



Technical Education and Skills Development Authority

CITIZEN'S CHARTER
(CY 2021 Edition)



I. Mandate

The Technical Education and Skills Development Authority (TESDA) is the government agency tasked to manage and supervise technical education and skills development (TESD) in the Philippines. It was created by virtue of Republic Act 7796, otherwise known as the "Technical Education and Skills Development Act of 1994". The said Act integrated the functions of the former National Manpower and Youth Council (NMYC), the Bureau of Technical-Vocational Education of the Department of Education, Culture and Sports (BTVE-DECS) and the Office of Apprenticeship of the Department of Labor and Employment (DOLE).

II. Vision

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

III. 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.

IV. Service 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 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 TESDA services for which our work group is responsible;
- To attend to all clients/ customer or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break; and
- Through example, encourage others to be guided by and adhere to the service standards spelled out in the TESDA Citizen's Charter.



Provincial Office External Services



1. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC)

Office or Division:	Provincial Office FASD			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Those who are interested to take assessment in the different qualifications offered by the TESDA Training Institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled up Application Form CHECKLIST (1 original)			Applicant	
2. Self-Assessment Guide			Provincial Office	
3. Picture, passport size, white background with collar and name tag (2 pieces)			Applicant	
4. Birth Certificate (1 photocopy)			Philippine Statistics Authority	
5. Employment Certificate (1 original); and/or			Company	
6. Training Certificate (1 photocopy/ each)			Training Center Attended	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	Provincial Office CAC Focal
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	Provincial Office CAC Focal



	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment if the number of applicants reaches to 10 and above	None	15 Minutes	Provincial Office CAC Focal
3. Receives assessment Schedule	3. Issue assessment Schedule	None	2 Minutes	Provincial Office
4. Proceeds to Assessment Center		None	2 Minutes	CAC Processing Officer AC Manager Center Chief/ Administrator Office of the Center Chief / Administrator
	TOTAL:	None	36 Minutes	

2. Accreditation of Competency Assessors

This is to recognize and authorize Filipinos who are qualified to assess competencies of candidates for national certification.

Office or Division:	Provincial Office/District Office		
Classification:	Highly Technical		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Individual who are qualified to assess competencies of candidates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent		Applicant	
2. Accomplished Application Form (1 original)			
3. Picture, 2 x 2 white background with collar (1 copy)		Applicant	
4. Certificate of Employment indicating compliance to the requirements of number		Employer/ Applicant	



of years of work/industry experience or teaching experience (1 certified true copy) as specified in the promulgated Training Regulations				
5. National Certificate (NC) Level II or higher (1 photocopy)		Applicant		
6. Training Methodology Certificate (TMC) or Certificate of Competency on Conduct Competency Assessment (TMI- COC2) (1 photocopy)		Applicant		
7. Certification on Loading (TESDA-OP-CO-04-F24) attested by the AC Manager, Lead Assessor. These certifications shall be attested by the AC Manager, Lead Assessor, and the TESDA Representative.		TESDA/ Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the accreditation of competency assessors	1. Conducts orientation on application and documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Signs the Certificate of Concurrence	2. Provides Checklist of Requirements	None		Provincial/ District Director Provincial/ District Office (PO/DO)
3.1. Submits requirements 3.2. Complies with the deficiencies if any	3.1. Receives the requirements and accomplishes the Tracking Sheet	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.2. Checks the completeness of documents/ requirements submitted	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.3. Evaluates documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office



	3.4. Prepares Letter of Notification on the results of evaluation of documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.5. Signs the notification letter	None		Provincial/ District Director Provincial/ District Office
	3.6. Transmits Letter of Notification and ensures receipt by the applicant	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.7. Encodes the profile of qualified Applicant-CA in the T2MIS and generates Accreditation Number	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.8. Prepares Certificate of Accreditation and Competency Assessor ID Card	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.9. Endorses Certificate of Accreditation and Competency Assessor ID Card to the Regional Director for approval	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.10. Reviews the accreditation documents and approves/signs the Certificate of Accreditation,	None		Regional Director Regional Office



	Identification Card and Letter of Notification			
	3.11 Sends letter of Notification to the applicant			CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
4. Pays accreditation fee and submits notarized copy of Affidavit of Undertaking (AOU)	4.1. Accepts payment and issues Official Receipt (OR)	PHP500 per qualification	2 Days	Cashier Provincial Director Provincial/ District Office
	4.2. Receives notarized copy of Affidavit of Undertaking (AOU)	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	4.3. Prepares the Affidavit of Undertaking (AOU) for Applicant-CA	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
5. Receives Certificate of Accreditation and ID Card	5.1. Issues Certificate of Accreditation and ID Card	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	5.2. Files photocopy of the Certificate of Accreditation, AOU, ID and ensures all documents related to the application are safely secured	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP500	5 Days	



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3. Accreditation of Competency Assessment Centers

This is a service provided for all qualified entities who want to engage in providing competency assessment and certification activities.

Office or Division:	Provincial/ District Office
Classification:	Highly Technical
Type of Transaction:	G2B - Government to Business
Who may avail:	TVET entity/establishment who wants to manage the assessment activities of candidates for national certification
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Intent (1 original)	Applicant CAC
2. Copy of SEC Registration or equivalent (CDA Registration, R.A except Sole Proprietorship) (1 photocopy)	Applicant CAC
3. Business Permit or its equivalent in the country of origin (1 photocopy)	Applicant CAC/LGU
4. Financial Statement (1 photocopy)	Applicant CAC
5. For newly created company, paid up capital (1 photocopy); or For existing company, latest audited financial statement by a third party (1 photocopy)	Applicant CAC
6. Fire Safety Certificate (current and valid) (1 photocopy)	Applicant CAC/BFP
7. BIR Registration or its equivalent in the country of origin (1 photocopy)	Applicant CAC/BIR
8. Building Lay-out/Floor Plan/Shop Lay-out (1 original)	Applicant CAC
9. Company Profile (1 original)	Applicant CAC
10. Location Map (1 original)	Applicant CAC



11. List of complete facilities, tools equipment and materials appropriate to the Qualification(s) applied for (1 original)		Applicant CAC/TESDA		
12. Organizational Structure and Staff Complement and Profile (1 original)		Applicant CAC		
13. Self-Assessment Checklist (TESDA-OP-CO-03-F03) (1 original)		Applicant CAC/TESDA		
14. Lease Contract/Proof of Ownership of the location/premises of the Assessment Center (1 photocopy)		Applicant CAC		
15. Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04) (1 original)		Applicant CAC/TESDA		
16. Functional CCTV with Audio				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the Accreditation of Assessment Center	1. Conducts orientation	None	1 Day	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
2. Signs the Certificate of Concurrence	2. Provides list of requirements	None		<i>Provincial/ District Director</i> District/ Provincial Office
3. Submits documents	3.1 Checks the completeness and correctness of documents	None	1 Day	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	3.2 Accomplishes Tracking Sheet for the Accreditation of Assessment Center	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
4. Pays 50% of the accreditation fee	4.1 Issues Official Receipt (OR)	PHP1,500.00 per qualification		<i>Cashier Director III</i> District/ Provincial Office



	4.2 Prepares and submits Letter of Notification (Pre-Inspection)	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	4.3 Approves Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	4.4 Informs the Applicant-AC of the evaluation results through Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director District/ Provincial Office</i>
	4.4.1 If compliant, informs Applicant-AC of the conduct of Ocular Inspection; or 4.4.2 If non-compliant, informs Applicant-AC of discrepancies or lacking requirements that need to be complied within 15 working days upon receipt of Letter of Notification (Pre-inspection)	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	4.5 Directs the conduct of inspection	None	2 Days	<i>Provincial/District Director District/ Provincial Office Director IV</i>



				Regional Office
	4.6 Schedules inspection and confirms availability of members	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.7 Issues appointment of the Inspection Team	None		<i>Provincial/District Director</i> District/ Provincial Office
	4.8 Prepares documents and administrative arrangements for the conduct of ocular inspection	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.9 Conducts calibration on the tools, equipment and facilities based on the CATs	None		<i>Provincial/District Director</i> District/ Provincial Office
	4.10 Provides Evaluation Guide and assigns inspection area to Inspection Team Members	None	1 Day	<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.11 Inspects assigned area/s	None		<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office
	4.12 Discusses findings and finalizes Inspection Report	None		<i>Inspection Team Leader</i> <i>Provincial/District Director</i> District/ Provincial Office



5. Concurs Inspection Report	5.1 Discusses findings with the Applicant-AC's authorized representative	None		<i>Inspection Team Leader Director III District/ Provincial Office</i>
	5.2 Submits the Inspection Report/Recommendation to the Provincial Director for review and consideration	None		<i>Inspection Team Leader Director III District/ Provincial Office</i>
	5.3 Reviews the Report	None		<i>Director III District/ Provincial Office Director IV Regional Office</i>
	5.4 Issues Letter of Notification (Post-Inspection)	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	5.6.1 If with non-compliance/s, the Applicant –AC is given 15 days to comply: or	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
	5.6.2 If compliant, informs the Applicant—AC of the approval and provides Affidavit of Undertaking (AOU)	None		<i>Provincial/District Director District/ Provincial Office Director IV Regional Office</i>
6. Attends training on the use of T2MIS and AC Operations	6.1 Conducts training to the AC Manager and Processing Officer on the use	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>



	of T2MIS and AC Operations			
	6.2 Provides the Accredited Competency Assessment Center (ACAC) copy of the T2MIS User's Manual and AC Operations Manual	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	6.3 Issues Certificate of Training to AC Managers and Processing Officer	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	6.4 Encodes Profile of the ACAC and generates Accreditation Number from the T2MIS	None	2 Days	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	6.5 Prepares Certificate of Accreditation	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
7. Pays the remaining 50% accreditation fee and submits Affidavit of Undertaking	7.1 Accepts payment and issues Official Receipt (OR)	PHP1,500 per qualification		<i>Cashier/ Collecting Officer</i> <i>Provincial/District Director</i> District/ Provincial Office
	7.2 Receives notarized Affidavit of Undertaking	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office



8. Receives Certificate of Accreditation and template of signage	8.1 Issues Certificate of Accreditation to the ACAC upon payment fee and submission of the notarized AOU	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	8.2 Files photocopy or scanned softcopy of the Certificate of Accreditation and AOU and ensures all documents related to the application are safely secured	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	8.3 Provides ACAC template of the signage to be used in the identification of the AC	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	8.4 Updates Tracking Sheet	None		<i>PTCACS Focal Provincial/District Director District/ Provincial Office</i>
	TOTAL:	PHP3,000 per qualification	7 Days	

4. Availment of Scholarship Programs

Facilitating and providing information to the customers inquiring on scholarship availment.

Office or Division:	Provincial/District Office
Classification:	Simple



Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none"> - Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees - Filipinos, 15 years old and above 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal visit/ inquiry of client; or online scholarship inquiry/ application form		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				
1. Inquiries about available scholarship	1.1. Refers client to respective Provincial Office/Scholarship Focal	None	2 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.2. Informs clients of the different scholarship programs	None	25 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.3. Refers the client to a training provider with available scholarship slots	None	5 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
Online inquiry				
1. Fills-out the online scholarship inquiry/ application form	1.1. Receives information on the scholarship	None	5 Minutes	Provincial/District Scholarship Focal



	inquiry/ application via email			<i>Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.2. Forwards email to appropriate training provider	None	1 Minute	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	1.3. Contacts client to inform and refer to appropriate training provider	None	2 Minutes	<i>Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office</i>
	TOTAL:	None	Face to face: 32 Minutes Online: 8 Minutes	

5. Complaints Handling

The Agency processes and handles complaints filed by customers through various communication modalities: Public Assistance and Complaint Desk (PACD), calls, registered mails, and emails. The procedure in handling complaints is in accordance with the Customer Satisfaction Management System Operating Procedures which is part of TESDA QMS.

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government



Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint lodged at the Public Assistance and Complaint Desk (PACD): 1. Duly accomplished Dulugan Form (1 original) 2. Evidence to be attached to the Dulugan Form or to be sent to contactcenter@tesda.gov.ph			Provincial/District Offices Public Assistance Counter Desk (PACD)	
Complaint received through registered mails, emails and SMS shall have: 1. Full Name, address, & contact details of complainant; 2. Details of the acts complained of; 3. Person(s) charged; 4. Name of Department/ Agency of the person charged, if applicable; and 5. Evidence of violation.			Complainant	
Formal Complaint are complaints with duly notarized affidavit shall have: 1. Full Name & address of complainant; 2. Full name & address of the person complained as well as his position and office; 3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed; 4. Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; and 5. Certification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative.			Complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodges a complaint thru the different modalities For customer verbal complaints; customer is encouraged to put in writing the details of complaint	1.1. Acknowledges the complaint	None	10 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office



	1.2. Assesses the complaint	None	30 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office
	1.3. Transmits Customer complaint/s	None	2 Days	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office
	1.4. Validates and acts on complaints	None	13 Days	Customer Service Officer (CSO) Designated Provincial/District Office Customer Satisfaction Focal Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office
2. Receives/ Accepts action on complaint	2. Informs customer of actions taken	None	1 Day	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	Customer Service Officer (CSO)



				Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
4. Drops feedback form on the designated feedback box/ submits via online	4.1. Gathers feedback form from customer	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
	4.2. Reports complaints in the National, Regional and Provincial Quality Management Committee meetings	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
	TOTAL:	None	19 Days, 40 Minutes	

6. Conduct of Training Induction Program (TIP)

Training Induction Program (TIP) is being conducted to explain the implementation of TESDA's Scholarship Program to the scholars.

Office or Division:	Provincial Office/District Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen G2G - Government to Government
Who may avail:	TTI's and TVI's who implements TESDA Scholarship Program



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notarized Affidavit of Undertaking		Provincial Office/District Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Schedules the conduct of TIP using the standard format	None	15 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
	1.3. Conduct of TIP	None	4 Hours	Authorized Representative/ Provincial/ District Director Provincial/ District Office
	TOTAL:	None	4 Hours, 20 Minutes	

7. Customer Inquiry and Feedback thru the Public Assistance and Complaint Desk

The Agency through its Public Assistance and Complaint Desk (PACD) receives, facilitates, assesses and provides information and other needs of the walk-in customers.

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE



1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy)		Provincial/District Offices - Public Assistance and Complaint Desk (PACD)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the regional office	1. Receives the client/ customer	None	1 Minute	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
2. Fills-out Customer Feedback Form	2. Assesses the inquiry/ request/s	None	3 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
3.a. Obtains the requested information/ assistance from PACD, or	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned Office/ Focal Person	None	3 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office



	3.b.2. Provides assistance	None	15 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
	3.b.3. Addresses/ provides the information on inquiry/ request	None	7 Minutes	Focal Person Concerned Office/ Division/ Section Provincial/ District Director Provincial/ District Office
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day	None	1 Minute	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
	5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results	None	1 Minute	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office



	TOTAL:	None	By PACD alone: 13 Minutes With Concerned Office: 33 Minutes	
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8. Customer Inquiry and Feedback thru Calls

The Agency through its official contact numbers receives, facilitates, assesses and provides information and other needs of the customers.

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call at the Hotline number		Customer/ Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Calls the TESDA Regional Office contact number/s	1.1. Receives call	None	1 Minute	Head Receiving Office in the Provincial/District Office
	1.2. Records caller's name, location, inquiry in the logbook (per office)	None	1 Minute	Head Receiving Office/Division in the Provincial/District Office
2.a. Obtains the requested information/ assistance	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	Head Receiving Office/Division in the



				Provincial/District Office
	2.a.2. Refers callers to concerned office that will provide the assistance	None	2 Minutes	Head Receiving Office/Division in the Provincial/District Office
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	Head Receiving Office/Division in the Provincial/District Office
	TOTAL:	None	By receiving office alone: 4 Minutes With Concerned Office: 6 Minutes	

9. Customer Inquiry and Feedback thru electronic mails

The Agency through its official electronic mail address receives, facilitates, assesses and provides information and other needs of the customers.

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Message sent thru e-mail or SMS			Customer/ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sends email to TESDA email account	1. Accesses the email account/ SMS online facility	None	1 Minute	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.a. Obtains the requested information/ assistance from Office of the PD/ DD; or	2.a. Provides action for simple inquiry/ requests; or	None	3 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide assistance and information	None	5 Minutes	<i>Customer Service Officer Provincial/District Director Office of the Provincial/District Director</i>
	2.b.2. Provides the requested information	None	2 Days	<i>Head Concerned Office/Division in the Provincial/District Office</i>
	TOTAL:	None	By Office of the Provincial/ District Director alone: 4 Minutes With Concerned Office: 2 Days, 6 Minutes	

10. Issuance of Certification for Authentication and Verification (CAV) of Scholastic Records



The service provides orientation on the requirements, issuing office and the steps in the issuance of Certification for Authentication and Verification (CAV) of submitted scholastic records of the applicant.

Office or Division:	Provincial/ District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TVET Learners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Graduates				
1. Certificate of Training or Certificate of Completion or Certification from the Registrar (Govt. institution only); or Diploma; or NC/COC; Transcript of Records or Special Order no quantity and type of document			TVIs/ Educational Institutions	
2. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
For Undergraduate Students:				
1. Certification from the School Director/ Administrator (1 original)			TVIs/ Educational Institutions	
2. Accomplished Special Order Form (1 original)			Applicant	
3. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
Additional requirements for authorized representative				
- Authorization Letter from the Applicant (1 original)			Representative	
- Valid Identification Card of the applicant and the representative (1 original and photocopy)			Applicant/ Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives and checks completeness and validity of the requirements	None	3 Hours	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)



	1.2. Prepares the CAV	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
	1.3. Signs CAV and stamps the official seal of TESDA	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
2. Secures Official Receipt and pays processing fee	2. Receives payment and issues Official Receipt	PHP30		Cashier Provincial/ District Director Provincial/ District Office (PO/ DO)
3. Presents Official Receipt	3. Checks Official Receipt	None		CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
4. Receives CAV of Scholastic Records	4. Issues CAV and requires applicant/ representative to sign the logbook	None	30 Minutes	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO) Releasing Office
	TOTAL:	PHP30.00	3 Hours, 30 Minutes	

11. Issuance of Certified True Copy (CTC) of National Certificate (NC)/ Certificate of Competency (CoC)

This service covers the issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC) to certified workers.

Office or Division:	Provincial Office/ District Office
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Certified workers requesting authentication of NCs/ CoCs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy)			Applicant	
2. Documentary Stamp worth PHP15 (2 copies)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents/ requirements	1.1. Receives requirements 1.2. Verifies/ Checks documents/ requirements	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
2. Secures Order of payment and pays Certified True Copy fee	2. Receives payment and issues Official Receipt	PHP50		Cashier Provincial/ District Director Provincial/ District Office (PO/DO)
3. Presents Official Receipt	3. Certifies the photocopy of NC/ COC as true copy	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
4. Receives the Certified True Copy and signs the client's records logbook	4. Issues the Certified True Copy of the NC/ COC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
TOTAL:		PHP50.00	1 Day	

12. Issuance of National Certificate/ Certificate of Competency

The National Certificate and Certificate of Competency are issued to passers of National Competency Assessment who requested for issuance.

Office or Division:	Provincial/District Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Passers of National Competency Assessment
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Principal				
1. Competency Assessment Result Summary (CARS) (1 original)			Assessment Center	
2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece)			Applicant	
Representative			Liaison Officer/ Relative	
1. Competency Assessment Result Summary (CARS) (1 original)				
2. Picture of the certified worker, colored, passport size, white background, with collar and with name written at the back (1 piece)				
3. Special Power of Attorney (SPA), or Letter of Authorization (1 original)				
4. ID of the certified worker (1 photocopy)				
5. ID of the representative (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Competency Assessment Result Summary (CARS)	1.1. Verifies in the T2MIS the name of the certified worker and the corresponding certificate number from the RWAC 1.2. Checks completeness and validity of documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Pays the certificate fee	2. Accepts payments and issues Official Receipt	PHP50		Cashier Provincial/ District Director Provincial/ District Office
3. Receives the NC/CoC	3. Prints and issues the NC/CoC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP50.00	1 Day	



13. Issuance of National TVET Trainer Certificate

This service is provided to all qualified TVET trainers. National TVET Training Certificate (NTTC) is a document issued to a trainer who is a holder of a National Certificate (NC), a Trainer Methodology Certificate (TMC) and with Industry Work Experience as may be provided in Section 3 of the respective Training Regulation.

Office or Division:	Provincial Office/ District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All individuals who are qualified to become TVET trainers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid National Certificate (NC) II			Applicant	
2. Valid Trainers Methodology Certificate			Applicant	
3. Certificate of Industry Working Experience (1 original)			Applicant	
4. Trainer/Assessor Profile Form (NMIS Form-01A)			TESDA	
5. Picture, passport size, white background and high resolution, shall be scanned and printed (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives requirements	None	5 Days	CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	1.2. Accepts, evaluates the application for Regular/Provisional NTTC	None		CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	1.3. Prepares and endorses Registry of TVET Trainers for NTTC Issuance	None		CACs Focal Person/ UTPRAS Focal Provincial/ District Director



	with the application documents			Provincial/ District Office
	1.4. Reviews completeness and correctness of submission, and prepares the Regular/Provisional NTTC: a. If in accordance with the requirements, prepares and issues Regular/Provisional NTTC; or b. If incomplete, prepares Memorandum to the Provincial/District Office of the deficiencies	None		CACs Focal Person/ UTPRAS Focal Regional Director Regional Office
	1.5 Approves Regular/Provisional NTTC and signs Memorandum	None		Regional Director Regional Office
2. Receives Regular/ Provisional NTTC	1.6 Releases Regular/Provisional NTTC	None		CACs Focal Person/ UTPRAS Focal Provincial/ District Director Provincial/ District Office
	TOTAL:	None	5 Days	

14. Issuance of NC Plastic Card

This is a service provided to certified graduates and workers who want their National Certificates in the form of Plastic Card.



Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Holders of NC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			TESDA Provincial/ District Office	
2. Picture, 1 x 1, 300DPI resolution with signature resolution of 300DPI size 7" x 3 (JPEG extension/file) (1 copy)			Applicant	
3. NC (1 photocopy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives requirements	None	15 Minutes	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Pays the application fee	2.1. Accepts payment and issues Official Receipt	PHP100	15 Minutes	Cashier Provincial/ District Director Provincial/ District Office
	2.2. Transmits requirements and copy of Official Receipt to the Certification Office	None	30 Minutes	CACs Focal Person Provincial/ District Director Provincial/ District Office
	2.3. Checks completeness and correctness of documents	None	5 Minutes	CACs Focal Person Chief Competency Assessment Division
	2.4. Requests printing of NC Plastic Card to the National Printing Office	None	1 Day	CACs Focal Person Chief Competency Assessment Division



	<i>National Printing Office prints NC Card within 15 to 20 working days</i>			
	2.5. Forwards NC Plastic Card to the Provincial/District Office	None	30 Minutes	<i>CACs Focal Person Chief Competency Assessment Division</i>
3. Receives NC/ CoC Plastic Card	3. Releases the NC Plastic Card once received from the Central Office	None	15 Minutes	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	TOTAL:	PHP100	1 Day, 1 Hour, 35 Minutes	

15. Issuance of Special Order (SO)

The Special Order is being issued by TESDA to graduates of all registered programs, whether WTR or NTR; and whether full qualification or in cluster of units of competency. This is being requested by the Technical Vocational Institutions prior to graduation and issued to eligible graduates who have satisfactorily completed and met the requirements of the qualification.

Office or Division:	Provincial Office/District Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may avail:	Technical Vocational Education and Training Institutions (TVIs) with TESDA Registered Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Letter request for the issuance of SO Number of the graduates (with attached list of names of graduates)		TVI	
Original copy of Form 9 or Records of Candidates for Graduation		TVI	
Certified true copy of the following		TVI	



1. Form 138/137, if the candidate's previous education is high school 2. Transcript of Records or Certificate of Training, if the candidate has already completed the program 3. OJT Training Certificate, if required by the employer 4. Enrolment Report (MIS 03-02) or screenshot of T2MIS report officially received/ acknowledged by TESDA 5. Marriage Contract, if candidate or graduate got married prior to his/her request for the issuance of SO Number from the institutions				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1. Checks/ Verifies the name of TVI and its registered program/s with the Compendium of Registered Programs and the list of graduates in the Enrollment Report (MIS -03-02) in the TESDA Training Management Information System (T2MIS)	None	2 Days	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
2. Receives Special Order Number	2. If documents are in order, issues appropriate SO number	None	1 Day	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	None	3 Days	

16. Online Processing of Program Registration Application

Online processing of program registration application under the Unified TVET Program Registration and Accreditation System (UTPRAS), as an alternative mode of processing applications for Program Registration in the New Normal.



Office or Division:	Provincial Office/District Office
Classification:	Highly Technical
Type of Transaction:	G2B – Government to Business
Who may avail:	Institution/s who intend to offer TVET programs
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
A. General Requirements	
1. Letter of Intent/ Application add/ shift the delivery mode to either Blended Learning, Distance Learning, Online Learning or combination of Distance Learning and Face-to-Face Learning;	Applicant TVI
2. Certificate of Concurrence (TESDA-OP-CO-01-F02);	Provincial Office/District Office
3. Certified true copy of the Certificate of TVET Program Registration (CTPR) of the registered TVET program (if initially registered prior application for flexible learning);	Applicant TVI
4. Updated CBC (indicating the learning modes to be used) (TESDA-OP-C01-F11) a. Course Design; b. Modules of Instruction/s	Provincial Office/District Office Form downloadable at www.tesda.gov.ph Applicant TVI
5. List and Profile of Trainer:	
a. The trainer must be a holder of NTTC/ provisional NTTC on the qualification he/she will be teaching/ conducting, for WTR programs; and/ or b. The trainer must have an appropriate training certificate as evidence of his/her competency in facilitating online/ flexible/ distance learning or combination (for WTR and NTR program).	Applicant TVI
6. Training Plan - indicating the Unit of Competency, the Module Title, the Learning Outcomes and the Learning Contents covered for every LO specifying the modality/ies to be applied for every Learning Content, and the Learning Resources.	Applicant TVI
B. Requirements for the Flexible Learning Delivery Mode	
B.1 For Online Learning Delivery Mode	
7. Digital Learning Contents - e.q. articles on the web, e-books, e-CBLM, interactive learning resources, video-on-demand, audio-on demand and others;	Applicant TVI



8. Learning Management System e.g. Moodle, Google Classroom, Blackboard, A-tutor, and others;	Applicant TVI
9. Web Applications that provide access to the digital content and any shared resources anytime, anywhere e.g. Google Classroom, Google drive, youtube.com, vimeo, facebook, vendor-based learning sites such as lynda.com, microsoft learn, lincoln electric, and others;	Applicant TVI
10. Virtual communication facility for trainers and trainees synchronously e.g. Google Meet / Zoom, Facebook live, podcast, and asynchronously e.g. Facebook page, online forum, streaming video with comment section and others;	Applicant TVI
11. Institutional Assessment Tool;	Applicant TVI
12. Technical Support System for the trainer and the trainees e.g. Support hotline, Support chat, and others.	Applicant TVI
B.2 For Blended Learning Delivery Mode (online and face to face/classroom setting)	
<p>13. Requirements for B.1 (For Online Learning Delivery Mode)</p> <ul style="list-style-type: none"> a. Digital Learning Contents - e.q. articles on the web, e-books, e-CBLM, interactive learning resources, video-on-demand, audio-on demand and others; b. Learning Management System e.g. Moodle, Google Classroom, Blackboard, A-tutor, and others; c. Web Applications that provide access to the digital content and any shared resources anytime, anywhere e.g. Google Classroom, Google drive, youtube.com, vimeo, facebook, vendor-based learning sites such as lynda.com, microsoft learn, lincoln electric, and others; d. Virtual communication facility for trainers and trainees synchronously e.g. Google Meet / Zoom, Facebook live, podcast, and asynchronously e.g. Facebook page, online forum, streaming video with comment section and others; e. Institutional Assessment Tool; and f. Technical Support System for the trainer and the trainees e.g. Support hotline, Support chat, and others 	Applicant TVI



14. Offline electronic technology and resources to support the Blended Learning delivery mode such as but not limited to the following: <ul style="list-style-type: none"> • Digitized learning materials such as CBLM and other instructional learning materials, videos and interactive contents; • Downloaded digital contents in LMS 	
15. Competency-Based Workshop area with the required learning systems or equipment and tools, where the face-to-face instruction is conducted (for the face-to-face portion).	Applicant TVI
B.3 For Distance Learning Delivery Mode	
16. Learning resources that can be accessed by the learners in any or combination of the following forms: <ul style="list-style-type: none"> • Print learning materials such as CBLM, training manual, instruction sheets, textbooks, study guides, workbooks, course syllabi, correspondence feedback; and • Audio-Visual - radio, audio cassettes, slides, film, videotapes, television, telephone, fax, audio-conferencing and video conferencing. 	Applicant TVI
B.4 Combination of Distance and Face-to-Face mode	
17. Competency-Based Workshop area with the required learning systems or equipment and tools, where the face-to-face instruction is conducted;	Applicant TVI
18. Learning resources that can be accessed by the learners in any or combination of the following forms: <ul style="list-style-type: none"> • Print learning materials such as CBLM, training manual, instruction sheets, textbooks, study guides, workbooks, course syllabi, correspondence feedback; and • Audio-Visual - radio, audio cassettes, slides, film, videotapes, television, telephone, fax. 	Applicant TVI
C. Administrative Protocols	
19. Mandatory Learning Module "Practicing Covid-19 Preventive Measures in the Workplace";	Applicant TVI
20. Entry Protocols to the premises of institutions for Learners, Employees, Teaching, Non- Teaching Staff and visitors e.g. Signage on 'No Masks, No Entry Policy' and 'Maintain 1 Meter Social Distancing', in all entrances	Applicant TVI



and exits of the institution and workshop (attach a picture that signages are in place);	
21. Provision of Hygiene Protocols such as the presence of disinfection areas and disinfectants within easy access for everyone, health checks and temperature scanning should be in place in the training center e.g. foot bath before entering the premises. (attach picture/s that signages are in place);	Applicant TVI
22. Re-configured workshops/ training spaces to address the need for physical/social distancing for the face to face training (attach picture of reconfigured workshops/training spaces);	Applicant TVI
23. Physical Facilities Maintenance & Audit Plan indicating regular disinfection and sanitation of all workstations, workshops and laboratories, rooms, buildings, tools, equipment, and facilities used during training;	Applicant TVI
24. Availability of sanitizers and alcohol-based dispensers;	Applicant TVI
25. Health personal protective equipment by all employees and learners/scholars;	Applicant TVI
26. Availability of disinfection footbath in buildings and room entrances; and	Applicant TVI
27. Availability of no-touch/ digital thermometer/ thermal scanner at the main entrance.	Applicant TVI
D. (Only For Applicants without Existing Registered Programs)	
Corporate and Administrative Documents	
28. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)	Form downloadable at www.tesda.gov.ph
29. Board Resolution/Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs and private institutions) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (1 original, 1 certified true copy)	Applicant TVI
30. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 copies)	Applicant TVI



31. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 certified true copies)	Securities and Exchange Commission
32. Articles of Incorporation (indicate main address) (2 certified true copies)	Securities and Exchange Commission
33. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding application, a valid contract of lease (2 certified true copies)	Applicant TVI
34. Current Fire Safety Certificate (training site) (2 certified true copies)	Bureau of Fire Protection
35. For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 certified true copies)	Applicant TVI
Curricular Requirements	
36. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed, the competencies to be developed, and the delivery mode to be adapted a. Course Design (2 original) b. Modules of Instruction (2 original)	Form downloadable at www.tesda.gov.ph
37. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/ Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)	Form downloadable at www.tesda.gov.ph
38. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)	Form downloadable at www.tesda.gov.ph
39. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities (TESDA-OP-CO-01-F18) (2 original)	Form downloadable at www.tesda.gov.ph
40. Shop layout of training facilities indicating the floor area (2 original)	Applicant TVI
41. Institutional Assessment (2 original)	Applicant TVI



Note: Actual Assessment Tools should be shown during inspection	
42. Faculty and Personnel (Photocopy of supporting evidence, except when certified copy is required) (2 original)	
43. List of Officials (TESDA-OP-CO-01-F19)	Form downloadable @www.tesda.gov.ph
44. For Trainers <ul style="list-style-type: none"> a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 photocopy) b. Evidence of Qualification: <ul style="list-style-type: none"> b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy) b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 photocopy) b.3. The trainer must have an appropriate training certificate as evidence of his/her competency in facilitating online/ flexible/ distance learning or combination of these delivery modes c. Notarized contract of employment (between the trainer and the Applicant TVI) (2 certified true copies) 	Form downloadable @www.tesda.gov.ph
45. For Non-Teaching staff <ul style="list-style-type: none"> a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 photocopy) b. evidence of qualification with copies of certificates (2 photocopy) c. Contracts of employment, etc. (2 photocopy) 	Form downloadable at www.tesda.gov.ph
Program Guidelines	
46. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)	Applicant TVI
47. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)	Applicant TVI



48. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)			Applicant TVI	
49. Rules on attendance (2 original)			Applicant TVI	
Support Services				
50. Health services are available to the students/trainees. If these services are contracted out or out-sourced, the contract or MOA or similar document must be submitted. (2 certified true copies)			Applicant TVI	
51. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/ trainees/TVET graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 copies)			Applicant TVI	
52. Community Outreach Program (optional) (2 photocopy)				
53. Research program activities that will support continuing development of the program of the school (optional) (2 photocopy)				
Fundamental Requirements and Activities				
54. Stable and reliable internet connection e.g. Globe/Smart/PLDT DSL/Convergence, etc.;			Applicant TVI	
55. Online ICT tools/Platforms/Software e.g. video conferencing through Google Meet, Zoom, CISCO Webex, and others;			Applicant TVI	
56. Computers/Laptops;			Applicant TVI	
57. TESDA Google account (for TESDA personnel)			TESDA RO/PO	
58. e-copy of Program Registration application documents as listed in the Checklist of Program Registration Requirements.			Applicant TVI	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents/ requirements in PDF form thru e-mail or online application submission	1.1. Checks completeness and compliance of the documents	PHP2,000 per program	1 Day	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office



2. Receives Letter of Acknowledgement thru email	2.1. Issues Letter of Acknowledgement and Order of Payment to the applicant with complete, correct and compliant documents thru the official email of TESDA	None		<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
3. Pays registration fee through online banking or other mobile payment application system	3.1. Validates payment of registration fee	None		<i>Cashier/ Account Officer Provincial/ District Director Provincial/ District Office</i>
	3.2. Prepares recommendation for program registration based on the results of the review/ evaluation of documents and report on the conducted online technical inspection on the institution's facilities, tools, equipment, and training supplies and training materials	None	1 Day	<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	3.3. Reviews the recommendation			<i>Provincial/ District Director Provincial/ District Office</i>
	3.4. Approves and affixes signature/e-signature to the			<i>Provincial/ District Director Provincial/ District Office</i>



	recommendation for complete, correct, and compliant requirements			
	3.5. Endorses/ Submits recommendation to the Regional Director for approval and issuance of CTPR			<i>Provincial/ District Director</i> Provincial/ District Office
	3.6. Conducts final review of the recommendation and program registration documents	None	1 Day	<i>UTPRAS Focal Person or Certification Section</i> <i>Regional Director</i> Regional Office
	3.7. Prepares and endorses the Certificate of TVET Program Registration (CTPR) and the application requirements			<i>UTPRAS Focal Person</i> <i>Regional Director</i> Regional Office
	3.8. Approves and affixes e-signature to the Certificate of TVET Program Registration (CTPR)			<i>Regional Director</i> Regional Office
4.a. Receives original copy of CTPR at the Provincial/ District Office	4.a. Issues original copy of CTPR and the approved program registration documents	None		<i>UTPRAS Focal Person</i> <i>Provincial/ District Director</i> Regional Office or



4.b. Receives e-copy of CTPR via email	4.b. Sends e-copy of the CTPR and the approved program registration documents through email; or			<i>UTPRAS Focal Person Regional Director Regional Office</i>
4.c.1. Pays courier fees 4.c.2. Receives original CTPR via courier	4.c. Transmits original copy of the CTPR and the approved program registration documents through courier	None		<i>UTPRAS Focal Person Provincial/ District Director Regional Office or UTPRAS Focal Person Regional Director Regional Office</i>
	TOTAL:	PHP2,000 per program	*3 Days	

*Does not include the Conduct of Online Technical Inspection, Conduct of Online Comprehensive Orientation to Applicant TV/Is/Company/ies and the transmittal of documents from Regional Office to Provincial/ District Office and vice versa.

17. Payment of Scholarship Vouchers

Settlement of government payable/obligation related to scholarship implementation. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified and approved by authorized signatories/officials and employees.

Office or Division:	Provincial/District Office		
Classification:	Complex, Highly Technical		
Type of Transaction:	G2B - Government to Business G2G - Government to other Government		
Who may avail:	Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Disbursement Vouchers (DV) (3 original)		Provincial/ District Office	
2. Obligation Request and Status (ORS) (3 original)		Provincial/ District Office	



3. Learner's Achievement Monitoring Report 4. Notarized Certification of Completion of Training Program				
For Training and/or Entrepreneurship Cost				
5. Billing Statement or any equivalent document stated in the Implementing Guidelines (1 original)		Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs		
6. Trainees' Profiles encoded in the T2MIS (1 original)				
7. Daily Attendance Sheet (1 original)				
8. Signed SGCs (TESDA Copy) (1 original) Under the new normal requirements (in lieu of the Attendance sheets)				
9. Learners' Monitoring Achievement Report duly signed by the Trainer, Training Supervisor and School Administrator of the TVI,				
10. Certification under Oath that learner/scholar has Completed the training issued by the TVI and list of scholars For Assessment Cost				
11. Complete Filled up MIS 0302				
For Assessment Cost				
12. Billing Statement (1 original)		Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs		
13. Assessment Attendance Sheet (1 original)				
14. RWAC, stamped received by the POs/DOs (1 certified true copy)				
15. Assessment T2 MIS				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For TVIs				
Training Cost, Entrepreneurship Fee and Cost of Miscellaneous:				
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	Scholarship Focal Administrative Officer IV Provincial/ District Director Provincial/ District Office



	<p>1.3. a. If complete, assigns DV number; or</p> <p>1.3.b. If incomplete, returns to the requesting TVI or Assessment Center for compliance</p>	None	4 Hours	<p><i>Scholarship Focal / Processing Officer Provincial/ District Director</i> Provincial/ District Office</p>
	1.4 Reviews and evaluates the requirements/ supporting documents	None	4 Hours	<p><i>Administrative Officer IV Supervising TESD Specialist/ Provincial/ District Director</i> Provincial/ District Office</p>
	1.5. If complete, certifies completeness of supporting documents and signs Box C of the DV.	None	1 hour	<p><i>Administrative Officer IV Provincial/ District Director</i> Provincial/ District Office</p>
	<p>1.6. Certifies also that the expenses are necessary and lawful, and signs Box A of the DV:</p> <p>a. for Training Cost and/or Entrepreneurship Cost; or</p> <p>b. for Assessment</p>	None		<p><i>Provincial/ District Director</i> Provincial/ District Office</p> <p><i>Supervising TESD Specialist</i> <i>Provincial/ District Director</i> Provincial/ District Office</p>
	<u>For Training Cost and/ or Entrepreneurship Cost of TVI:</u>	None	1 Day	<p><i>Administrative Officer IV Provincial/ District Director</i></p>



	<p>1.7. Transmits the DV for the Training and/or Entrepreneurship Cost and complete documents to the Regional Office for approval of the Regional Director</p> <p><u>For Assessment Fee:</u> Releases DV with supporting documents to the approving official.</p>			<p>Provincial/ District Office</p> <p><i>Supervising TESD Specialist Provincial/ District Director Provincial/ District Office</i></p>
	1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO.	None	2 Days	<p><i>Accounting IV/ FASD Staff Regional Director Regional Office</i></p>
	<p>1.9.a. If incomplete, returns to the DO/PO for compliance; or</p> <p>1.9.b. If complete, approves Disbursement Voucher</p>	None	2 Hours	<p><i>Accounting IV or FASD Staff Regional Director Regional Office</i></p> <p><i>Regional Director Regional Office</i></p>
	1.10 Returns approved DV with supporting documents to the DO/PO Office	None	1 Hour	<p><i>FASD Staff Provincial/ District Director Provincial/ District Office</i></p>



	1.11. Receives the approved DV	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.12 Prepares the check vis-a-vis the approved DV and supporting documents	None	1 Hour	Disbursement Officer Provincial/ District Director Provincial/ District Office
2. Receives check payment	2. Releases check payment to the TVI	None	1 Hour	Disbursement Officer Provincial/ District Director Provincial/ District Office
	TOTAL:	None	4 Days, 6 Hours, 20 Minutes	

18. Payment of Training Support Fund

Training Support Fund is the allowance given to the STEP, PESFA and UAQTEA scholars based on the number of training days they attended. The processing of the payment for this allowance starts upon receipt by the Provincial/District Office of the training attendance sheets submitted by TVIs and ends with the release of the allowance to scholars.

Office or Division:	Provincial/District Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	STEP, PESFA, UAQTEA Scholars		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Training Attendance (1 certified true copy) during TIP / Certification of TIP		Technical Vocational Education and Training Institutions (TVI) which implemented TESDA Scholarship Programs	
2. Enrolment Report (1 certified true copy)			
3. Terminal Report (1 certified true copy)			
4. School ID		Scholar	



5. Learner's Achievement Monitoring Report PAYMENT OF H/PPE and Internet Allowance 6. Notarized Certification of Completion of Training Program 7. Payroll 3 copies 8. Scholarship Grant (1 certified true copy 9. Notarized Certification on Payment of Training Support Fund and list of scholars				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through the TVI the requirements/ documents	1.1. Receives the requirements/ documents from the partner TVI	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office
	1.3. a. If complete, assigns DV number; or 1.3.b. If incomplete, returns to the TVI for compliance	None	4 Hours	Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office
	1.4 Reviews and evaluates the required supporting documents for payment.	None	4 Hours	Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office
	1.5. If complete, certifies completeness of supporting documents and	None	1 Hour	Administrative Officer IV Provincial/ District Director Provincial/ District Office



	signs Box C of the DV.			
	1.6 Certifies also that the expenses are necessary and lawful, and signs Box A of the DV	None		<i>Supervising TESD Specialist Provincial/ District Director Provincial/ District Office</i>
	1.7. Approves DV and signs Box D	None	10 Minutes	<i>Provincial/ District Director Provincial/ District Office</i>
	1.8 If approved, prepare checks for release to the scholars	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
2. Presents School ID and accepts Training Support Fund	2. Releases Training Support Fund (TSF) to the scholars.	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
	TOTAL:	None	11 Hours 25 Minutes	

19. Preparation of Provincial Qualification Map

Evaluation and consolidation TVI's Absorptive Capacity and Scholarship Allocation Plans.

Office or Division:	Provincial/District Office	
Classification:	Complex, Highly Technical	
Type of Transaction:	G2G - Government to other Government G2B – Government to Business	
Who may avail:	TVIs with scholarship allocations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. TVIs Absorptive Capacity Inventory (1 original)		TVI
2. Provincial Scholarship Allocation Plan (1 original)		Provincial Office
3. Provincial Qualification Map (1 original)		Provincial Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives documents/ requirements	None	3 Days	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.2. Certifies the Absorptive Capacity Inventory and prequalifies and evaluates the concerned TVI.	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.3. Prepares the Provincial Scholarship Allocation Plan (PSAP) based on the TVI's Absorptive Capacity Inventory.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.4. Approves the PSAP	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.5. Submits the PSAP to the Regional Office.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.6. Prepares the Provincial	None	1 Day	<i>District/Provincial Scholarship Focal</i>



	Qualification Map (PQM) based on the RTDBSA and submits it to RO.			<i>Supervising TESD Specialist Director III District/Provincial Office</i>
	For the next step, refer to the Preparation of Regional Qualification Map by the Regional Office	None		
	TOTAL:	None	6 Days	

20. Program Registration

Process by which TVET programs are registered with TESDA.

Office or Division:	Provincial Office/District Office	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Institution/s who intend to offer TVET programs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Corporate and Administrative Documents		
1. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)		Form downloadable at www.tesda.gov.ph
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) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (2 original)		Applicant TVI
3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 original)		Applicant TVI
4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 original)		Securities and Exchange Commission



5. Articles of Incorporation (indicate main address) (2 original)	Securities and Exchange Commission
6. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding applications, a valid contract of lease (2 original)	Applicant TVI
7. Current Fire Safety Certificate (training site) (2 original)	Bureau of Fire Protection
8. For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 original)	Applicant TVI
Curricular Requirements	
9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed and the competencies to be developed a. Course Design (2 original) b. Modules of Instruction (2 original)	Form downloadable @www.tesda.gov.ph
10. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)	Form downloadable @www.tesda.gov.ph
11. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)	Form downloadable @www.tesda.gov.ph
12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities TESDA-OP-CO-01-F18) (2 original)	Form downloadable @www.tesda.gov.ph
13. Shop layout of training facilities indicating the floor area (2 original)	Applicant TVI
14. Institutional Assessment Note: Actual Assessment Tools should be shown during inspection (2 original)	Applicant TVI
Faculty and Personnel (Photocopy of supporting evidence, except when certified copy is required) (2 original)	



15. List of Officials (TESDA-OP-CO-01-F19)	Form downloadable @www.tesda.gov.ph
16. For trainers: <ul style="list-style-type: none"> a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 photocopy) b. Evidence of qualification: <ul style="list-style-type: none"> b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy) b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 photocopy) c. Notarized contract of employment (between the trainer and the Applicant TVI (2 certified true copies) 	Form downloadable @www.tesda.gov.ph
17. For non-teaching staff: <ul style="list-style-type: none"> a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 photocopy) b. evidence of qualification with copies of certificates (2 photocopy) c. Contracts of employment (2 photocopy) 	Form downloadable @www.tesda.gov.ph
Program Guidelines	
18. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)	Applicant TVI
19. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)	Applicant TVI
20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)	Applicant TVI
21. Rules on Attendance (2 original)	Applicant TVI
Support Services	
22. 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 original)	Applicant TVI



23. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/trainees/TVET graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 original)			Applicant TVI	
24. Community Outreach Program (optional) (2 original)				
25. Research program activities that will support continuing development of the program of the school (optional) (2 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents/ requirements after complying with the orientation and site inspection requirements on program registration	1.1. Checks completeness and correctness of the documents	PHP2,000 per program	1 Day	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Stamps "Received Complete/Correct Documents" for complete and correct application documents	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.3. Issues Acknowledgment Letter	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.4 Reviews Technical Inspection Report of facilities, tools and equipment.	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office



2. Pays registration fee	2.1. Accepts payment of registration fee 2.2. issues Official Receipt	None		Cashier Provincial/ District Director Provincial/ District Office
	2.3. Prepares recommendation for program registration based on the results of the review and evaluation of documents and site inspection report	None	1 Day	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	2.4. Submits recommendation for program registration, application documents and site inspection report to the Regional Director.	None		Provincial/ District Director Provincial/ District Office
	2.5. Conducts final review of the recommendation and program registration documents	None	1 Day	Regional Director Regional Office
	2.6. Prepares Certificate of TVET Program Registration (CTPR) or Letter of Denial	None		UTPRAS Focal Person Regional Director Regional Office
	2.7. Approves and signs TVET Program Registration	None		Regional Director Regional Office



	(CTPR) or Letter of Denial			
	2.8. Transmits CTPR/ Letter of Denial to PO Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person Regional Director Regional Office</i>
3. Receives CTPR/Letter of Denial	3. Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person Provincial/ District Director Provincial/ District Office</i>
	TOTAL:	PHP2,000 per program	*3 Days	

*Does not include the 4-day transmittal of documents from Regional Office to Provincial/District Office and vice versa.

21. Release of Starter Toolkits

Starter Toolkits are tools and equipment related to the training that a beneficiary can utilize for self-employment or entrepreneurial activities. This kit is being released to the STEP graduates or to his/her authorized representative once the kit was received by the Provincial/District Office from the Regional Office.

Office or Division:	Provincial Office/District Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	STEP/ UAQTEA graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Principal		
1. Acknowledgement Receipt for Starter Toolkit (3 original)		Provincial/ District Office Scholar
Authorized Representative		
1. Acknowledgement Receipt for Starter Toolkit (3 original)		Provincial/ District Office Representative
2. Special Power of Attorney (1 original)		Representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives the starter toolkits	1. Releases the starter toolkits	None	5 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
2. Accomplishes the Acknowledgement Receipt Form and submits to the Scholarship Focal	2. Receives the form and checks for correctness	None	10 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
	TOTAL:	None	15 Minutes	

22. Renewal of Competency Assessor's Accreditation

This service for assessors whose accreditation has expired.

Office or Division:	Provincial Office/District Office	
Classification:	Highly Technical	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All competency assessors whose accreditation has expired	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent (1 original)		Applicant
2. Accomplished Application Form (1 original)		Provincial Office/ Applicant
3. Picture, passport size (1 piece)		Applicant
4. Picture 2 x 2 white background (1 piece)		Applicant
5. Certificate of Employment indicating compliance to the requirements of number of years of work/industry experience or teaching experience (1 original)		Employer/ Applicant
6. National Certificate (NC) Level 2 or higher (1 photocopy)		Applicant
7. Training Methodology Certificate (TMC) or Certificate of Competency (COC) on Conduct of Competency (1 photocopy)		TESDA/ Applicant
8. Certification on Loading (1 original)		TESDA/ Applicant



9. Certificate of Attendance on Assessment Calibration/Moderation of the relevant qualification (1 original)			TESDA/ Applicant	
10. Results of Performance Evaluation (1 original)				
11. Report on Assessment Proceedings (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirement	1. Summarizes and analyzes data on performance evaluation gathered	PHP500 per qualification	5 Days	CACs Focal Person Provincial/ District Director Provincial/ District Office
	2. Evaluates application and documents	None		
	3. Prepares Letter of Notification to be signed by the Provincial Director notifying the applicant on the results of evaluation	None		
	4. Approves and releases Certification of Accreditation	None		Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP500 per qualification	5 Days	

23. Renewal of National Certificate/ Certificate of Competency

This is a service provided to certified workers whose National Certificates and/or Certificates of Competencies are due for renewal or expired.

Office or Division:	Provincial Office/District Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen



Who may avail:		All certified workers with expired National Certificate/ Certificate of Competency		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			Provincial Office	
2. NC/COC (1 photocopy, with original copy to be presented)			Applicant	
3. Picture, colored, passport size, white background (2 pieces)			Applicant	
4. Certificate of work and/or teaching experience for at least 12 months during the validity period of the NC/ COC			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements for renewal of NC/ COC	1.1. Checks the completeness and correctness of the submitted documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies the profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA Online Registry and checks consistency with the NC/COC presented	None		
	1.3. Prepares, prints and releases the NC/ COC	None		
2. Pays the replacement fee	2.1. Receives payment	PHP100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Reviews NC/ COC				



	TOTAL:	PHP100	1 Day	
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24. Replacement of Damaged National Certificate/Certificate of Competency

This service is provided to replace valid but damaged National Certificate and/or Certificate of Competency of certified workers.

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Holders of valid but damaged National Certificate and/or Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (1 original)			Applicant	
2. Original NC/COC (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	



2. Pays replacement fee	2.1. Receives payment	PHP100		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	PHP100	5 Hours	

25. Replacement of Lost National Certificate and Certificate of Competency

This service is provided to replace valid but lost National Certificate and/or Certificate of Competency of certified worker.

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C - Citizen			
Who may avail:	All holders of valid but lost National Certificate and/or Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request (1 original)			Applicant	
2. Duly notarized Affidavit of Loss (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 original)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC	None	2 Hours	



	and checks consistency with the NC/COC presented			
	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP100		
	2.2. Issues Official Receipt	None		Cashier Provincial/ District Director Provincial/ District Office
3. Receives NC/ COC				
	TOTAL:	PHP100	5 Hours	

26. Replacement of National Certificate and Certificate of Competency due to Change of Name

This service is provided to replace National Certificate and/or Certificate of Competency of certified worker due to change of name.

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Holders of valid National Certificate and/or Certificate of Competency who want their NC/COC replaced due to change of name			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request Original NC/COC (1 original)			Applicant	
2. Picture, colored, passport size white background, with collar and with name written at the back (1 piece)			Applicant	
3. Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	PHP100	5 Hours	

27. Replacement of NC/COC due to Erroneous Entry

This service is provided to replace a valid National Certificate and/or Certificate of Competency of certified workers due to erroneous entry.

Office or Division:	Provincial Office/District Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All holders of valid National Certificate and/or Certificate of Competency with erroneous entry
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. Letter of Request		Applicant		
2. NC/ COC (1 original)		Applicant		
3. Picture, colored, passport size white background, with collar and with name written at the back (1 copy)		Applicant		
4. Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	PHP100	5 Hours	



Provincial Office Internal Services



1. Issuance of Supplies Available on Stock

This service provides for the supplies and materials needed by the different offices for their day-to-day operations. National government agencies are mandated to buy their common supplies from the Procurement Service (PS-DBM). The supplies being procured from PS-DBM are based on the submitted Annual Procurement Plan (APP) of the various offices.

Office or Division:	Provincial/ District Office - - Finance and Administrative Services Unit (FASU)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	TESDA offices in the Central Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopies)		Provincial/ District Office - Finance and Administrative Services Unit (FASU)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits RIS	1.1 Receives RIS	None	2 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
	1.2 Checks if the requested items are included in the approved Annual Procurement Plan (APP) and if available on stock	None	10 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
2.a Receives the supplies requested; or	2.a If included in the APP and available on stock, issues supplies being requested; or	None	10 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>
2.b Receives advice on the procurement of supplies	2.b If the supplies requested are neither included in the APP nor available on stock, returns the RIS to the requesting	None	30 Minutes	<i>Supply Officer Provincial/District Director Provincial/ District Office</i>



	office for the preparation of Purchase Request (PR)			
	TOTAL:	None	52 Minutes	

2. Payment of Scholarship Vouchers

Settlement of government payable/obligation related to scholarship implementation. It shall be covered by Disbursement Voucher. All Disbursement Voucher must undergo the process of checking, verification, validation, mathematical computation before it is certified and approved by authorized signatories/officials and employees.

Office or Division:	Provincial Office/District Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G - Government to other Government			
Who may avail:	TTIs with scholarship allotment/allocation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Disbursement Vouchers (DV) (3 original)			Provincial/ District Office	
2. Obligation Request and Status (ORS) (3 original)			Provincial/ District Office	
For Training and/or Entrepreneurship Cost				
3. Billing Statement or any equivalent document stated in the Implementing Guidelines (1 original)			TESDA Technology Institutions (TTIs) which implemented TESDA Scholarship Programs	
4. Trainees' Profiles encoded in the T2MIS (1 original)				
5. Daily Attendance Sheet (1 original)				
6. Signed SGCs (TESDA Copy) (1 original)				
For Assessment Cost				
3. Billing Statement (1 original)			TESDA Technology Institutions (TTIs) which implemented TESDA Scholarship Programs	
4. Assessment Attendance Sheet (1 original)				
5. RWAC, stamped received by the DOs/POs (1 certified true copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For TTIs				



Training Cost, Entrepreneurship Fee and Cost of Misc.:				
1. Submits the requirements/ documents.	1.1. Receives the requirements/ documents.	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Checks completeness of the requirements/ documents.	None	5 Minutes	Scholarship Focal Administrative Officer IV Provincial/ District Director Provincial/ District Office
	1.3. a. If complete, assigns DV number; 1.3.b. If incomplete, returns to the requesting TTI or Assessment Center for compliance	None	5 Minutes	Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office
	1.4 Reviews and evaluates the requirements/ supporting documents	None	1 Day	Processing Officer/ Administrative Officer IV Supervising TESD Specialist// Provincial/ District Director Provincial/ District Office
	1.5. If complete, certifies completeness of supporting documents and signs Box C of the DV. 1.6. Certifies also that the expenses are necessary and	None	1 hour	Administrative Officer IV Provincial/ District Director Provincial/ District Office Provincial/ District Director



	<p>lawful, and signs Box A of the DV:</p> <p>a. for Training Cost and/or Entrepreneurship Cost; or</p> <p>b. for Assessment</p>			<p>Provincial/ District Office</p> <p>Supervising TESD Specialist <i>Provincial/ District Director</i> Provincial/ District Office</p>
	<p><u>For Training Cost and/ or Entrepreneurship Cost of TTIs:</u></p> <p>1.7. Transmits the DV for the Training and/or Entrepreneurship Cost and complete documents to the Regional Office for approval of the Regional Director</p> <p><u>For Assessment Fee:</u></p> <p>Releases DV with supporting documents to the approving official.</p>	None	1 Day	<p><i>Administrative Officer IV</i> <i>Provincial/ District Director</i> Provincial/ District Office</p> <p><i>Supervising TESD Specialist</i> <i>Provincial/ District Director</i> Provincial/ District Office</p>
	1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO.	None	2 Days	<p><i>Accounting IV/ FASD Staff</i> <i>Regional Director</i> Regional Office</p>
	1.9.a. If incomplete, returns to the DO/PO for compliance; or	None	2 Hours	<p><i>Accounting IV or FASD Staff</i> <i>Regional Director</i> Regional Office</p> <p><i>Regional Director</i></p>



	1.9.b. If complete, approves Disbursement Voucher			Regional Office
	1.10. Returns approved DV with supporting documents to the DO/PO Office	None	1 Hour	<i>FASD Staff</i> <i>Provincial/ District Director</i> Provincial/ District Office
	1.11. Receives the approved DV	None	5 Minutes	<i>Front Desk</i> <i>Provincial/ District Director</i> Provincial/ District Office
	1.12 Prepares the check vis-a-vis the approved DV and supporting documents	None	1 Hour	<i>Disbursement Officer</i> <i>Provincial/ District Director</i> Provincial/ District Office
2. Receives check payment	2. Releases check payment to the TTI	None	1 Hour	<i>Disbursement Officer</i> <i>Provincial/ District Director</i> Provincial/ District Office
	TOTAL:	None	4 Days, 6 Hours, 20 Minutes	

3. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by the different TESDA offices in the implementation of their programs, projects, and activities.

Office or Division:	Provincial/ District Office - Finance and Administrative Services Unit (FASU)
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	TESDA officials and employees



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Purchase Request (1 original, 2 photocopy)		Finance and Administrative Services Unit (FASU) - Procurement Section		
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)		Finance and Administrative Services Unit (FASU) - Procurement Section		
3. Abstract of Price Quotation (1 original, 1 photocopy)		Finance and Administrative Services Unit (FASU) - Procurement Section		
4. Purchase Order/Job Order (1 original, 3 photocopy)		Finance and Administrative Services Unit (FASU) - Procurement Section		
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)		Finance and Administrative Services Unit (FASU) - Procurement Section		
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Finance and Administrative Services Unit (FASU) - Procurement Section		
7. Property Acknowledgement Receipt (PAR) (2 original)		Finance and Administrative Services Unit (FASU) - Procurement Section		
8. Inventory Custodian Slip (ICS) (2 original)		Finance and Administrative Services Unit (FASU) - Procurement Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR	1.1. Receives PR	None	2 Days	Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office



	1.3. Processes PR and checks completeness of specifications	None		Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above PHP50,000.00 (Deadline for submission of quotations may be extended thrice, if none or less than the required number of quotations is received (For Shopping – Sec. 52.1.b of the RIRR of RA 9184))	None	Average minimum: 6 Days Average maximum: 18 Days	Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office



	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	Supply Officer Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	2 Days	Supply Officer Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.9. Checks the completeness and validity of the documentary requirements of the supplier with the Lowest Calculated and Responsive Quotation.	None		Supply Officer Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		Supply Officer Procurement Section <i>Provincial/ District Director</i> Provincial/ District Office
	1.11. Process the Obligation Request and Status (ORS)/	None	3 Days	Administrative Officer IV



	Purchase Order/Job Order			Provincial/ District Director Provincial/ District Office
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity. Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.13. Inspects and accepts deliveries	None	1 Day	Inspector Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/requesting office/s			Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	Supply Officer Procurement Section Provincial/ District Director Provincial/ District Office
	TOTAL: (From the receipt of Purchase	None	Average Minimum: 14 Days, 20 Minutes	



	Request to the to the preparation of DV)		Average Maximum: 26 Days, 20 Minutes	
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Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR.

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing