

# VISION, MISSION, AND VALUE STATEMENT

## **VISION**

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

## **MISSION**

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

## **VALUES STATEMENT**

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

## PERFORMANCE PLEDGE

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

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

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

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

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

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

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

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

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

Done, this \_\_\_\_\_ day of \_\_\_\_\_ in \_\_\_\_\_ .

Signed:

Officials and Employees

## COMPLAINTS AND FEEDBACK MECHANISM

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

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

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

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

Talk to our Customer Service Officer

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

THANK YOU for helping us continuously improve our services.

## LIST OF TESDA FRONTLINE SERVICES

Type of Frontline Service	Fees*	Forms**	Processing Time (Under normal circumstances per transaction)	Form
<b>ACCREDITATION (TESDA Provincial Offices)</b>				
Application for Accreditation as Competency Assessor		TESDA-OP-CO-04-F14 TESDA-OP-CO-04-F15 TESDA-OP-CO-04-F16 TESDA-OP-CO-04-F18 TESDA-OP-CO-04-F19 TESDA-OP-CO-04-F21 TESDA-OP-CO-04-F22	5 days	Application Form for Accreditation
Application for Accreditation as Assessment Center		TESDA-OP-CO-03-F01 TESDA-OP-CO-05-F02 TESDA-OP-CO-03-F03 TESDA-OP-CO-03-F04 TESDA-OP-CO-03-F05 TESDA-OP-CO-05-F08 TESDA-OP-CO-03-F07	10 days	Accreditation Certificate Affidavit of Undertaking

Type of Frontline Service	Fees*	Forms**	Processing Time (Under normal circumstances per transaction)	Form
		TESDA-OP-CO-03-F011		
<b>ASSESSMENT (TESDA Provincial Offices)</b>				
Issuance of National Certificate(NC)/ Certificate of Competency (COC)	Php 50.00	TESDA-OP-CO-05-F08 TESDA-OP-CO-05-F39/F40 TESDA-OP-CO-05-F42	40 minutes	
<b>CERTIFICATION (TESDA Provincial Offices)</b>				
Issuance of Certification/Authentication/ Verification (CAV) of Scholastic Record	Php 30.00	CAV Form 1	8.5 days	Application Form
Filing Request and Release for Special Order (SO)		SO Form 1	3 days	
<b>AVAILMENT OF TRAINING ( Regional/Provincial Training Center)</b>				
Application for Training			2 hours 36 minutes	Application Form
Registration/Enrollment Procedures			37 minutes	Enrollment Form Assessment Form
Releasing of Certificate of Training			3 hours 10 minutes	Request Form

Type of Frontline Service	Fees*	Forms**	Processing Time (Under normal circumstances per transaction)	Form
<b>REGISTRATION (TESDA Provincial Offices)</b>				
Program Registration – Unified TVET Program, Registration and Accreditation System (UTPRAS)	P 2,000.00	TESDA-SOP-CO-01-F02  TESDA-SOP-CO-01-F19  TESDA-SOP-CO-01-F20 or  TESDA-SOP-CO-01-F23	21 working days	
<b>CUSTOMER INQUIRY AND FEEDBACK</b>				
Public Assistance Counter		TESDA-OP-AS-03-F01	2 hours (PAC, Face-to-Face)  5 working days (Emails and SMS)	Customer Inquiry and Feedback Form

\*Fees are subject to change

\*\*Forms are available FREE OF CHARGE

## 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\*\*

\*Except holidays and work suspensions.

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

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

General Public

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

### **Requirements:**

None

### **Duration:**

2 hours (PAC, Face-to-Face)

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

## How to avail of the service?

### Public Assistance Counter

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Customer visits TESDA Office	Customer Service Officer (CSO) receives and requests customer to fill out Customer Inquiry and Feedback Form	2 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Inquiry and Feedback Form (TESDA-OP-AS-03- F01)
2		CSO interviews and assesses Customer needs based on information provided on Customer Inquiry and Feedback Form	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Inquiry and Feedback Form (TESDA-OP-AS-03- F01)
3		CSO provides information on inquiry	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Inquiry and Feedback Form (TESDA-OP-AS-03- F01)
		If Customer inquiry requires service/s of Program Focal/s, CSO refers customer/s to Concerned Office/Focal Person.	2 minutes		-	
		CSO writes the name of the Focal Person to be visited by the Customer on the Customer Inquiry Feedback Form.	1 minute	Angeles C. Casagan/ Angelina A. Javier		



Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
		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	Angeles C. Casagan/ Angelina A. Javier		
		CSO advises Customer to return to the Customer Inquiry and Feedback Form to CSO after completing his/her transaction/s.	1 minute	Angeles C. Casagan/ Angelina A. Javier		
4		CSO advises the Concerned Office/Focal Person regarding the referred Customer and his/her inquiry.	2 minutes	Angeles C. Casagan/ Angelina A. Javier	-	
5		Concerned Office/Focal Person provides Customer need/s and service/s.	10 minutes	Focal Person of the Concerned Office	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
		Concerned Office/Focal Person indicates action taken on the inquiry reflected on the Customer Inquiry and Feedback Form.		Focal Person of the Concerned Office		
		Concerned Office/Focal Person advises the Customer to return the	2 minutes	Focal Person of the Concerned Office		

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
		Customer Inquiry and Feedback Form to CSO.				
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	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
7		CSO records inquiry using Face to face Customer Feedback Logbook/Log sheet Form	2 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Monitoring Report of Customer Feedback Form Results (TESDA-OP-AS-03-F02)
8		CSO files Customer Inquiry and Feedback Form	2 minutes	Angeles C. Casagan/ Angelina A. Javier		
<b>END OF TRANSACTION</b>						

## Calls

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Customer calls the TESDA Hotline number	CSO receives telephone picks up the call within two (2) rings	2 minutes	Angeles C. Casagan/ Angelina A. Javier		
2		CSO logs Caller's name, location, inquiry/complaints in the CCU Client Log Form. Call transactions are recorded for quality assurance.	2 minutes	Angeles C. Casagan/ Angelina A. Javier		Central Office CCU Client Log Form (TESDA-OP-AS-03- F03)  Regional/Provincial Office Customer Logsheet for Telephone, SMS, Mails (TESDA-OP- AS-03-F05)
3		CSO provides the information to Callers inquiries.	2 minutes	Angeles C. Casagan/ Angelina A. Javier		
		If Callers inquiry/complaint/s requires the action of Concerned Office/Focal Person/s, CSO refers Callers to proper TESDA Office.	2 minutes			

4		Concerned Office/Focal Person provides Callers information on inquiry.	10 minutes	Focal Person of the Concerned Office	-	
		Concerned Office/Focal Person logs Customer/s inquiry/Complaint/s and action taken on referrals by the CSO.				
5		Concerned Office/Focal Person submits report on actions taken on referrals/ inquiries/complaints to the Head of the CRMS.	21 <sup>st</sup> 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	Angeles C. Casagan/ Angelina A. Javier	-	
<b>END OF TRANSACTION</b>						

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

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Customer sends emails or SMS to TESDA email account and SMS number	CSO accesses email account and TESDA Online SMS facility from Monday to Friday, from 8:00am-5:00pm.	1 minute	Angeles C. Casagan/ Angelina A. Javier		
2		CSO replies to emails and SMS messages	3 minutes	Angeles C. Casagan/ Angelina A. Javier		
3		CSO provides the information on inquiries.	2 minutes	Angeles C. Casagan/ Angelina A. Javier		
		If email and SMS inquiry requires the action of Concerned Office/Focal Person/s, CSO forwards emails/SMS to proper TESDA Office.	2 minutes			
4		CSO logs inquiries/complaints received through emails and SMS in the CCU email and SMS log forms.	2 minutes	Angeles C. Casagan/ Angelina A. Javier		Monitoring of Complaints Received (TESDA-OP-AS-03- F04)
5		Concerned Office/Focal Person provides replies to emails/SMS inquiry/complaint.	10 minutes	Focal Person of the Concerned Office	-	

		Concerned Office/Focal Person logs Customer/s inquiry/Complaint/s and action taken on referrals by the CSO				
6		Concerned Office/Focal Person reports Callers actions taken on referrals/ inquiries/complaints to the Head of the CRMS.	21st day of the succeeding month	Focal Person of the Concerned Office	-	Monitoring of Complaints Received (TESDA-OP-AS-03-F04)
<b>END OF TRANSACTION</b>						

## COMPLAINTS HANDLING

### Public Assistance Counter (PAC)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	If Customer wishes to give a suggestion/file a complaint	CSO requests the Customer to write his/her Complaint in the Complaint Report Form.  For Feedback, Customer/s is/are requested to write his/her Feedback in the Request/Feedback Form.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Complaint Report Form (TESDA-OP-AS-03-F10)  Request/Feedback Form (TESDA-SOP-CSC-03-F08)
2		CSO reads and assesses the nature of the complaint.  Complaints about TESDA personnel are endorsed to the Administrative Complaints Committee (ACC).  Complaints about Specific TESDA Programs are endorsed to Concerned Office (Executive/Regional/Provincial Office).	Simple Transaction – 5 Working Days  Complex Transaction – 10 Working Days per Process  Complaints – 17 Working Days	Angeles C. Casagan/ Angelina A. Javier	-	Transmittal of Documents, Reports, and Electronic Mails (emails) (TESDA-OP-AS-03-F09)
3		For other Feedback, the CSO forwards the Form to the Concerned office/person for immediate and appropriate action.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
		CSO requests clients to wait at the Customer's waiting area as his/her feedback is elevated to Concerned Office/person for immediate and appropriate action.				
4		For complaint/s, Concerned Office/Focal Person acknowledges the forwarded complaint/s.  The Concerned Office/Focal Person assesses and reviews the details of complaint/s.	2 minutes	Focal Person of the Concerned Office	-	Complaint Report Form (TESDA-OP-AS-03-F10)  Request/Feedback Form (TESDA-OP-AS-03-F08)
5		Concerned Office requests for a meeting with the complainant/sends a communication regarding his/her complaint.  Concerned office/Focal Person resolves the forwarded Customer complaint/s.	20 minutes	Focal Person of the Concerned Office	-	
6	Customer receives feedback on actions taken by Concerned Office/Person	Concerned Office/Person provides CSO information on the action taken on the complaint forwarded by CSO.	5 minutes	Focal Person of the Concerned Office	-	



Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
7		CSO interviews Customer to gather feedback/reaction on the action taken on his complaint.	3 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
8	If Customer is not satisfied with the action taken	CSO informs the Concerned Office/Focal Person about the Customer reaction/s and re-sends Customer Inquiry and Feedback Form.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
9		Concerned office/Focal Person refers issue to Regional Director	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		Regional Director reviews the background of complaint and other documents	20 minutes	RD DJ Navarro or Representative from Top Management		
12		Regional Director Concerned provides appropriate/necessary action on complaint	15 minutes	RD DJ Navarro or Representative from Top Management		
		If Regional Director Concerned is not available at the time of the complaint,	15 minutes	Focal Person of the Concerned Office		

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
		the Concerned person/office informs the CSO.				
13		CSO informs the Customer that he/she will be informed appropriately on the status of his/her complaint through letter.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	
14	Customer receives feedback on the action taken by the top management on the complaint	CSO sends the response letter/action taken to the complainant together with the Customer Feedback Form through the Records Section.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
15		CSO requests complainant through letter to return the Customer Inquiry and Feedback Form with the corresponding rating for the service/action provided on his complaint by the CSO and Concerned Office/person.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
16	Customer returns the filled-out Customer Feedback Form	CSO files Customer Feedback Form	2 minutes	Focal Person of the Concerned Office	-	
<b>END OF TRANSACTION</b>						

## Calls, SMS, Emails

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
1	Customer calls/sends email or SMS to report a complaint	CSO receives, logs and records complaint/s received through call.  CSO prints complaint/s received through emails and SMS.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Central Office CCU Client Log Form (TESDA-OP-AS-03-F03)
2		CSO provides callers with information on the action to be taken by CSO to address his/her complaint/s.  CSO acknowledges the complaint/s received through email/SMS and provides information on the action to be taken by CSO to address his/her complaint/s.	5 minutes	Angeles C. Casagan/ Angelina A. Javier		
3		CSO transcribes the recorded conversation in the Complaint Report Form.	20 minutes	Angeles C. Casagan/ Angelina A. Javier		Complaint Report Form (TESDA-OP-AS-03-F10)
4		CSO reads and assesses the nature of complaint received through email/SMS.  Complaints about to TESDA personnel are endorsed to the	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Transmittal of Documents, Reports and Electronic Mails (emails) Form (TESDA-OP-AS-03-F09)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
		Administrative Complaints Committee (ACC)  Complaints about Specific TESDA Programs are endorsed to Concerned Office (Executive/Regional/Provincial Office)				
5		Concerned office/Focal person acts on the feedback/complaint within prescribed timelines.	Simple Transaction – 5 Working Days  Complex Transaction – 10 Working Days per Process  Complaints – 17 Working Days	Focal Person of the Concerned Office	-	
6		CSO logs feedback/complaint/s for monitoring.	3 minutes	Angeles C. Casagan/ Angelina A. Javier		
7		Concerned office/Focal person undertakes action/prepares reply letter on the inquiry/complaint.		Focal Person of the Concerned Office	-	

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in-Charge	Fees	Form
8		Concerned office/ Focal person provides/furnishes CSO a copy of the reply letter on the forwarded feedback/complaint/s.	Within five (5) working days upon transmittal of the complaint	Focal Person of the Concerned Office	-	
9		CSO logs the action taken and files the copy of the reply letter.	3 minutes	Angeles C. Casagan/ Angelina A. Javier	-	
10		CSO informs the Caller of the action taken, sends an email and SMS to the Customer regarding the action taken on his complaints closure.	10 minutes	Angeles C. Casagan/ Angelina A. Javier	-	
11		CSO requests Caller/email/SMS sender through letter to return the Customer Feedback Form with the corresponding rating for the service/action provided on his complaint by the CSO and Concerned Office/person.	5 minutes	Angeles C. Casagan/ Angelina A. Javier	-	Customer Feedback Form (TESDA-OP-AS-03-F01)
12	Customer returns the filled-out Customer Feedback Form	CSO files Customer Feedback Form	2 minutes	Focal Person of the Concerned Office	-	
<b>END OF TRANSACTION</b>						

## Application for Accreditation as Competency Assessors

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

Monday-Friday

8:00am – 5:00pm

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

Trainers-Assessors

Industry experts

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

TESDA Provincial /District Offices

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

Letter of Intent

Accomplished Application Form (with picture, passport size)

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

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

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

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

For reaccreditation, Certificate of Attendance on Assessment Moderation/Calibration

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

**Duration:** 5 days

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

## Application for Accreditation as Assessment Center

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

Monday-Friday

8:00 am – 5:00 pm

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

TVET Institutions

Industry Associations

Private companies/business enterprises

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

TESDA Provincial /District Offices

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

- Letter of Intent
- Copy of SEC Registration (For private companies – to include conduct of assessment as one of the primary purposes of Incorporation). Entities with legal personality (CDA-registered, R.A. except sole proprietorship) will be considered.
- Business Permit (current and valid)
- BIR registration
- Building Lay-out/Floor plan/Shop lay-out
- Company Profile
- Location Map



- List of complete facilities, tools, equipment, and materials appropriate to the Qualification(s) applied for
- Organizational Structure
- Staff Complement and Profile
- Self-Assessment Checklist (TESDA-OP-CO-03-F03)
- Lease contract/proof of ownership of the location/premises of the Assessment Center
- Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04)

**Duration:** 10 days

**How to avail of the service?**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Inquires on the accreditation process	Provides information on the accreditation process  Provides checklist of requirements  Conducts orientation	1 day	Assessment Focal Staff  Provincial Director		TESDA-OP-CO-03-F01  TESDA-OP-CO-05-F02  TESDA-OP-CO-03-F03  TESDA-OP-CO-03-F04
2	Submits requirements for accreditation and	Evaluate documents submitted by applicants	3 days	Assessment Focal	P1,500.00	TESDA-OP-CO-03-F05

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
	pays 50% Accreditation Fee	Organize Inspection Team	2 days	Provincial Director		TESDA-OP-CO-05-F08
	Attends training on AC Operations	Conduct Ocular Inspection	1 day	Inspection Team		TESDA-OP-CO-03-F07
	Returned copy of Notarized AOU and Pays the remaining 50% accreditation fee	Submits report of Inspection	1 day	Provincial Director		TESDA-OP-CO-03-F011
		Trains AC Manager and Processing Officer on the use of T2MIS & AC Operation	1 day			
		Prepares Certificate of Accreditation & Affidavit of Undertaking	1 days			
		Issues Certificate of Accreditation				
<b>END OF TRANSACTION</b>						

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

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

Monday-Friday

8:00-5:00

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

Successful candidates of competency assessment

### **Where to claim NC/COC?**

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

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

3 working days after assessment

### **What are the requirements?**

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

Certificate Fee

**Duration:** 40 minutes

**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	Present original copy of CARS with Picture (passport size, white background, with collar)	Checks CARS, RWAC and List of NCs/COCs for release  Requests applicant to pay certificate fee to the Cashier	15 minutes	Assessment Focal Staff	Php50.00	TESDA-OP-CO-05-F08
		Prepare NC/COC	20 minutes			TESDA-OP-CO-05-F39/F40
2	Claim NC/COC	Requests candidate to sign in the Tracking Sheet  Issues NC/COC	5 minutes	Assessment Focal Staff		TESDA-OP-CO-05-F42
<b>END OF TRANSACTION</b>						

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

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

Monday-Friday

8:00-5:00

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

TESDA Employees, Trainees and Walk-in

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

Registration Form

Order of Payment

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

At respective offices concerned

### **Duration:**

21 Minutes and 10 seconds

**How to avail of the service?**

<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		Informs Client on the procedures for the issuance of NC/COC/CAV	2 minutes	Concerned Office Focal Person	N/A	N/A
2		Requests customer to proceed to Accounting Division, 4th Floor, Administration Building to get Order of Payment	N/A	Concerned Office Focal Person	N/A	N/A
3	Inquires from the Lobby Security Guard on duty	Refers to the Public Assistance Counter	1 minute	Security Guard on Duty	N/A	N/A
4	Inquires from the Public Assistance Counter (PAC) on the issuance of Order of Payment	Customer Service Officer (CSO) at the PAC gives Customer Inquiry and Feedback Form (CIFF) and gives instruction on how to fill-up the CIFF	1 minute	Customer Service Officer	N/A	Customer Inquiry and Feedback Form (CIFF)
5	Fills-out the Customer Inquiry and Feedback form	Refers the customer to Accounting Division, 4th Floor, Administration Building for the issuance of Order of Payment	2 minutes	Customer Service Officer	N/A	Customer Inquiry and Feedback Form (CIFF)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in- Charge	Fees	Form
6	Requests issuance of Order of Payment	Accomplishes Order of Payment (OP) and indicates the amount to be paid at the Cash Unit	1 Minute	Accounting Division Staff	Please see attached Annex	Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant
7		Indicates initials on the OP form	10 seconds	Accounting Division Staff	N/A	Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant
		Records the OP in the logbook	1 Minute	Accounting Division Staff	N/A	Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant
		Issues the OP to the customer	1 minute	Accounting Division Staff	N/A	Pre-numbered Order of Payment and stamped with the signature of the Chief Accountant
8	Receives the accomplished OP	Refers to the Cash Unit, 3rd Floor, Administration Building for Payment	1 minute	Accounting Division Staff	N/A	Order of Payment (Annex 14a)

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person-in- Charge	Fees	Form
9	Proceeds to the Cash Unit		N/A	N/A	N/A	Order of Payment
10	Presents OP to the Cash Unit Staff	Issues OR per OP presented by the customer	3 Minutes	Cash Unit Staff		Order of Payment Official Receipt
11	Gives back the duly accomplished Customer Inquiry and Feedback Form to the PAC Officer with the corresponding rating for services rendered by the PAC/Focal Service Provider	Records and files the Customer Inquiry and Feedback Form	3 Minutes	Customer Service Officer	N/A	CIFF
12	Proceeds to the concerned Office for the issuance of the NC/COC/CAV	Receives OR and Releases NC/COC/CAV to the Customer	5 minutes	Concerned Office Focal Person		NC, COC, CAV
<b>END OF TRANSACTION</b>						



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

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### **Schedule of Application:**

Monday - Thursday

8:00 am – 5:00 pm

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

Undergraduates and graduates of TVET programs registered under TESDA

### **Where can they file their request?**

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

### **What are the requirements?**

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

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

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

**How to avail of the service?**

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

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

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

Monday-Friday

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

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

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

### **Where can they file their request?**

TESDA Provincial/District Office where TVI is located

### **What are the requirements?**

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

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

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

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

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

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

**How to avail of the service?**

<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		Receives from TVET Institution the letter request for SO numbers, the list of graduates and the required documents	0.5 days	SO/CAV Focal Person / Assigned Officer-of-the-day	Free	SO Form 1
2		Checks/verifies the list vis-à-vis registered programs and Training/Employment Report (MIS 03-02)	0.5 days			
3		If documents are in order, issues appropriate SO numbers to the TVI	2 days			
<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:

A primary purpose of offering TVET education in the country;

A capitalization of at least 60% Filipino; and

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

## **What are the requirements?**

Corporate and Administrative Documents

Letter of application

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

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

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

Articles of Incorporation

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

Current Fire Safety Certificate

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

#### Curriculum and Program Delivery

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

Curriculum design

Modules of instruction

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

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

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

Shop layout of training facilities indicating the floor area

#### Faculty and Personnel

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

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

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

#### Academic Rules

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

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

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

Rules on attendance

## Support Services

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

Career guidance services are available to the students/trainees

Community outreach program (documented evidences available) – optional

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

**Duration:** 20 Calendar Days

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

## How to avail of the service?

### Provincial/District Offices

Step	Applicant / Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1		Conduct of orientation on program registration application	1 day (not included in total PCT)			TESDA-SOP-CO-01-F02
2		Review of Program Application (from receipt of complete documents to evaluation of documents)	7 working days			Program Registration Requirements Checklist:

Step	Applicant / Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
		<ul style="list-style-type: none"> <li>A checklist of requirements shall be accomplished upon receipt of documents</li> </ul>				<ul style="list-style-type: none"> <li>Institution-based</li> <li>Company-based</li> </ul>
3		Conduct of site inspection and prepare reports (from scheduling of inspection, issuance of notice to conduct inspection, actual inspection and preparation of inspection report)	9 working days			TESDA-SOP-CO-01-F19
4		Prepares recommendation to RO (from preparation of recommendation to submission to RO of complete documents)				
5		Issues CTPR/Letter of Denial (from receipt of complete documents by RO, final review, preparation and signing of CTPR or letter of denial to PO and release of CTPR or letter of Denial to TVI)	4 working days			TESDA-SOP-CO-01-F20 or TESDA-SOP-CO-01-F23
<b>END OF TRANSACTION</b>						



## REGIONAL/PROVINCIAL TRAINING CENTER/SCHOOL

### 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:** 2 hours and 36 minutes

**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	Inquires from the Information and Referral Office (IRO) Officer information about the training program of interest and/or service the applicant wants to avail	Provides the client with the information on the programs and services and its requirements	1 minute	IRO Officer		
2	Takes the Career Profiling (YP4SC) if interested to apply for training	Administers the Career Profiling	2 hours	IRO Officer G. Counselor Registrar		
4	Waits for the result of the career profiling taken	Interprets the results of the career profiling and provide feedback to client	10 minutes	G. Counselor		
5	Accomplishes the application form	Checks the application form if accomplished completely	5 minutes	IRO Officers		Application Form
4	Takes the qualifying examination (if necessary)	Administers the qualifying examination	1 hour	IRO Officers		
		Process the examination	10 minutes	IRO Officers		

5	Gets the result of his/her examination	Releases the result of exam and provides feedback to client	5 minutes	IRO Officer		
6	Gets the list of requirements for enrollment	Informs client of the registration process and requirements to submit	5 minutes	IRO Officer		Required Forms
<b>END OF TRANSACTION</b>						

## Registration/Enrollment Procedure

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### **Schedule of Registration:**

Monday - Friday

8:00 am – 5:00 pm

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

Applicants who passed the qualifying examination and interview; and

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

### **What are the requirements for submission?**

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

Barangay Clearance

Police Clearance

Medical Certificate

**Duration:** 37 minutes

**How to avail of the service?**

<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	Submits the required documents for enrollment/registration	Validates the submitted documents	10 minutes	Registrar		
2	Fills-in the enrollment/registration form	Checks the accomplished form	10 minutes	Registrar		
3	Settle enrollment requirement/fees	Process enrollment	15 minutes	Registrar Cashier		Enrollment Form Assessment Form
4	Get information on the date of orientation and start of training	Provides schedule the orientation and training	2 minutes	Registrar		
<b>END OF TRANSACTION</b>						

## 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?**

RTC/PTC graduates

### **What are the requirements for submission?**

RTC/PTC Trainee's ID

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

**Duration:** 3 hours and 10 minutes

**How to avail of the service?**

<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	Goes to the Registrar's Office and request for release of Certificate of Training	Gives form and request and inform the graduate of the requirements for release	5 minutes	Registrar		Request Form
2	Fills-in the form with attached clearance requirements and submit to the Registrars	Checks and verifies records Check authenticity and validity of submitted document	3 hours	Registrar		Clearance Form
4	Claims Certificate of Training and signs on the Training Certificate Record Book	Releases Certificate of Training	5 minutes	Registrar		Certificate of Training
<b>END OF TRANSACTION</b>						

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

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

Monday – Friday

8:00 am to 5:00 pm

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

### **Training for Work Scholarship Program:**

18 years and above

Target beneficiaries shall include but not limited to the following:

- Drug dependent surrenderers and family members
- Out-of-school youth
- Unemployed
- Underemployed
- Industry workers obtaining skills upgrading training programs
- OFWs and their dependents
- Basic and marginalized sectors such as:
  - Persons with Disabilities (PWDs)
  - Farmers and fishermen
  - Disadvantaged women
  - Indigenous Peoples (IPs)
  - Solo parents and their children
  - Senior citizens
  - Rebel returnees/decommissioned combatants
  - Wounded in-action (WIA) AFP and PNP personnel
  - Urban & rural poor
  - Victims of Natural Disasters and Calamities
  - Victims of Human Trafficking
  - Displaced Higher Education Institutions (HEIs) teaching personnel



- Micro entrepreneurs and their family members
- Cooperatives intending to engage or expand business enterprise
- Employees with contractual/Job Order status to help them engage in entrepreneurial activities and consequently become contributors to job generation
- Farmers and fishermen and family members
- Other marginalized groups may also avail of the scholarship program subject to pre-qualification
- Other targeted special groups:
  - Family members of AFP and PNP personnel killed and wounded in-action (KWIA)
  - Inmates and detained including their families
- TVET Trainers
- Current employed workers (CACW)

**Training for Work Scholarship Program:**

15 years and above

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

Target beneficiaries shall include but not limited to the following:

- Drug dependent surrenderers and family members
- Out-of-school youth
- Unemployed
- Underemployed
- Industry workers obtaining skills upgrading training programs
- OFWs and their dependents
- Basic and marginalized sectors such as:
  - Persons with Disabilities (PWDs)
  - Farmers and fishermen
  - Disadvantaged women
  - Indigenous Peoples (IPs)
  - Solo parents and their children
  - Senior citizens
  - Rebel returnees/decommissioned combatants
  - Wounded in-action (WIA) AFP and PNP personnel

- Urban & rural poor
- Victims of Natural Disasters and Calamities
- Victims of Human Trafficking
- Displaced Higher Education Institutions (HEIs) teaching personnel
- Micro entrepreneurs and their family members
- Cooperatives intending to engage or expand business enterprise
- Employees with contractual/Job Order status to help them engage in entrepreneurial activities and consequently become contributors to job generation
- Farmers and fishermen and family members
- Other marginalized groups may also avail of the scholarship program subject to pre-qualification
- Other targeted special groups:
  - Family members of AFP and PNP personnel killed and wounded in-action (KWIA)
  - Inmates and detained including their families
- TVET Trainers
- Current employed workers (CACW)

**Duration:** 1 hour

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

<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	Applicant inquires available scholarship to PAC	Gives a brief overview of the scholarship program  Provides Applicant with list qualifications under TWSP/STEP/PESFA Providers offering the course  Provides profile form	30 minutes	Provincial Office (PO) TWSP Focal Person/ TBP Information Officer		Participants Profile Form
2	Applicant fills up Profile Form		15 minutes			Participants Profile Form
3	Applicant submits 'Participants Profile form	Evaluates profile	15 minutes	PO TWSP Focal Person/TBP Information Officer		
4	Applicant suggest preferred cause / TVET provider	Evaluates profile  Advice/inform applicant on action to be taken based on guidelines				
<b>END OF TRANSACTION</b>						

