMIS 01C Participants Profile Form |

| Step                      | Applicant/Client                             | Service Provider  | Duration of the Activity (Under the Normal Circumstances) | Person in Charge                                 | Fees | Form |
|---------------------------|--|---|---|--|------|------|
|                           |  |   |   |  |      |      |
| 3                         | Applicant submits 'Participants Profile form | <ul style="list-style-type: none"> <li>Evaluates profile</li> </ul> | 15 minutes  | DO/PO TWSP Focal Person/ TBP Information Officer |      |      |
| <b>END OF TRANSACTION</b> |  |   |   |  |      |      |