

CITIZEN'S CHARTER

LIST OF TESDA EXTERNAL SERVICES

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VISION The transformational leader in the technical education and skills development of the Filipino workforce.			MISSION TESDA sets direction, promulgates relevant standards, and implements programs geared towards a quality-				
			assured and inclusive technical education and skills development and certification system.		innovativeness, and a deep sense of nationalism.		
ACCREDITATION OF COMPETENCY ASSESSORS	ACCREDITATION OF COMPETENCY ASSESSMENT CENTERS	CONDUCT OF TRAINING INDUCTION PROGRAM (TIP)	ISSUANCE OF CERTIFICATION FOR AUTHENTICATION AND VERIFICATION (CAV) OF SCHOLASTIC RECORDS	ISSUANCE OF SPECIAL ORDER (SO)	PREPARATION OF PROVINCIAL QUALIFICATION MAP	RELEASE OF STARTER TOOLKITS	REPLACEMENT OF DAMAGED NATIONAL CERTIFICATE /CERTIFICATE OF COMPETENCY
This is to recognize and authorize Filipinos who are qualified to assess competencies of candidates for national certification.	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID TIME PERSON RESPONSIBLE	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID FEES TO BE PROCESSING TIME	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID TIME PERSON RESPONSIBLE	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.	Evaluation and consolidation TVI's Absorptive Capacity and Scholarship Allocation Plans.	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 or Division: Provincial Office/ District Office Classification: Highly Technical	5.4 Issues Letter of Notification (Post-Inspection) None Provincial/District Director District/ Provincial Office Director IV	1. Submits the requirements/ documents 1.1. Receives the requirements/ None Solution in the requirements of the requirements	1.1. Receives and checks completeness and validity of the requirements CAV Focal Person Provincial/ District	Office or Division: Provincial Office/District Office	Office or Division: Provincial/District Office Classification: Complex, Highly Technical	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.	
Type of Transaction: G2C - Government to Citizen	Regional Office Provincial/District Director	1.2. Schedules the conduct of TIP using Scholarship Focal District Office Scholarship Focal Drawing in I/ District Directors	1. Submits requirements 1.2. Prepares the CAV None 3 Hours Provincial/ District Office (PO/ DO)	Classification: Complex Type of Transaction: G2C – Government to Citizen	Type of Transaction: G2G - Government to other Government G2B – Government to Business	Office or Division: Provincial Office/District Office	Office or Division: Provincial Office/District Office
Who may avail: Individual who are qualified to assess competencies of candidates CHECKLIST OF REQUIREMENTS WHERE TO SECURE	5.5.1 If with non-compliance/s, the Applicant –AC is given 15 days to comply; or 5.5.1 If with non-compliance/s, the Applicant –AC is given 15 days to comply; or None	the standard format None None 15 Minutes Provincial/ District Director	seal of TESDA Cashier	Who may avail: Technical Vocational Education and Training Institutions (TVIs) with TESDA Registered Programs	Who may avail: TVIs with scholarship allocations CHECKLIST OF REQUIREMENTS WHERE TO SECURE	Classification: Simple	Classification: Complex
1. Accomplished Application Form (1 original) Applicant	5.5.2 If compliant, informs the Applicant— AC of the approval and provides Affidavit None Provincial/District Director District/ Provincial Office	1.3. Conduct of TIP None 4 Hours Provincial/ District Office	2. Secures Official Receipt and pays processing fee 2. Receives payment and issues Official Php 30.00 3 Hours Provincial/ District Director Provincial/ District Office (PO/ DO)	CHECKLIST OF REQUIREMENTS Letter request for the issuance of SO Number of the graduates (with attached list of TVI	1. TVIs Absorptive Capacity Inventory (1 original) TVI	Type of Transaction: G2C - Government to Citizen	Type of Transaction: G2C – Government to Citizen
2. Picture, 2x2 white background with collar (1 piece) Applicant	of Undertaking (AOU) Director IV Regional Office PTCACS Focal	TOTAL: None 4 Hours, 20 Minutes	3. Presents Official Receipt 3. Checks Official Receipt None CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)	Original copy of Form 9 or Records of Candidates for Graduation TVI	2. Provincial Scholarship Allocation Plan (1 original) 3. Provincial Qualification Map (1 original) Brovincial Office Provincial Office	Who may avail: STEP/UAQTEA graduates	Who may avail: Holders of valid but damaged National Certificate and/or Certificate of Competency
3. Certificate of Employment indicating compliance to the requirements of number of years of work/industry experience or teaching experience (1 certified true copy) Employer/Applicant	6. Attends training on the use of T2MIS and AC Operations	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	4. Receives CAV of Scholastic Records 4. Issues CAV and requires applicant/ representative to sign the logbook None CAV Focal Person Provincial/ District Director	Certified true copy of the following 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	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE
4. National Certificate (NC) Level II of higher (1 photocopy) 5. Training Methodology Certificate (TMC) or Certificate of Competency on Conduct of	6.2 Provides the Accredited Competency Assessment Center (ACAC) copy of the T2MIS User's Manual and AC Operations Output District/ Provincial Office	needs of the walk-in customers. Office or Division: Provincial/District Offices - Public Assistance and Complaint Desk (PACD)	TOTAL: Php30.00 Provincial/ District Office (PO/ DO)	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/	PAID TIME District/Provincial Scholarship Foca	Principal	1. Letter of Request (1 original) Applicant
Applicant 6. Certification on Loading (TESDA-OP-CO-04-F24) attested by the AC Manager, Lead	6.3 Issues Certificate of Training to AC Managers and Processing Officer None Provincial/District Director Director IV	Classification: Simple G2C - Government to Citizen	ISSUANCE OF CERTIFIED TRUE COPY (CTC) OF NATIONAL CERTFICATE (NC) / CERTIFICATE OF COMPETENCY (COC)	acknowledged by TESDA 5. Marriage Contract, if candidate or graduate got married prior to his/her request for	1. Submits requirements 1.1. Receives documents/ requirements None 3 Days Supervising TESD Specialist Director III District/Provincial Office	1. Acknowledgement Receipt for Starter Toolkit (3 original) Provincial/ District Office Scholar	2. Original NC/COC (1 original) Applicant
Assessor and TESDA Representative FEES TO BE PROCESSING	6.4 Encodes Profile of the ACAC and generates Accreditation Number from the None Provincial/District Director	Type of Transaction: G2B - Government to Business G2G - Government Who may avail: All	This service covers the issuance of Certified True Copy (CTC) of National Certificate (NC) / Certificate of Competency (CoC) to certified workers.	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE	1.2. Certifies the Absorptive Capacity Inventory and prequalifies and evaluates None District/Provincial Scholarship Focal Supervising TESD Specialist	Authorized Representative	3. Picture, colored, passport size white background, with collar and with name printed at
1. Inquiries on the accreditation 1. Conducts orientation on application 1. Inquiries on the accreditation 1. Conducts orientation on application	T2MIS District/ Provincial Office PTCACS Focal	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	Office or Division: Provincial Office/ District Office Classification: Complex	1.Checks/ Verifies the name of TVI and its registered program/s with the	the concerned TVI. 1 Day Director III District/Provincial Office District/Provincial Scholarship Focal	Acknowledgement Receipt for Starter Toolkit (3 original) Provincial/ District Office Provincial/ District Office	the back (1 copy)
of competency assessors and documents 2. Signs the Certificate of 2. Provides Checklist of 2. Provides Checklist of 3. Provides Checklist of 4. Provincial / District Director Provincial	6.5 Prepares Certificate of Accreditation None Provincial/District Director District/ Provincial Office	1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy) Provincial/District Offices - Public Assistance and Complain Desk (PACD)	Type of Transaction: G2C - Government to Citizen Cartified workers requesting outbordies of NCs/CaCs	Compendium of Registered Programs 1. Submits the requirements And the list of graduates in the Enrollment Report (MIS -03-02) in the TESDA UTPRAS Focal Person Provincial/ District Office	Allocation Plan (PSAP) based on the TVI's Absorptive Capacity Inventory. Supervising TESD Specialist Director III District/Provincial Office	Representative	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE TIME
Concurrence Requirements None Provincial/ District Office (PO/DO) 3.1 Receives the requirements and	7. Pays the remaining 50% accreditation fee and submits Affidavit of Undertaking 7.1 Accepts payment and issues Official Receipt (OR) 7.1 Accepts payment and issues Official qualification 7.1 Accepts payment and issues Official qualification Php1,500.00 per qualification District/ Provincial Officer	CLIENT STEPS AGENCY ACTION PAID PROCESSING TIME PERSON RESPONSIBLE Customer Service Officer (CSO)	Who may avail: Certified workers requesting authentication of NCs/ CoCs CHECKLIST OF REQUIREMENTS WHERE TO SECURE	Training Management Information System (T2MIS)	District/Provincial Scholarship Focal Supervising TESD Specialist	Special Power of Attorney (1 original) Representative	1. Submits documentary requirements 1.1. Checks the completeness and correctness of documents None 1 Hour
3.1. Submits requirements 3.1. Submits requirements 3.2. Chacks the completeness of Section 1.1 Receives the requirements and accomplishes the Tracking Sheet None Provincial/District Director Provincial/ District Office CACs Focal Person	7.2 Receives notarized Affidavit of Undertaking None PTCACS Focal Provincial/District Director	Public Assistance and Complaint 1. Visits the regional office 1. Receives the client/ customer None 1 Minute Provincial/ District Director	National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy) Applicant	2. Receives Special Order Number appropriate SO number None UTPRAS Focal Person Provincial/ District Director	Director III District/Provincial Scholarship Foca	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID PERSON RESPONSIBLE	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and CACs Focal Person Provincial/ District Director
deficiencies, if any 3.2. Checks the completeness of documents/ requirements submitted None Provincial/District Director Provincial/ District Office CACs Focal Person	8. Receives Certificate of Accreditation to Accreditation and template of the ACAC upon payment fee and None 2 Days PTCACS Focal Provincial Office	Provincial/ District Office Customer Service Officer (CSO)	CLIENT STEPS AGENCY ACTION Applicant FEES TO BE PROCESSING PERSON RESPONSIBLE	TOTAL: None 3 Days	1.5. Submits the PSAP to the Regional Office. None None District/Tovincial Scholarship Foca Supervising TESD Specialist District/Provincial Scholarship Foca Supervising TESD Specialist District/Provincial Scholarship Foca Supervising TESD Specialist District/Provincial Scholarship Foca Supervising TESD Specialist	Scholarship Focal 1. Receives the starter toolkits 1. Releases the starter toolkits None 5 Minutes Provincial/ District Office	Certified or in the TESDA RWAC and checks consistency with the NC/COC None 2 Hours Provincial/ District Office
3.3. Evaluates documents None 1 Day OACo Food Person OACo Food Person	signage submission of the notarized AOU District/ Provincial Office	2. Fills-out Customer Feedback Form 2. Fills-out Customer Feedback Form 2. Assesses the inquiry/ request/s None 3 Minutes Public Assistance and Complaint Desk (PACD) Provincial/ District Director	PAID TIME 1.1. Receives requirements CACs Focal Person	PAYMENT OF SCHOLARSHIP VOUCHERS	District/Provincial Oπice 1.6. Prepares the Provincial Qualification District/Provincial Scholarship Focal Supervising TESD Specialist	2. Accomplishes the Acknowledgement Receipt Form 2. Receives the form and checks for	1.3. Prepares, prints and releases the NC/ COC None 2 Hours
3.4. Prepares Letter of Notification on the results of evaluation of documents None None CACS Focal Person Provincial/District Director Provincial/ District Office	of the Certificate of Accreditation and None AOU and ensures all documents related Provincial/District Director District/ Provincial Office	Provincial/ District Office Customer Service Officer (CSO) 3.a. Obtains the requested Public Assistance and Complaint	requirements 1.2. Verifies/ Checks documents/ requirements None 1 Day Provincial/ District Director Provincial/ District Office (PO/DO)	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.	Map (PQM) based on the RTDBSA and Submits it to RO. None 1 Day Director III District/Provincial Office	and submits to the Scholarship Focal None None 10 Minutes Provincial/ District Director Provincial/ District Office	2. Pays replacement fee 2.1. Receives payment PHP 100.00 Cashier
3.5. Signs the notification letter None Provincial/District Director Provincial/ District Office CACs Focal Person	signage to be used in the identification of the AC the AC	information/ assistance from PACD, or Salar Provides action on inquiry/ requests; None Salar Provincial/ District Director Provincial/ District Office	2. Secures Order of payment and pays Certified True Copy fee 2. Receives payment and ssues Official Php 50.00 Php 50.00 1 Day Cashier Provincial/ District Director Provincial/ District Office (PO/DO)	Office or Division: Provincial/District Office	For the next step, refer to the Preparation of Regional Qualification Map by the Regional Office	TOTAL: None 15 Minutes	2.2. Issues Official Receipt None Provincial/ District Director Provincial/ District Office
3.6. Transmits Letter of Notification and ensures receipt by the applicant None Provincial/District Director Provincial/ District Office 3.7 Encodes the profile of qualified CACs Focal Person	PTCACS Focal 8.4 Updates Tracking Sheet None Provincial/District Director	3.b. Obtains the requested through the filled-out Customer Feedback 3.b.1. Endorses the client/ customer Feedback 3.b.1. Endorses the client/ customer Feedback Alone 3.b.1. Endorses the client/ customer Feedback Public Assistance and Complaint	3. Presents Official Receipt 3. Certifies the photocopy of NC/ COC as None 1 Day CACs Focal Person Provincial/ District Director	Classification: Complex, Highly Technical Type of Transaction: G2B - Government to Business G2G - Government to other Government	TOTAL: None 6 Days		3. Receives NC/ COC
Applicant-CA in the T2MIS and None Provincial/District Director generates Accreditation Number Provincial/ District Office (PO/DO)	Php3,000.00 TOTAL: per 7 Days	Office Form to the Concerned Office/ Focal Person Person Form to the Concerned Office/ Focal Provincial/ District Director Provincial/ District Office	4. Receives the Certified True 4. Receives the Certified True 4. Issues the Certified True Copy of the	Who may avail: Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs	PROGRAM REGISTRATION Process by which TVET programs are registered with TESDA.		TOTAL: PHP 100.00 5 Hours
Accreditation and Competency Assessor ID Card None Provincial/District Office (PO/DO)	qualification AVAILMENT OF SCHOLARSHIP PROGRAMS	Customer Service Officer (CSO) Public Assistance and Complaint 3.b.2. Provides assistance None 15 Minutes Desk (PACD)	Copy and signs the client's records NC/ COC NC/ COC None 1 Day Provincial/ District Director Provincial/ District Office (PO/DO)	CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Disbursement Vouchers (DV) (3 original) Provincial/ District Office	Office or Division: Provincial Office/District Office Classification: Highly Technical	RENEWAL OF COMPETENCY ASSESSOR'S ACCREDITATION	
3.9. Endorses Certificate of Accreditation and Competency Assessor ID Card to Regional Director for approval. 3.9. Endorses Certificate of None None None 1 Day Provincial/ District Office (PO/DO)	Facilitating and providing information to the customers inquiring on scholarship availment. Office or Division Dravingial/District Office	Provincial/ District Director Provincial/ District Office Provincial/ District Office Focal Person	TOTAL: Php 50.00 1 Day ISSUANCE OF NATIONAL CERTIFICATE/ CERTIFICATE OF COMPETENCY	2. Obligation Request and Status (ORS) (3 original) For Training and/or Entrepreneurship Cost Provincial/ District Office	Type of Transaction: G2B – Government to Business	This service for assessors whose accreditation has expired.	REPLACEMENT OF LOST NATIONAL CERTIFICATE /CERTIFICATE OF COMPETENCY
3.10. Reviews the accreditation documents and approves/signs the	Classification: Simple G2C - Government to Citizen	3.b.3. Addresses/ provides the information on inquiry/ request None 7 Minutes Concerned Office/ Division/ Section Provincial/ District Director	The National Certificate and Certificate of Competency are issued to passers of National Competency Assessment who requested for issuance.	3. Billing Statement or any equivalent document stated in the Implementing Guidelines (1 original)	Who may avail: Institution/s who intend to offer TVET programs CHECKLIST OF REQUIREMENTS WHERE TO SECURE	Office or Division: Provincial Office/District Office	This service is provided to replace valid but lost National Certificate and/or Certificate of Competency of certified worker.
Certificate of Accreditation, Identification Card and Letter of None None Notification Notification None Regional Director Regional Director	G2B - Government to Business Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous	Customer Service Officer (CSO) Public Assistance and Complaint	Office or Division: Provincial/District Office Classification: Complex	4. Trainees' Profiles encoded in the T2MIS (1 original) Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs 5. Daily Attendance Sheet (1 original)	Corporate and Administrative Documents 1. Letter of Application/Intent (TESDA-OP-CO-F03)	Classification: Highly Technical	Office or Division: Provincial Office/District Office
3.11. Sends letter of Notification to the applicant CACs Focal Person Provincial/District Director Provincial/ District Office (PO/DO)	Who may avail: people, persons with disabilities, senior citizens and returnees Filipinos, 15 years old and above	4. Accomplishes feedback form 4. Assists customer None 2 Minutes Provincial/ District Director Provincial/ District Office	Type of Transaction: G2C – Government to Citizen Who may avail: Passers of National Competency Assessment	6. Signed SGCs (TESDA Copy) (1 original) For Assessment Cost	(2 original) 2. Board Resolution/Academic Council Resolution to offer the program signed by the	Type of Transaction: G2C – Government to Citizen	Type of Transaction: G2C - Citizen
4. Pays accreditation fee and submits notarized copy of Affidavit of Undertaking (AOU) 4.1. Accepts payment and issues Official Receipt (OR) Php 500.00 per qualification Php 500.00 per qualification Provincial/ District Office	Personal visit/ inquiry of client; or online scholarship inquiry/ application form www.tesda.gov.ph/Barangay	5.1. Retrieves all the feedback at the end 5.2. Drops feedback form on the 5.3. Retrieves all the feedback at the end 5.4. Public Assistance and Complaint	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	7. Billing Statement (1 original) Tooknigel Vesstional Education and Training Institutions	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	Who may avail: All competency assessors whose accreditation has expired	Who may avail: All holders of valid but lost National Certificate and/or Certificate of Competency
4.2. Receives notarized copy of Affidavit of Undertaking (AOU) None CACs Focal Person Provincial/District Director Provincial/ District Office	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE	designated feedback box/ submits online online 5.2. Encodes customer response to the Monitoring Report of Customer Feedback Desk (PACD) Provincial/ District Director 1 Minute Provincial/ District Office	1. Competency Assessment Result Summary (CARS) (1 original) Assessment Center	8. Assessment Attendance Sheet (1 original) 9. RWAC, stamped received by the POs/DOs (1 certified true copy)	3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 original) Applicant TVI	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	CHECKLIST OF REQUIREMENTS WHERE TO SECURE
4.3. Prepares the Affidavit of Undertaking (AOU) for Applicant - CA Value of Struct Control of Struct Office Provincial/ District Office CACs Focal Person Provincial/District Director Provincial/District Office Provincial/District Office CACs Focal Person Provincial/District Office Provincial/District Office CACs Focal Person Provincial/District Office CACS Provincial/District Office CACS Provincial/District Office CACS Provincial/District Office CACS Provincial/Dis	Face to face Provincial/District Scholarship Foo	By PACD alone: 13 Minutes	2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece) Representative Liaison Officer/ Relative	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE PAID TIME PERSON RESPONSIBLE	4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 original) 5. Articles of Incorporation (indicate main address) (2 original) Securities and Exchange Commission Securities and Exchange Commission	1. Letter of Intent (1 original) Applicant	1. Letter of Request (1 original) Applicant
5. Receives Certificate of Accreditation Accreditation and ID Card 5.1. Issues Certificate of Accreditation Accreditation and ID Card 5.2. Receives Certificate of Accreditation Accreditation and ID Card 5.3. Issues Certificate of Accreditation None None Provincial/ District Office CACs Focal Person Provincial/ District Office Provincial/ District Office CACs Focal Person Provincial/ Distric	1. Inquiries about available scholarship 1. Inquiries about available scholarship 1.1. Refers client to respective Provincial office/Scholarship Focal 1.1. Refers client to respective Provincial None 1.1. Refers client to respective Provincial None 1.2 Minutes 2 Minutes 1.3 Provincial/District Scholarship Focal Provincial/District Scholarship Focal 1.4 Provincial/District Scholarship Focal	Office: 33 Minutes	1. Competency Assessment Result Summary (CARS) (1 original) 2. Dieture of the contified worker colored passager size white healest and with collections.	For TVIs Training Cost, Entrepreneurship Fee and Cost of Misc.:	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 Applicant TVI		2. Duly notarized Affidavit of Loss (1 original) 3. Picture, colored, passport size white background, with collar and with name printed at
5.2. Files photocopy of the Certificate of Accreditation, AOU, ID and ensures None Provincial/ District Office CACs Focal Person Provincial/District Director	Provincial/District Office Provincial/District Scholarship Foca 1.2. Informs clients of the different 1.3. Informs clients of the different 1.4. Informs clients of the different 1.5. Informs clients of the different 1.6. Informs clients of the different 1.7. Informs clients of the different 1.8. Informs clients of the different 1.9. Informs clients of the different	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.	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)	1. Submits the requirements/ documents 1.1. Receives the requirements/ documents None 5 Minutes Provincial/ District Office	original) 7. Current Fire Safety Certificate (training site) (2 original) Bureau of Fire Protection	2. Accomplished Application Form (1 original) Provincial Office/ Applicant	the back (1 copy) Applicant
all documents related to the application are safely secured TOTAL: Php 500.00 5 Days	scholarship programs None None 25 Minutes Provincial/District Director Provincial/District Office	Office or Division: Provincial/District Offices - Public Assistance and Complaint Desk (PACD) Classification: Simple	4. ID of the certified worker (1 photocopy)	Scholarship Focal 1.2. Checks completeness of the None 1.3. Minutes 1.4. Minutes 1.5. Minutes	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	3. Picture, passport size (1 piece) Applicant	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE PAID TIME
ACCREDITATION OF COMPETENCY ASSESSMENT CENTERS	1.3. Refers the client to a training provider with available scholarship slots None Provincial/District Scholarship Focations Supervising TESD Specialist Provincial/District Director	G2C - Government to Citizen G2B - Government to Business G2C - Government to Covernment	5. ID of the representative (1 original) CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE	requirements/ documents requirements/ documents Provincial/ District Director Provincial/ District Office 1.3 a If complete assigns DV number:	Curricular Requirements 9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification	4. Picture 2 x 2 white background (1 piece) Applicant	1. Submits documentary requirements 1.1. Checks the completeness and correctness of documents None 1 Hour
This is a service provided for all qualified entities who want to engage in providing competency assessment and certification activities. Office or Division: Provincial Office/ District Office	Online inquiry Provincial/District Office	Who may avail: CHECKLIST OF REQUIREMENTS WHERE TO SECURE	1.1. Verifies in the T2MIS the name of the certified worker and the corresponding	or Scholarship Focal / Processing 1.3 b. If incomplete returns to the	being addressed and the competencies to be developed a. Course Design (2 original) b. Modules of Instruction (2 original) The developed Form downloadable @www.tesda.gov.ph Form downloadable @www.tesda.gov.ph	5. Certificate of Employment indicating compliance to the requirements of number of vears of work/industry experience or teaching experience (1 original) Employer/ Applicant	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and Certified worker Support Supp
Classification: Highly Technical	1. Fills-out the online scholarship in the inquiry application form 1.1. Receives information on the Inquiry application for Inq	1. Call at the Hotline number CHECKLIST OF REQUIREMENTS WHERE TO SECURE Customer/ Client	1. Presents the Competency Assessment Result Summary (CARS) None CACs Focal Person Provincial/ District Director Provincial/ District Office	requesting TVI or Assessment Center for compliance	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 Form downloadable @www.tesda.gov.ph	6. National Certificate (NC) Level 2 or higher (1 photocopy) Applicant	1.3. Prepares, prints and releases the None 2 Hours
Type of Transaction: Who may avail: G2B - Government to Business TVET entity/establishment who wants to manage the assessment activities of candidates for national certification	Provincial/District Scholarship Foc	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID PERSON RESPONSIBLE	documents 2. Pays the certificate fee 2. Accepts payments and issues Official Phy 50 00 Provincial/ District Director	1.4 Reviews and evaluates the requirements/ supporting documents None Administrative Officer IV Administrative Officer IV Supervising TESD Specialist// Provincial/ District Director	original) 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 second downloadable @www.tesda.gov.ph	O. National Certificate (NC) Level 2 of higher (1 photocopy)	2. Pays replacement fee 2.1. Receives payment Php100.00 Cashier Provincial/ District Director
CHECKLIST OF REQUIREMENTS WHERE TO SECURE	1.2. Forwards email to appropriate training provider 1.2. Forwards email to appropriate training provider None None 1 Minute Trovincial/District Scholarship Foc	1. Calls the TESDA Regional Office contact number/s 1.1. Receives call None 1 Minute Receiving Office in the Provincial/District Office	Provincial/ District Office Provincial/ District Office	1.5. If complete, certifies completeness of supporting documents and signs Box Provincial/ District Office Administrative Officer IV Provincial/ District Director	program (2 original) 12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus	7. Training Methodology Certificate (TMC) or Certificate of Competency (COC) on Conduct of Competency (1 photocopy) TESDA/ Applicant	2.2. Issues Official Receipt None Provincial/ District Office
1. Letter of Intent (1 original) 2. Copy of SEC Registration of equivalent (CDA Registration, R.A. except Sole	Provincial/District Office Provincial/District Scholarship Foc	1. Calls the TESDA Regional Office contact number/s 1.2. Records caller's name, location, inquiry in the logbook (per office) None Head Receiving Office/Division in the Provincial/District Office	3. Receives the NC/CoC 3. Prints and issues the NC/CoC None Provincial/ District Director Provincial/ District Office	C of the DV. 1.6. Certifies also that the expenses are Provincial/ District Director	Physical Facilities TESDA-OP-CO-01-F18) (2 original) 13. Shop layout of training facilities indicating the floor area (2 original) Applicant TVI	8. Certification on Loading (1 original) TESDA/ Applicant	3. Receives NC/ COC TOTAL: Php100.00 5 Hours
Proprietorship (1 photocopy) 3. Business Permit or its equivalent in the country of origin (1 photocopy) Applicant CAC Applicant CAC Applicant CAC	Appropriate training provider None 2 Minutes Provincial/District Director Provincial/District Office	2.a. Obtains the requested information/ assistances 2.a. Obtains the requested information/ assistances 2.a. Obtains the requested requested are supported by the second of the second	TOTAL: Php 50.00 1 Day ISSUANCE OF NATIONAL TVET TRAINER CERTIFICATE	necessary and lawful, and signs Box A of the DV: a for Training Cost and/or A for Training Cost and/or	14. Institutional Assessment Note: Actual Assessment Tools should be shown during inspection (2 original) Applicant TVI	9. Certificate of Attendance on Assessment Calibration/Moderation of the relevant qualification (1 original) TESDA/ Applicant	TOTAL. Pripitot.ou 5 nours
4. Financial Statement (1 photocopy) Applicant CAC	TOTAL: None Face to face: 32 Minutes	2.a. Obtains the requested 2.a. Obtains the requested 2.a. Refers callers to concerned office 2.a. Obtains the requested 3.a. Obtains the requested 4.a. Office Provincial/District Office 4.a. Office Provincial/District Office 5.a. Office Of	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.	a. for Training Cost and/or Entrepreneurship Cost; or b. for Assessment a. for Training Cost and/or Entrepreneurship Cost; or b. for Assessment Supervising TESD Specialist Provincial/ District Director Provincial/ District Office	Faculty and Personnel (Photocopy of supporting evidence, except when certified copy is required) (2 original)	10. Results of Performance Evaluation (1 original)	REPLACEMENT OF NATIONAL CERTIFICATE /CERTIFICATE OF COMPETENCY DUE TO CHANGE OF NAME
5. For newly created company, paid up capital (1 photocopy); or For existing company, latest audited financial statement by a third party (1 Applicant CAC	Online: 8 Minutes	information/ assistance that will provide the assistance None Receiving Office/Division in the Provincial/District Office	Office or Division: Provincial Office/ District Office Classification: Complex	For Training Cost and/or Entrepreneurship Cost of TVI: 1.7. Transmits the DV for the Training For Training Cost and/or Administrative Officer IV Provincial/ District Director Provincial/ District Office	15. List of Officials (TESDA-OP-CO-01-F19) 16. For trainers: 17. List of Officials (TESDA-OP-CO-01-F19) 18. List of Trainers (TESDA-OP-CO-01-F19) 19. List of Trainers (TESDA-OP-CO-01-F19)	11. Report on Assessment Proceedings (1 original)	This service is provided to replace National Certificate and/or Certificate of Competency of certified worker due to change of name.
photocopy) 6. Fire Safety Certificate (current and valid) (1 photocopy) Applicant CAC/ BFP	COMPLAINTS HANDLING The Agency processes and handles complaints filed by customers through various communication modalities: Public Assistance and	requested information/ assistance from Concerned Office 2.b. Provides information/ requests None 2 Minutes Provincial/District Office	Type of Transaction: G2C - Government to Citizen All individuals who are qualified to become TV/FT trainers	and/or Entrepreneurship Cost and complete documents to the Regional None 1 Day	a. List of Trainers (TESDA-OP-CO-0T-P20) with their qualifications, areas of expertise, and courses/seminars (2 photocopy) b. Evidence of qualification:	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE TIME	Office or Division: Provincial Office/District Office
7. BIR Registration or its equivalent in the country of origin (1 photocopy) Applicant CAC/ BIR	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.	By receiving office alone: 4 Minutes	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	Director For Assessment Fee: Supervising TESD Specialist	employment for WTR (2 photocopy) b.2. Certificate on Trainers Methodology Level I or	1. Submits requirement 1. Summarizes and analyzes data on PHP 500.00 per Provincial/ District Director	Classification: Complex
8. Building Lay-out/ Floor Plan/ Shop Lay-out (1 original) 9. Company Profile (1 original) Applicant CAC Applicant CAC	Office or Division: Provincial/District Offices - Public Assistance and Complaint Desk (PACD) Classification: Highly Technical	TOTAL: None With Concerned Office:	1. Valid National Certificate (NC) II 2. Valid Trainers Methodology Certificate Applicant Applicant	Releases DV with supporting documents to the approving official Provincial/ District Director Accounting IV/	other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 photocopy)	performance evaluation gathered qualification Provincial/ District Office	Type of Transaction: G2C – Government to Citizen
10. Location Map (1 original) Applicant CAC	Type of Transaction: G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	CUSTOMER INQUIRY AND FEEDBACK THRU ELECTRONIC MAILS	3. Certificate of Industry Working Experience (1 original) 4. Trainer/Assessor Profile Form (NMIS Form-01A) TESDA	1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO 1.8. Reviews and evaluates the None 2 Days Regional Director Regional Office	certified true copies) 17. For non-teaching staff:	2. Evaluates application and documents Provincial/ District Director Provincial/ District Office	Who may avail: Holders of valid National Certificate and/or Certificate of Competency who want their NC/COC replaced due to change of name
11. List of complete facilities, tools, equipment and materials appropriate to the Qualification (s) applied for (1 original) Applicant CAC/ TESDA	Who may avail: CHECKLIST OF REQUIREMENTS WHERE TO SECURE	The Agency through its official electronic mail address receives, facilitates, assesses and provides information and other needs of the customers.	5. Picture, passport size, white background and high resolution, shall be scanned and printed (1 copy) Applicant	1.9.a. If incomplete, returns to the DO/ Regional Director	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)	3. Prepares Letter of Notification to be cian ed by the Dravingial Director polifying The director of Notification to be CACs Focal Person Dravingial / District Director	CHECKLIST OF REQUIREMENTS WHERE TO SECURE
12. Organizational Structure and Staff Complement and Profile (1 original) Applicant CAC Applicant CAC/ TESDA	Complaint lodged at the Public Assistance and Complaint Desk (PACD) Duly accomplished Dulugan Form (1 original) Where To Secure Provincial/District Offices Public Assistance Counter Desk	Office or Division: Provincial/District Offices - Public Assistance and Complaint Desk (PACD) Classification: Simple	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID PERSON RESPONSIBLE	Po for compliance; or None 2 Hours Regional Office Regional Director	Program Guidelines 18. Program fees, with breakdown of tuition and other fees and schedule of fee 18. Program fees, with breakdown of tuition and other fees and schedule of fee	signed by the Provincial Director notifying the applicant on the results of evaluation Signed by the Provincial Director notifying the applicant on the results of evaluation Provincial District Director	1. Letter of Request (1 original) Applicant
14. Lease Contract/ Proof of Ownership of the location/premises of the Assessment Center (1 photocopy) Applicant CAC	Evidence to be attached to the Dulugan Form or to be sent to contactcenter@tesda.gov.ph Complaint received through registered mails, emails and SMS shall have: (PACD)	Type of Transaction: G2C - Government to Citizen G2B - Government to Business G2G - Government to Government	1. Submits requirements CACs Focal Person/ UTPRAS Focal Provincial/ District Director	1.10 Potures approved DV with supporting None None Regional Office FASD Staff Provincial/ District Directors	original) 19. Documented grading system, details of which are provided to students/trainees at Applicant TVI Applicant TVI Applicant TVI Applicant TVI Applicant TVI Applicant TVI	4. Approves and releases Certification of Accreditation Provincial/ District Director Provincial/ District Office	2. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy) Applicant
15. Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO Applicant CAC/TESDA -03-F04) (1 original)	1. Full Name, address, & contact details of complainant; 2. Details of the acts complained of; 3. Person(s) charged: Complainant	Who may avail: All	Provincial/ District Office CACs Focal Person/	documents to the DO/PO Office Returns approved DV with supporting None Provincial/ District Director	the start of their program (2 original) 20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original) Applicant TVI Applicant TVI Applicant TVI	TOTAL PHP 500.00 per 5 Davis	3. Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original) Applicant
CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID TIME PERSON RESPONSIBLE	4. Name of Department/ Agency of the person charged, if applicable; and 5. Evidence of violation.	CHECKLIST OF REQUIREMENTS WHERE TO SECURE 1. Message sent thru e-mail or SMS Customer/ Client	1.2. Accepts, evaluates the application for Regular/Provisional NTTC None **None*** None*** None*** None*** Provincial/ District Office** Provincial/ District Office** District Office** None*** None** N	1.11. Receives the approved DV None 5 Minutes <i>Provincial/ District Director</i> Provincial/ District Office 1.12 Prepares the check vis-a-vis the <i>Disbursement Officer</i>	21. Rules on Attendance (2 original) Applicant TVI	TOTAL: qualification 5 Days	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE
1. Inquiries on the Accreditation of Assessment Center 1. Inquiries on the Accreditation of Assessment Center 1. Conducts orientation None None 1. Conducts orientation None 1. Conducts orientation None 1. Dov.	Formal Complaint are complaints with duly notarized aπidavit shall have: 1. Full Name & address of complainant; 2. Full name & address of the person complained as well as his position and office;	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING PERSON RESPONSIBLE TIME	1.3. Prepares and endorses Registry of TVET Trainers for NTTC Issuance with None CACs Focal Person/ UTPRAS Focal Provincial/ District Directors	approved DV and supporting documents None 1 Hour Provincial/ District Director Provincial/ District Office Dishursement Officer	Support Services 22. Health services are available to the students/trainees. If these services are		1. Submits documentary 1.1. Checks the completeness and None 1 Hour
2. Signs the Certificate of Concurrence 2. Provides list of requirements None Provincial/ District Director District/ Provincial 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	1. Sends email to TESDA email 1. Accesses the email account/SMS None 1. Minute Customer Service Officer Provincial/District Director Office of the Provincial/District	the application documents 1.4. Reviews completeness and	2. Receives check payment 2. Releases check payment to the TVI None 1 Hour Provincial/ District Director Provincial/ District Office	contracted out or out-sourced, the contract or MOA or similar documents must be submitted. (2 original) 23. Job Linkaging and Networking Services (JLNS) which include Career Services and		requirements correctness of documents 1.2. Verifies profile of the certified worker
3. Submits documents 3.1 Checks the completeness and correctness of documents None PTCACS Focal Provincial/District Director District/ Provincial Office	any; and 5. Certification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative.	Director Customer Service Officer	correctness of submission, and prepares the Regular/Provisional NTTC: a. If in accordance with the requirements,	TOTAL: None 4 Days, Hours, 20 Minutes	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	RENEWAL OF NATIONAL CERTIFICATE / CERTIFICATE OF COMPETENCY	in the Registry of Workers Assessed and CACs Focal Person Certified or in the TESDA RWAC and checks consistency with the NC/COC in the Registry of Workers Assessed and None 2 Hours Provincial/ District Office
3.2 Accomplishes Tracking Sheet for the Accreditation of Assessment Center None PTCACS Focal Provincial/District Director	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID TIME PERSON RESPONSIBLE	2.a. Obtains the requested information/ assistance from Office of the RD; or 2.a. Obtains the requested information/ assistance from Office of the Provincial/District Director Office Of	prepares and issues Regular/Provisional None NTTC; or b. If incomplete, prepares Memorandum	PAYMENT OF TRAINING SUPPORT FUND	24. Community Outreach Program (optional) (2 original) 25. Research program activities that will support continuing development of the	This is a service provided to certified workers whose National Certificates and/or Certificates of Competencies are due for renewal or expired.	presented 1.3. Prepares, prints and releases the
4. Pays 50% of the accreditation 4.1 Issues Official Receipt (OR) 4.1 Issues Official Receipt (OR) 4.2 Pays 50% of the accreditation 4.3 Issues Official Receipt (OR) 4.4 Issues Official Receipt (OR) 4.5 Physical District/ Provincial Office Cashier District/ Provincial Office	Customer Service Officer (CSO) Public Assistance and Complaint 1.1 Acknowledges the complaint None 1.0 Minutes Desk (PACD)	2.b. Obtains the requested 2.b.1. Prepares transmittal to the 2.b.2.b.2. Obtains the requested 2.b.3. Prepares transmittal to the 2.b.4. Provincial/District Director	to the Provincial/District Office of the deficiencies	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.	program of the school (optional) (2 original) FEES TO BE PROCESSING PERSON PE	Office or Division: Provincial Office/District Office	NC/COC None 2 Hours
fee qualification qualification District/ Provincial Office 4.2 Prepares and submits Letter of None Provincial/District Director	T.1. Acknowledges the complaint None TO Minutes Desk (PACD) Provincial/District Director Provincial/District Office	Concerned Office assistance and information Concerned Office assistance and information None S Minutes Office of the Provincial/District Director	1.5 Approves Regular/Provisional NTTC and signs Memorandum None Regional Director Regional Office	Office or Division: Provincial/District Office Classification: Simple	1. Submits application documents/	Classification: Complex	2. Pays replacement fee 2.1. Receives payment PHP 100.00 Cashier Provincial/ District Director Provincial/ District Office
Notification (Pre-Inspection Notification (Pre-Inspection 1 Day Provincial/District Director Provincial/District Director Provincial/District Director	Customer Service Officer (CSO) Public Assistance and Complaint 1.2 Assesses the complaint None 30 Minutes Desk (PACD)	2.b. Obtains the requested information assistance from Concerned Office 2.b. Obtains the requested requested information None 2 Days Concerned Office Provincial/District Office Concerned Off	2. Receives Regular/ Provisional NTTC 1.6 Releases Regular/Provisional NTTC None CAC'S Focal Person/ UTPRAS Focal Provincial/ District Director	Type of Transaction: G2C - Government to Citizen	requirements after complying with the orientation and site inspection requirements on program 1.1. Checks completeness and requirements on program 1.1. Checks completeness and provincial/ District Director program Php2,000 per provincial/ District Director program Php2,000 per provincial/ District Director program	Type of Transaction: G2C – Government to Citizen	3. Receives NC/ COC
4.3 Approves Letter of Notification (Pre- Inspection) None District/ Provincial Office Director IV Regional Office	1. Lodges a complaint thru the different modalities 1.2. Assesses the complaint None 30 Minutes Desk (PACD) Provincial/District Director Provincial/District Office	By Office of Provincial	TOTAL: None 5 Days Provincial/ District Office	Who may avail: STEP, PESFA, UAQTEA Scholars CHECKLIST OF REQUIREMENTS WHERE TO SECURE	registration	Who may avail: All certified workers with expired National Certificate/ Certificate of Competency	TOTAL: PHP 100.00 5 Hours
4.4 Informs the Applicant-AC of the evaluation results through Letter of None Notification (Pre-Inspection) Provincial/District Director District/ Provincial Office	For customer verbal complaints; customer is encouraged to put in 1.3. Transmits Customer complaint/s None 2 Dave Customer Service Officer (CSO) Public Assistance and Complaint 1.3. Transmits Customer complaint/s None 2 Dave Customer Service Officer (CSO) Public Assistance and Complaint	District Director alone: 4 Minutes	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.	1. Training Attendance (1 certified true copy) 2. Enrolment Report (1 certified true copy) (TVI) which implemented TESDA Scholarship Programs	1.2. Stamps "Received Complete/Correct Documents" for complete and correct application documents 1.2. Stamps "Received Complete/Correct None None When the complete is a possible of th	, same and a same a	
Notification (Pre-Inspection) 4.4.1 If compliant, informs Applicant-AC of the conduct of Ocular Inspection; or PTCACS Focal	writing the details of complaint Writing the details of complaint 1.3. Transmits Customer complaint's None 2 Days Desk (PACD)	TOTAL: None With Concerned Office:	Office or Division: Provincial Office/District Office Classification: Complex	2. Enrolment Report (1 certified true copy) 3. Terminal Report (1 certified true copy (TVI) which implemented TESDA Scholarship Programs	1 Day	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	REPLACEMENT OF NATIONAL CERTIFICATE /CERTIFICATE OF COMPETENCY DUE TO ERRONEOUS ENTRY
4.4.2 If non-compliant, informs Applicant- None Provincial/District Director AC of discrepancies or lacking District/ Provincial Office	13 Days Customer Service Officer (CSO) Designated Provincial/District Office Customer Setisfaction Feed	ce Days, 6 Minutes	Type of Transaction: G2C - Government to Citizen Who may avail: Holders of NC	4. School ID Scholar FEES TO BE PROCESSING	1.3. Issues Acknowledgment Letter None UTPRAS Focal Person Provincial/ District Director Provincial/ District Office	1. Duly accomplished Application Form (1 original) 2. NO/COC (4 photocomputation of the control	This service is provided to replace a valid National Certificate and/or Certificate of Competency of certified workers due to erroneous entry.
requirements that need to be complied Provincial/District Director 4.5 Directs the conduct of inspection None None	1.4. Validates and acts on complaints None Public Assistance and Complaint Desk (PACD) Provincial/District Director	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	CHECKLIST OF REQUIREMENTS WHERE TO SECURE	CLIENT STEPS AGENCY ACTION PAID PROCESSING TIME PERSON RESPONSIBLE Front Desk		2. NC/COC (1 pnotocopy, with original copy to be presented) Applicant	Office or Division: Provincial Office/District Office
Director IV Regional Office	Provincial/District Director Provincial/District Office Customer Service Officer (CSO)	Verification (CAV) of submitted scholastic records of the applicant. Office or Division: Provincial/ District Office	1. Duly accomplished Application Form (1 original) 2. Picture, 1 x 1, 300DPI resolution with signature resolution of 300DPI size 7" x 3 (JPEG extension/file) (1 copy) TESDA Provincial/ District Office Applicant	1. Submits through the TVI the requirements/ requirements/ documents from the partner TVI None 5 Minutes Provincial/ District Director Provincial/ District Office	1.4 Reviews Technical Inspection Report of facilities, tools and equipment. None None UTPRAS Focal Person Provincial/ District Director Provincial/ District Office	3. Picture, colored, passport size, white background (2 copies) Applicant	Classification: Simple
4.6 Schedules inspection and confirms availability of members None PTCACS Focal Provincial/District Director District/ Provincial Office	2. Receives/ Accepts action on complaint 2. Informs customer of actions taken 2. Informs customer of actions taken None 1 Day Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director	Classification: Complex Type of Transaction: G2C - Government to Citizen	3. NC (1 photocopy) Applicant	1.2. Checks completeness of the requirements/ documents None None 10 Minutes Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office	Cashier 2. Pays registration fee 2.1. Accepts payment of registration fee Provincial/ District Director	4. Certificate of work and/or teaching experience for at least 12 months during the validity period of the NC/ COC Applicant	Type of Transaction: G2C – Government to Citizen
4.7 Issues appointment of the Inspection Team None 2 Days Provincial/District Director District/ Provincial Office	Provincial/District Director Provincial/District Office Customer Service Officer (CSO)	Who may avail: All TVET Learners	CLIENT STEPS AGENCY ACTION FEES TO BE PROCESSING TIME PAID PERSON RESPONSIBLE	1.3. a. If complete, assigns DV number; or 1.3 b. If incomplete, returns to the TVI for Officer IV/ None 4 Hours Processing Officer/ Administrative Officer IV/ Provincial/ District Director	2.2. issues Official Receipt Provincial/ District Director Provincial/ District Office 2.3. Prepares recommendation for	FEES TO BE PROCESSING	Who may avail: All holders of valid National Certificate and/or Certificate of Competency with erroneous entry