



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:	Office of the Administrator
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Those who are interested to take the assessment in the different qualifications offered by the TESDA Administered School

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly accomplished Application Form (1 original)	Applicant
2. Self-Assessment Guide	Office of the Administrator/CAC Processing Officer
3. Picture, passport size, white background with collar and name tag (2 Applicant copies)	
4. Birth Certificate (1 photocopy)	Philippine Statistics Authority
5. Employment Certificate (1 original)	Company
6. Training Certificate (1 photocopy)	Training Center Attended

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on assessment schedule	1. Provides application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	<i>Front Desk Officer</i> <i>Administrator</i> Office of the Administrator
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled		15 Minutes	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i>



	assessment if the number of applicants reaches to 10 and above			Office of the Administrator
3. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	<i>CAC Processing Officer</i> <i>Administrator</i> Office of the Administrator
4. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	<i>Cashier</i> <i>Administrator</i> Office of the Administrator
5. Submits Application Form in which Official Receipt Number is indicated	5.1 Receives application form and checks the Official Receipt Number	None	1 Minute	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
6. Receives Admission slip and assessment schedule	6.1. Provides tentative assessment schedule and issues Admission Slip at the time of application 6.2. Informs final schedule of assessment 5 days before the schedule	None	1 Minute 3 Minutes	<i>CAC Processing Officer</i> <i>AC Manager</i> <i>Administrator</i> Office of the Administrator
	TOTAL:	Fee depends on the qualification	41 Minutes	

2. Application for Scholarship and Enrolment Procedures

This service pertains to the enrolment and registration of a client to a certain training program offered by the institution covering all modes of delivery.

Office or Division:	Office of the Administrator
Classification:	Simple



Type of Transaction:	G2C – Government to Citizen			
Who may avail:	<ul style="list-style-type: none"> - K12 graduates; - ALS Secondary Completers; - College Undergraduates 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Learner's Profile / Enrolment Form (1 original)	Registrar's Office Information and Referral Office			
2. Birth Certificate (1 authenticated copy)	Philippine Statistics Authority			
3. Transcript of Records (TOR) (1 photocopy)	Last School Attended			
4. Form 138 (1 photocopy)	Last School Attended			
5. Barangay Clearance (1 original)	Barangay Government Office			
6. Medical Certificate (1 original)	Government Hospital			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements	1.1. Validates the submitted requirements 1.2. Issues the enrolment/ registration form	None	10 Minutes	<i>Registrar Administrator Office of the Administrator</i>
2.1. Receives the enrolment/ registration form 2.2. Accomplishes the enrolment/ registration form	2. Receives accomplished enrolment/ registration form	None	10 Minutes	<i>Registrar Administrator Office of the Administrator</i>
3. Pays enrolment fees	3.1. Accepts payment of enrolment fees	Insurance: PHP 150 SSG: Php20 ID: Php130 (except for UAQTEA/ TWSP/ STEP scholars)	15 Minutes	<i>Cashier Administrator Office of the Administrator</i>



	3.2. Processes enrollment			<i>Registrar Administrator Office of the Administrator</i>
4. Receives information on the schedules of orientation and training	4. Provides schedules of orientation and training	None	2 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	TOTAL:	None	37 Minutes	

3. Application for Training (Diploma Program)

This service pertains to the inquiry of a client to a certain training program of his interest and the conduct of qualifying examination.

Office or Division:	Office of the Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	- K12 graduates; - ALS Secondary Completers; - College Undergraduates

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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1. Transcript of Records (TOR) (1 photocopy)	Last School Attended
2. Form 138 (1 photocopy)	Last School Attended
3. Certificate of Good Moral Character (1 original)	Last School Attended
4. Medical Certificate (RHU) (1 original)	RHU
5. Birth Certificate (1 photocopy)	PSA
6. Police Clearance (1 original)	Local Municipal Office/City Hall/ City Municipal Police Station
7. Picture a. 1x1 (1 piece) b. Passport-size pictures, white background, with name tag (1 piece) 2 pcs	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on the training program offered by the institution	1. Provides information on the training program	None	5 Minutes	<i>Front Desk Officer Administrator Office of the Administrator</i>



	and corresponding requirements			
2. Accomplishes the attendance sheet for the qualifying exam and submits Form 138 or Transcript of Records if college undergraduate	2. Checks authenticity and validity of required documents	None	5 Minutes	<i>Guidance Counselor Administrator Office of the Administrator</i>
3. Takes the qualifying examination	3.1. Administers the qualifying examination	None	1 Hour	<i>Guidance Counselor Administrator Office of the Administrator</i>
	3.2. Processes the examination	None	10 Minutes	<i>Guidance Counselor Administrator Office of the Administrator</i>
	3.3. Provides feedback to client	None	10 Minutes	<i>Guidance Counselor Administrator Office of the Administrator</i>
4. Receives the list of requirements for enrollment	4. Informs the client of the registration process and requirements	None	5 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	TOTAL:	None	1 Hour, 35 Minutes	

4. Dormitory Services

Selected TESDA Administered Schools provide dormitory services to external clients.

Office or Division:	Office of the Administrator
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	Trainees, Job Order Personnel and others referred by TESDAs

CHECKLIST OF REQUIREMENTS

WHERE TO SECURE



1. Duly accomplished Registration Form		Dormitory Manager		
2. Order of Payment		Dormitory Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.1. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.2. Receives the Order of Payment.				
3. Pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>
4.1. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
4.2. Checks in to designated room				
	TOTAL:	Rates may vary depending on the training center, but	1 Hour, 15 Minutes	



		do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day		
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5. Issuance of Certificate of Training

This service pertains to the issuance of training certificate to a graduate of a certain training program offered by the institution.

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduates of TESDA Administered Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form		Registrar's Office		
2. Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the request form and submits the requirements	1.1. Checks the authenticity and validity of the documents submitted	None	5 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	1.2. Checks and verifies records	None	20 Minutes	<i>Registrar Administrator Office of the Administrator</i>
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	TOTAL:	None	30 Minutes	



6. Issuance of Transcript of Records

This service pertains to the issuance of Transcript of Record to a graduate of a certain training program offered by the institution.

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduates of TESDA Administered Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the release of Transcript of Records	1. Issues clearance request form and informs the graduate of the requirements for the release	None	5 Minutes	<i>Registrar Administrator</i> Office of the Administrator
2. Accomplished the request form and submits together with clearance requirements to the registrar	2.1. Checks and verifies records 2.2. Checks authenticity and validity of submitted documents	None	3 Days	<i>Registrar Administrator</i> Office of the Administrator
3. Pays required fee for the Transcript of Records release	3. Issues Official Receipt	Php25	5 Minutes	<i>Cashier Administrator</i> Office of the Administrator
4. Claims the Transcript of Records and signs on the TOR Record Book	4. Releases of Transcript of Records	None	5 Minutes	<i>Registrar Administrator</i> Office of the Administrator
	TOTAL:	Php25	3 Days, 15 Minutes	



TESDA Administered Schools Internal Services



1. Dormitory Services

Selected TESDA Administered Schools provide dormitory services to internal clients.

Office or Division:	Office of the Administrator			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	TESDA officials and employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Registration Form		Dormitory Manager		
2. Order of Payment		Dormitory Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires room availability	1. Answers queries and provides Registration Form	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.1. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
2.2. Receives the Order of Payment.				
3. Pays the dormitory fee	3. Accepts payment and issues Official Receipt	Rates may vary depending on the training center, but do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>



4.1. Presents the OR to the Dormitory Manager	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
4.2. Checks in to designated room				
		Rates may vary depending on the training center, but do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day	1 Hour, 15 Minutes	
	TOTAL:			

2. 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:	Office of the Administrator of the TAS			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Offices, officials and employees of the TESDA Administered School (TAS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of RTC/PTC		
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 Administrator Office of the Administrator</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	Supply Officer Administrator Office of the Administrator
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	Supply Officer Administrator Office of the Administrator
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 office for the preparation of Purchase Request (PR)	None	30 Minutes	Supply Officer Administrator Office of the Administrator
TOTAL:			52 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:	Office of the Administrator of the TAS
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who may avail:	Offices, officials and employees of the TESDA Administered School (TAS)
CHECKLIST OF REQUIREMENTS	
1. Duly accomplished Purchase Request (1 original, 2 photocopy)	Office of the Administrator of the TAS
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)	Office of the Administrator of the TAS
3. Abstract of Price Quotation (1 original, 1 photocopy)	Office of the Administrator of the TAS



4. Purchase Order/Job Order (1 original, 3 photocopy)		Office of the Administrator of the TAS		
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)		Office of the Administrator of the TAS		
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)		Office of the Administrator of the TAS		
7. Property Acknowledgement Receipt (PAR) (2 original)		Office of the Administrator of the TAS		
8. Inventory Custodian Slip (ICS) (2 original)		Office of the Administrator of the TAS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR	1.1. Receives PR	None	2 Days	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.3. Processes PR and checks completeness of specifications	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator



	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	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	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	<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator
	1.9. Checks the completeness and validity of the documentary requirements of	None		<i>Supply Officer</i> <i>Administrator</i> Office of the Administrator



	the supplier with the Lowest Calculated and Responsive Quotation.			
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		<i>Supply Officer Administrator Office of the Administrator</i>
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	<i>Financial Analyst Administrator Office of the Administrator</i>
	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	<i>Supply Officer Administrator Office of the Administrator</i>
	1.13. Inspects and accepts deliveries	None	1 Day	<i>Inspector Supply Officer Administrator Office of the Administrator</i>
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end-users/requesting office/s			<i>Supply Officer Administrator Office of the Administrator</i>
2. Receives goods/ services	2.1 Issues goods/ services to end-users/ requesting office/s	None	10 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>



	(From the receipt of Purchase Request to the to the preparation of DV)	None	Average Minimum: 14 Days, 20 Minutes	
	TOTAL:		Average Maximum: 26 Days, 20 Minutes	

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



VII. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Walk-in customers answer the Customer Feedback Form (CFF) provided by the Customer Service Officer (CSO) at the Central, Regional and Provincial Offices. Drops the accomplished form in the designated drop box located at the Public Assistance Complaint Desk.</p> <p>Feedback and follow-up can also be made through any of the following:</p> <ul style="list-style-type: none"> • Regular mail • Email (contactcenter@tesda.gov.ph) • SMS (0917-4794370) • Agency website (www.tesda.gov.ph) • Phone call (+63288877777) • Social media, TESDA Facebook page (@TESDAOOfficial)
How feedbacks are processed?	<p>The Customer Service Officer collects all the accomplished Customer Feedback Forms from the designated box every end of each working day. Feedbacks are then encoded in the Monitoring Report of Customer Feedback Form Results.</p> <p>Feedbacks are evaluated to determine its merit or identify feedbacks that require immediate action or answer.</p> <p>Feedbacks that require action will be endorsed to the Concerned Office for appropriate action. The action or response/ information taken is relayed to the Customer within 2 days.</p> <p>Feedbacks are consolidated and reported in the National Quality Management Committee meetings.</p>
How to file a complaint?	<p>Written complaints may be submitted through:</p> <ul style="list-style-type: none"> • Postal mail: Technical Education and Skills Development Authority, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City 1630 • Electronic mail:(contactcenter@tesda.gov.ph) • SMS (0917-4794370) • Facsimile: (+632) 8893-2454 • Social media: TESDA Facebook page (@TESDAOOfficial) <p>Customer may personally visit any TESDA Office to file a complaint.</p>



FEEDBACK AND COMPLAINTS MECHANISM

	<p>Important information is required in order to help evaluate the complaint. The following are the needed information for TESDA to respond and best assist the customers:</p> <ol style="list-style-type: none"> 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 (if any)
<p>How complaints are processed?</p>	<p>The complaint received by the Executive Offices/Process Owners/ Public Assistance Complaint Desk is referred/ endorsed to the Concerned Office for appropriate action. (Timeline:2 Days)</p> <p>The concerned office validates/investigates the details and acts on the complaint. (Timeline: 13 Days)</p> <p>The Customer Service Officer provides the customer information/feedback on the action taken on the complaint. (Timeline:1 Day)</p> <p>The Customer Service Officer requests for customer's feedback on the action taken on the complaint. (Timeline:1 Day)</p> <p>If the finalized action on the complaint will not be completed within the required timeframe, the concerned office/s sends a letter of extension to the complainant to inform and advise him/her of the expected complaint resolution timeframe. (Timeline: 20 days)</p> <p>The CSO/concerned office/person closes the complaint if the complainant will not make an appeal or further complaint for a period of three (3) months after the action on the complaint.</p> <p>Complaints and feedback are reported and discussed during Management Review meetings in the National, Regional and Provincial levels.</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<ul style="list-style-type: none"> • Presidential Complaints Center - 8888 • CSC Contact Center ng Bayan - 0908-8816565 • Anti-Red Tape Authority- 8478-5093 • Contact Center ng Bayan (SMS) - 0908-881-6565

