



SIMEON SUAN VOCATIONAL AND TECHNICAL COLLEGE

**TESDA Administered Schools
External Services**



1. Conduct of Assessment and Certification

Process where TVET graduates or workers undergo 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	CAC Processing Officer Administrator Office of the Administrator
1. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	Cashier Administrator Office of the Administrator
2. Submits Official Receipt Number is indicated	5.1 Receives and checks the Official Receipt Number	None	1 Minute	CAC Processing Officer AC Manager Administrator Office of the Administrator
4. Receives Admission slip	6.1. issues Admission Slip	None	1 Minute	CAC Processing Officer
5. Undergoes Assessment			1 day	



				AC Manager Administrator Office of the Administrator
	TOTAL:	Fee depends on the qualification	1 day and 6 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/Center Chief		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	<ul style="list-style-type: none"> - High School Graduates; - Working Age Population; - Any citizen who are qualified for a given Training Program 		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Duly accomplished Registration Form/Enrolment Form (1 original) (MIS 03-01, ver 2020)		Office of the Administrator/Information Office	
2. Form 137/ ALS Certificate/ Transcript of Records/ Diploma / High school Diploma / equivalent (1 certified true photocopy)		Last School Graduated or Attended / Applicant	
3. NSO/PSA Birth Certificate (1 photocopy)		Philippine Statistic Authority	
4. Marriage Certificate (for married women only) (1 photocopy)			
5. Pictures <ul style="list-style-type: none"> a. Passport size, white background with name tag (4 pieces) (w/ Collar and non-digital) b. 1 x 1, (5 pieces) 		Applicant	
6. Medical Certificate (1 original)		Government Hospital	
7. Barangay Clearance (Optional) (1 original)		Office of the Barangay Captain	
8. Personal Accident Insurance			



9. Sketch of residence 10. Police/NBI Clearance 11. Drug Test 12. Duly accomplished POWERTEST thru gnomio.com 13. Certificate of Completion for OJT/SIL for qualifications that require OJT/SIL or Certificate of Employment for those directly employed.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the trainings available for enrolment	1.1. Provides information on the available trainings and programs 1.2. Issues Applicant's Information Sheet and Interview Sheet	None	5 Minutes	Front Desk Officer Administrator Office of the Administrator/ Center Chief
2. Fills out and submits Applicant's Information Sheet and Interview Sheet	2. Checks completeness of Applicant's Interview Sheet	None	15 Minutes	Trainer Administrator Office of the Administrator
3.a. Attends interview 3.b. Takes Qualifying Exams	3.1.a. Interviews and assesses applicant; or 3.1.b. Administers qualifying examination 3.2. Issues registration form and list of requirements	None None	20 Minutes Or 1 Hour, 15 Minutes	Trainer Supervisor Administrator Office of the Administrator Testing Officer Center Chief Office of the Center Chief
4. Accomplishes registration form and receives list of requirements (MIS 03-01, ver 2020)	4. evaluates requirements as to completeness and correctness	None	20 Minutes	Registrar Administrator Office of the Administrator/ Center Chief



5. Receives admission slip	5. Encodes student's registration to T2MIS and issues admission slip	None	15 Minutes	Registrar Administrator Office of the Administrator/ Center Chief
	TOTAL:	None	1 Hour, 15 Minutes Or 2 Hours, 10 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:	<ul style="list-style-type: none"> - K12 graduates; - ALS Secondary Completers; - College Undergraduates 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	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) / Brgy. Clearance	Local Municipal Office/City Hall/ City Municipal Police Station
	7. Marriage Contract (if married) 8. Certificate Transfer Credential (if Transferee) 9. Certificate of Indigency . Certification of Non-filing of Income Tax (for high school grad & college undergrad)	Applicant



10. Certificate of Residency (for high school grad & college undergrad)				
11. 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 and corresponding requirements	None	5 Minutes	<i>Front Desk Officer Administrator Office of the Administrator</i>
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. 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/Center Chief			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduates of the training program offered by the Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form		Registrar's Office		
1. Clearance 2. Certificate of Completion for OJT/SIL for qualifications that require OJT/SIL or Certificate of Employment for those directly employed.		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	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
	1.2. Verifies/ Checks the name of the graduate in the Master list 2.2. Trainer/VIS checks the authenticity and validity of the	None	20 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief



	documents submitted			
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
	TOTAL:	None	30 Minutes or 10 Minutes	

5. 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 Office of the Administrator</i>
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	None	3 Days	<i>Registrar Administrator Office of the Administrator</i>



	submitted documents			
3. Pays required fee for the Transcript of Records release	3. Issues Official Receipt	PHP25	5 Minutes	<i>Cashier Administrator Office of the Administrator</i>
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 Office of the Administrator</i>
	TOTAL:	PHP25	3 Days, 15 Minute	

6. 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 TESDAnS			
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: PHP150/day Non-Aircon Room: PHP33/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	1 Hour, 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: PHP150/ day Non-Aircon Room:	1 Minute	<i>Cashier Administrator Office of the Administrator</i>



		PHP33/day		
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 do not exceed these: Aircon Room: PHP150/day Non-Aircon Room: PHP33/day	1 Hour, 15 Minutes	

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
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</i> Office of the Administrator
	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 Administrator</i> 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	<i>Supply Officer Administrator</i> 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	<i>Supply Officer Administrator</i> Office of the Administrator
	TOTAL:	None	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



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</i> Office of the Administrator
	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 Administrator</i> 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	<i>Supply Officer Administrator</i> 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	<i>Supply Officer Administrator</i> Office of the Administrator
	TOTAL:	None	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



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	<i>Supply Officer Administrator Office of the Administrator</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 Administrator Office of the Administrator</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 office for the preparation of Purchase Request (PR)	None	30 Minutes	<i>Supply Officer Administrator Office of the Administrator</i>
	TOTAL:	None	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



	through Price Monitoring			
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>Supply Officer Administrator Office of the Administrator</i>
	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 Administrator Office of the Administrator</i>
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>Supply Officer Administrator Office of the Administrator</i>
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed	None	2 Days	<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	None		<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>
	TOTAL: (From the receipt of Purchase Request to the to the preparation of DV)	None	Average Minimum: 14 Days, 20 Minutes 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> <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