



Technical Education and Skills Development Authority

CITIZEN'S CHARTER
2019 (First Edition)



I. **Mandate**

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

II. **Vision**

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

III. **Mission**

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

IV. **Service Pledge**

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

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

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

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

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

- To **know and abide by TESDA’s service standards** in performing the duties and responsibilities of my/our appointive /designated position/s, wherever possible;
- To **seek continual improvement** of the service process/es of our service area;
- To **account for the Citizen’s satisfaction/dissatisfaction** in the TESDA services for which our work group is responsible;
- To attend to all clients/ customer or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break; and
- Through example, encourage others to be guided by and adhere to the service standards spelled out in the TESDA Citizen’s Charter.



**Regional Office
External Services**



Preparation of Regional Qualification Map

Evaluation of TVI's Absorptive Capacity, Scholarship Allocation Plans, and consolidation of Provincial Qualification Maps.

Office or Division:	Regional Operations Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to other Government Agency			
Who may avail:	TVIs/TTIs applying for scholarship allocation through the Provincial/ District Offices			
Checklist of Requirements			Where to Secure	
1. TVI's Absorptive Capacity Inventory			Provincial/District Offices	
2. Provincial Scholarship Allocation Plan (PSAP)			Provincial/District Offices	
3. Provincial Qualification Map (PQM)			Provincial/District Offices	
Client Steps	Agency Action	Fees to Be Paid	Process- ing Time	Person Responsible
1. Submits requirements	1.1. Receives PSAP	None	1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.2. Consolidates all submitted PSAP and prepares the Regional Scholarship Allocation Plan (RSAP)			<i>Scholarship Focal Chief</i> Regional Operations Division
	1.3. Submits the RSAP to the Regional Operations Management Office - Scholarship Management Division (ROMO-SMD)			<i>Scholarship Focal Chief</i> Regional Operations Division
	1.4. Receives Regional Targets and Distribution of Scholarship Budget Allocation (RTDSBA) from ROMO-SMD and distributes the targets to all Provincial/ District Offices		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.5. Consolidates all PQMs and ensures its alignment with the Regional Scholarship Allocation Plan (RSAP) and the Regional Sectoral Target		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.6. Prepares the Regional Qualification Map (RQM)		1 Day	<i>Scholarship Focal Chief</i> Regional Operations Division
	1.7. Approves and signs RQM		1 Day	<i>Regional Director</i> Regional Office
	1.8. Submits the RQM, PQM and RSAP to the Central Office for approval by the			<i>Scholarship Focal Chief</i> Regional Operations



	Director General			Division
	TOTAL:	None	5 Days	

Collection of Fees

Collection of fees for Program Registration under Mobile Training Program (MTP).

Office or Division:	Financial and Administrative Services Division			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Entities/ establishment who want to offer TVET training thru Mobile training			
Checklist of Requirements		Where to Secure		
1. Letter of Intent for Application (1 original, 1 photocopy)		Regional Operations Division/ UTPRAS Section		
2. Order of Payment		Financial and Administrative Services Division Accounting Section		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Submits Letter of Intent for Application	1.1. Receives and checks the Letter of Intent for Application	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
	1.2. Prepares Order of Payment if data in referral slip is complete and correct	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
2. Receives Order of Payment	2. Issues Order of Payment	None	2 Minutes	<i>Accountant IV Chief</i> Financial and Administrative Services Division
3. Presents Order of Payment and pay the required fees	3. Accepts payment based on the Order of Payment	Amount indicated in the Order of Payment	2 Minutes	<i>Admin Officer V/ Cashier</i> Financial and Administrative Services Division
4. Receives Official Receipt	4. Issues Official Receipt	None	2 Minutes	<i>Admin Officer V/ Cashier</i> Financial and Administrative Services Division
	TOTAL:	Amount indicated in the Order of Payment	10 Minutes	



Complaints Handling

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

Office or Division:	Regional Operations Division - Public Assistance and Complaint Desk (PACD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Complaint lodged at the Public Assistance and Complaint Desk (PACD) <ul style="list-style-type: none">Duly accomplished Dulugan Form (1 original)Evidence to be attached to the Dulugan Form or to be sent to contactcenter@tesda.gov.ph		Regional Office Public Assistance Counter Desk (PACD)		
Complaint received through registered mails, emails and SMS shall have: <ol style="list-style-type: none">Full Name, address, & contact details of complainant;Details of the acts complained of;Person(s) charged;Name of Department/ Agency of the person charged, if applicable; andEvidence of violation		Complainant		
Formal Complaint are complaints with duly notarized affidavit shall have: <ol style="list-style-type: none">Full Name & address of complainant;Full name & address of the person complained as well as his position and office;A narration of the relevant and material facts which shows the acts or omissions allegedly committed;Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; andCertification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative		Complainant		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Lodges a complaint thru the different	1.1. Acknowledges the complaint	None	10 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk



modalities For customer verbal complaints; customer is encouraged to put in writing the details of complaint				(PACD) <i>Chief</i> Regional Operations Division
	1.2. Assesses the complaint	None	30 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	1.3. Transmits Customer complaint/s	None	2 Days	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	1.4. Validates and acts on complaints	None	13 Days	<i>Customer Service Officer (CSO)</i> <i>Designated Regional/ Customer Satisfaction Focal</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
2. Receives/ Accepts action on complaint	2. Informs customer of actions taken	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division



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

Customer Inquiry and Feedback thru the Public Assistance and Complaint Desk

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

Office or Division:	Regional Operations Division - Public Assistance and Complaint Desk (PACD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy)		Regional Office - Public Assistance and Complaint Desk (PACD)		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Visits the regional office	1. Receives the client/ customer	None	1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
2. Fills-out Customer Feedback Form	2. Assesses the inquiry/ request/s	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
3.a. Obtains the requested information/ assistance from	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk



PACD, or				(PACD) <i>Chief</i> Regional Operations Division
3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned Office/ Focal Person	None	3 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	3.b.2. Provides assistance	None	15 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	3.b.3. Addresses/ provides the information on inquiry/ request	None	7 Minutes	<i>Focal Person</i> Concerned Office/ Division/ Section <i>Chief</i> Regional Operations Division
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day		1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Chief</i> Regional Operations Division
	5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results		1 Minute	
	TOTAL:	None	By PACD alone: 13 Minutes With Concerned Office: 33 Minutes	



Customer Inquiry and Feedback thru Calls

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

Office or Division:	Offices in the Regional Offices			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
Checklist of Requirements		Where to Secure		
Call at the Hotline number		Customer/ Client		
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Calls the TESDA Regional Office contact number/s	1.1. Receives call	None	1 Minute	<i>Customer Service Officer/ Officer of the Day Heads</i> Offices in the Regional Office
	1.2. Records caller's name, location, inquiry in the logbook (per office)	None	1 Minute	<i>Customer Service Officer/ Officer of the Day Heads</i> Offices in the Regional Office
2.a. Obtains the requested information/ assistance	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	<i>Customer Service Officer/ Officer of the Day Heads</i> Offices in the Regional Office
	2.a.2. Refers callers to concerned office that will provide the assistance	None	2 Minutes	<i>Customer Service Officer/ Officer of the Day Heads</i> Offices in the Regional Office
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	<i>Head</i> Concerned Office/Division in the Regional Office
	TOTAL:	None	By receiving office alone: 4 Minutes With Concerned Office: 6 Minutes	



Customer Inquiry and Feedback thru electronic mails

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

Office or Division:	Office of the Regional Director			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
Checklist of Requirements			Where to Secure	
1. Message sent thru e-mail or SMS			Customer/ Client	
Client Steps	Agency Action	Fees to Be Paid	Processing Time	Person Responsible
1. Sends email to TESDA email account	1. Accesses the email account/SMS online facility	None	5 Minutes	<i>Records Controller Regional Director Office of the Regional Director</i>
2.a. Obtains the requested information/ assistance from Office of the RD; or	2.a. Provides action for simple inquiry/ requests; or	None	15 Minutes	<i>Records Controller Regional Director Office of the Regional Director</i>
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide assistance and information	None	15 Minutes	<i>Records Controller Regional Director Office of the Regional Director</i>
	2.b.2. Provides the requested information	None	2 Days	<i>Head Concerned Office/Division in the Regional Office</i>
	TOTAL:	None	By ORD alone: 35 Minutes With Concerned Office: 2 Days, 6 Minutes 2 Days and 35 Minutes	

Filling-Up of Vacant Positions

Part of the Recruitment, Selection and Placement is the filling-up of vacant positions. It refers to the process of laying down the recruitment plan, sourcing applicants and updating the pools of applicants for a specific vacancy for SG 15 and below.



Office or Division:	Finance and Administrative Services Division (FASD)			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	Applicants/ Citizens qualified for government plantilla position			
Checklist of Requirements			Where to Secure	
Basic Requirements				
1. Letter of Application specifying the position and office applying for (1 original)			Applicant	
2. Duly accomplished Personal Data Sheet (CSC Form No. 212, Revised 2017) (1 original)			Finance and Administrative Services Division (FASD)/CSC	
3. Eligibility (1 authenticated copy)			Civil Service Commission (CSC) Professional Regulation Commission (PRC)	
4. Transcript of Records (1 authenticated copy)			Applicant	
5. Diploma (1 authenticated copy)			Applicant	
6. Training Certificates (1 authenticated copy for each)			Applicant	
For Employees of Other Government Agencies				
7. IPCR for Two Rating Periods (1 original)			Employer	
8. Service Records (1 original)			Employer	
For non-government Employees				
7. Performance Evaluation (1 original)			Employer	
8. Certificate of Employment (1 original)			Employer	
Client Steps	Agency Action	Fees to Be Paid	Process- ing Time	Person Responsible
1. Submits complete application documents	1.1. Receives and checks the applications with complete supporting documents	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	1.2. Assesses application documents according to the position requirements and CS qualification standards	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	1.3. Prepares list of applicants/ candidates who met the minimum requirements of the position	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	1.4. Prepares letter of invitation for the Competency Based Written Examination (CBWE)	None	1 Hour	Human Resource Management Officer FASD Chief Regional Office
2. Receives letter of invitation	2.1. Notifies applicants on the schedule of the CBWE	None	1 Day	Human Resource Management Officer FASD Chief



				Regional Office
	2.2. Requests CBWE Materials from the HRMD-AS	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
3. Takes CBWE	3. Conducts Competency Based- Exams	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
4. Attends/ participates Behavioral Event Interview (BEI)	4.1. Convenes the Human Resource Merit Promotion and Selection Board (HRMPSB) and conducts BEI and Teaching Demonstration (for teaching positions)	None	1 Day	HRMPSB Human Resource Management Officer FASD Chief Regional Office
	4.2. Prepares Comparative Assessment Results (CAR) for signature by the HRMPSB	None	5 Days	HRMPSB Human Resource Management Officer FASD Chief Regional Office
	4.3. Prepares Memorandum on Recommended Appointees.	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	4.4. Submits CAR to the Central Office for the approval of the Secretary	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	4.5. Prepares Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	4.6. Sends/ transmits Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty to HRMD-AS	None	1 Day	Human Resource Management Officer FASD Chief Regional Office
	4.7. Receives sent transmitted Appointment Paper, Position Description Form, Oath of Office and Assumption to Duty from the HRMD-AS	None	1 Day	Human Resource Management Officer FASD Chief Regional Office Human Resource Management Division -Administrative Services Central Office
	4.8. Notifies applicant of his/ her acceptance (Congratulatory Letter) or non-acceptance (Regret Letter) to the agency	None	1 Day	Human Resource Management Officer FASD Chief Regional Office



5. Attends/ participates in the Oath Taking Ceremony	5.1. Facilitates Oath Taking Ceremony	None	4 hours	Human Resource Management Officer FASD Chief Regional Office
	5.2. Submits Appointments and pertinent supporting documents to the Civil Service Commission for attestation	None	1 day	Human Resource Management Officer FASD Chief Regional Office
6. Assumes duties and responsibilities	6. Conducts orientation	None	2 days	Human Resource Management Officer FASD Chief Regional Office
	TOTAL:		21 Days, 5 Hours	
Filling-up of Vacant Position is qualified for Multi-Stage Processing.				

Registration (Mobile Training Program) under UTPRAS

Registered program that is transportable bringing with it all the necessary tools, equipment, consumables including the qualified trainer.

Office or Division:	Regional Office/Regional Operations Division			
Classification:	Highly Technical			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Qualified Technical Vocational Education and Training Institutions (TVIs) with the intent to offer Mobile TVET Programs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Corporate and Administrative Documents				
1. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)			Form downloadable at www.tesda.gov.ph	
2. Board Resolution/Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs and private institutions) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (1 original, 1 certified true copy)			Applicant TVI	
3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 copies)			Applicant TVI	
4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 certified true copies)			Securities and Exchange Commission	
5. Articles of Incorporation (indicate main address) (2 certified true copies)			Securities and Exchange Commission	
6. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding application, a valid contract of lease (2 certified true copies)			Applicant TVI	



7. Current Fire Safety Certificate (training site) (2 certified true copies)	Bureau of Fire Protection
8. For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 certified true copies)	Applicant TVI
Curricular Requirements	
9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed and the competencies to be developed a.1 Course Design (2 original) a.2 Modules of Instruction (2 original)	Form downloadable at www.tesda.gov.ph
10. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/ Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)	Form downloadable at www.tesda.gov.ph
11. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)	Form downloadable at www.tesda.gov.ph
12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities (TESDA-OP-CO-01-F18) (2 original)	Form downloadable at www.tesda.gov.ph
13. Shop layout of training facilities indicating the floor area (2 original)	Applicant TVI
14. Institutional Assessment (2 original) Note: Actual Assessment Tools should be shown during inspection	Applicant TVI
Faculty and Personnel (Photocopy of supporting evidence, except when certified copy is required) (2 original)	
15. List of Officials (TESDA-OP-CO-01-F19) (2 original)	Form downloadable at www.tesda.gov.ph
16. FOR TRAINERS a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 original copy) b. Evidence of Qualification: b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy) b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 certified true copy) c. Notarized contract of employment between the trainer and the Applicant TVI (2 certified true copy)	Form downloadable at www.tesda.gov.ph
17. FOR NON-TEACHING STAFF a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 certified true copy) b. evidence of qualification with copies of certificates	Form downloadable at www.tesda.gov.ph



(2 certified true copy) c. Contracts of employment, etc. (2 certified true copy)	
Program Guidelines	
18. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)	Applicant TVI
19. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)	Applicant TVI
20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)	Applicant TVI
21. Rules on attendance (2 original)	Applicant TVI
Support Services	Applicant TVI
22. Health services are available to the students/trainees. If these services are contracted out or out-sourced, the contract or MOA or similar document must be submitted. (2 certified true copies)	Applicant TVI
23. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/ trainees/TVET graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 copies)	Applicant TVI
24. Community Outreach Program (optional) (2 photocopy)	
25. Research program activities that will support continuing development of the program of the school (optional) (2 photocopy)	
Others	
26. CTPR of the registered institution-based program (2 certified true copy)	Applicant TVI
27. Approved program registration documents, valid and updated (2 certified true copy)	Applicant TVI
28. LTO Certificate of Registration and Official Receipt (OR/CR) of the prime mover of the MBC (for delivered in a self - contained van) (2 certified true copy)	Applicant TVI
29. Design/Lay-out of the MBC (2 certified true copy)	Applicant TVI
30. Memorandum of Agreement (MOA) between the training provider and the venue provider (2 certified true copy)	Applicant TVI
31. Separate set of equipment, tools, supplies and materials (2 original)	Applicant TVI



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submits application documents/ requirements after complying with the orientation and site inspection requirements on program registration	1.1. Checks completeness and correctness of the documents	PHP 2,000 per program	1 Day	<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.2. Stamps "Received Complete/Correct Documents" for complete and correct application documents	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.3. Issues acknowledgment letter	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	1.4 Reviews Technical Inspection Report of facilities, tools and equipment.	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
2. Pays registration fee	2.1. Accepts payment of registration fee 2.2. issues Official Receipt	None	1 Day	<i>Cashier FASD</i> Regional Office
	2.3. Prepares recommendation for program registration based on the results of the review and evaluation of documents and site inspection report	None		<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	2.4. Submits recommendation for program registration, application documents and site inspection report to the Regional Director.			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	2.5. Conducts final review of the	None		<i>Regional Director</i> Regional Office



	recommendation and program registration documents			
	2.6. Prepares Certificate of TVET Program Registration (CTPR) or Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	2.7. Approves and signs TVET Program Registration (CTPR) or Letter of Denial			<i>Regional Director</i> Regional Office
3. Receives CTPR/Letter of Denial	2.8. Transmits CTPR/ Letter of Denial to PO Issues CTPR/ Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	3. Issues CTPR/ Letter of Denial			<i>UTPRAS Focal Person Chief</i> Regional Operations Division
	TOTAL:	PHP 2,000	3 Days	



Provincial Office External Services



Accreditation of Competency Assessors

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

Office or Division:	Provincial Office/District Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Individual who are qualified to assess competencies of candidates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Application Form (1 original)		Applicant		
2. Picture, 2 x 2 white background with collar (1 piece)		Applicant		
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		
4. National Certificate (NC) Level II or higher (1 photocopy)		Applicant		
5. Training Methodology Certificate (TMC) or Certificate of Competency on Conduct Competency Assessment (TMI- COC2) (1 photocopy)		Applicant		
6. Certification on Loading (TESDA-OP-CO-04-F24) attested by the AC Manager, Lead Assessor and TESDA Representative		TESDA/ Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Inquiries on the accreditation of competency assessors	1. Conducts orientation on application and documents	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
2. Signs the Certificate of Concurrence	2. Provides Checklist of Requirements	None		Provincial/ District Director Provincial/ District Office (PO/DO)
3.1. Submits requirements 3.2. Complies with the deficiencies, if any	3.1. Receives the requirements and accomplishes the Tracking Sheet	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.2. Checks the completeness of documents/ requirements	None		CACs Focal Person Provincial/ District Director Provincial/ District Office



	submitted			
	3.3. Evaluates documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.4. Prepares Letter of Notification on the results of evaluation of documents	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.5. Signs the notification letter	None		Provincial/ District Director Provincial/ District Office
	3.6. Transmits Letter of Notification and ensures receipt by the applicant	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	3.7. Encodes the profile of qualified Applicant-CA in the T2MIS and generates Accreditation Number	None	1 Day	CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.8. Prepares Certificate of Accreditation and Competency Assessor ID Card	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.9. Endorses Certificate of Accreditation and Competency Assessor ID Card to the Regional Director for approval	None		CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
	3.10. Reviews the accreditation documents and approves/signs the Certificate of Accreditation, Identification Card and Letter of Notification	None		Regional Director Regional Office
	3.11Sends letter of Notification to the applicant			CACs Focal Person Provincial/ District Director Provincial/ District Office (PO/DO)
4. Pays accreditation fee and submits notarized copy of	4.1. Accepts payment and issues Official Receipt (OR)	Php500 per qualification	2 Days	Cashier Provincial Director Provincial/ District Office



Affidavit of Undertaking (AOU)				
	4.2. Receives notarized copy of Affidavit of Undertaking (AOU)	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	4.3. Prepares the Affidavit of Undertaking (AOU) for Applicant-CA	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
5. Receives Certificate of Accreditation and ID Card	5.1. Issues Certificate of Accreditation and ID Card	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	5.2. Files photocopy of the Certificate of Accreditation, AOU, ID and ensures all documents related to the application are safely secured	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	Php500 per qualification	5 Days	



Accreditation of Competency Assessment Centers

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

Office or Division:	Provincial/ District Office		
Classification:	Highly Technical		
Type of Transaction:	G2B - Government to Business		
Who may avail:	TVET entity/establishment who wants to manage the assessment activities of candidates for national certification		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Letter of Intent (1 original)		Applicant CAC	
2. Copy of SEC Registration or equivalent (CDA Registration, R.A except Sole Proprietorship) (1 photocopy)		Applicant CAC	
3. Business Permit or its equivalent in the country of origin (1 photocopy)		Applicant CAC/LGU	
4. Financial Statement (1 photocopy)		Applicant CAC	
5. For newly created company, paid up capital (1 photocopy); or For existing company, latest audited financial statement by a third party (1 photocopy)		Applicant CAC	
5. Fire Safety Certificate (current and valid) (1 photocopy)		Applicant CAC/BFP	
6. BIR Registration or its equivalent in the country of origin (1 photocopy)		Applicant CAC/BIR	
7. Building Lay-out/Floor Plan/Shop Lay-out (1 original)		Applicant CAC	
8. Company Profile (1 original)		Applicant CAC	
9. Location Map (1 original)		Applicant CAC	
10. List of complete facilities, tools equipment and materials appropriate to the Qualification(s) applied for (1 original)		Applicant CAC/TESDA	
11. Organizational Structure and Staff Complement and Profile (1 original)		Applicant CAC	
12. Self-Assessment Checklist (TESDA-OP-CO-03-F03) (1 original)		Applicant CAC/TESDA	
13. Lease Contract/Proof of Ownership of the location/premises of the Assessment Center (1 photocopy)		Applicant CAC	
14. Checklist of tools, equipment, supplies and materials, and facilities (TESDA-OP-CO-03-F04) (1 original)		Applicant CAC/TESDA	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the Accreditation of Assessment Center	1. Conducts orientation	None	1 Day	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
2. Signs the Certificate of Concurrence	2. Provides list of requirements	None		<i>Provincial/ District Director</i> District/ Provincial Office
3. Submits documents	3.1 Checks the completeness and correctness of documents	None	1 Day	<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	3.2 Accomplishes Tracking Sheet for the Accreditation of Assessment Center	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
4. Pays 50% of the accreditation fee	4.1 Issues Official Receipt (OR)	PHP1,500.00 per qualification		<i>Cashier Director III</i> District/ Provincial Office
	4.2 Prepares and submits Letter of Notification (Pre-Inspection)	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	4.3 Approves Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	4.4 Informs the Applicant-AC of the evaluation results through Letter of Notification (Pre-Inspection)	None		<i>Provincial/District Director</i> District/ Provincial Office
	4.4.1 If compliant, informs Applicant-AC of the conduct of Ocular Inspection; or 4.4.2 If non-compliant, informs Applicant-AC of discrepancies or lacking requirements that need to be complied within 15 working days upon receipt of Letter of Notification (Pre-inspection)	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	4.5 Directs the	None	2 Days	<i>Provincial/District</i>



	conduct of inspection			<i>Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	4.6 Schedules inspection and confirms availability of members	None		<i>PTCACS Focal</i> Provincial/District <i>Director</i> District/ Provincial Office
	4.7 Issues appointment of the Inspection Team	None		<i>Provincial/District</i> <i>Director</i> District/ Provincial Office
	4.8 Prepares documents and administrative arrangements for the conduct of ocular inspection	None		<i>PTCACS Focal</i> Provincial/District <i>Director</i> District/ Provincial Office
	4.9 Conducts calibration on the tools, equipment and facilities based on the CATs	None		<i>Provincial/District</i> <i>Director</i> District/ Provincial Office
	4.10 Provides Evaluation Guide and assigns inspection area to Inspection Team Members	None	1 Day	<i>Inspection Team</i> <i>Leader</i> Provincial/District <i>Director</i> District/ Provincial Office
	4.11 Inspects assigned area/s	None		<i>Inspection Team</i> <i>Leader</i> Provincial/District <i>Director</i> District/ Provincial Office
	4.12 Discusses findings and finalizes Inspection Report	None		<i>Inspection Team</i> <i>Leader</i> Provincial/District <i>Director</i> District/ Provincial Office
5. Concurs Inspection Report	5.1 Discusses findings with the Applicant-AC's authorized representative	None		<i>Inspection Team</i> <i>Leader</i> <i>Director III</i> District/ Provincial Office
	5.2 Submits the Inspection Report/Recommendation to the Provincial Director for review and consideration	None		<i>Inspection Team</i> <i>Leader</i> <i>Director III</i> District/ Provincial Office
	5.3 Reviews the Report	None		<i>Director III</i> District/ Provincial Office <i>Director IV</i> Regional Office



	5.4 Issues Letter of Notification (Post-Inspection)	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	5.6.1 If with non-compliance/s, the Applicant –AC is given 15 days to comply; or	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	5.6.2 If compliant, informs the Applicant—AC of the approval and provides Affidavit of Undertaking (AOU)	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
6. Attends training on the use of T2MIS and AC Operations	6.1 Conducts training to the AC Manager and Processing Officer on the use of T2MIS and AC Operations	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
	6.2 Provides the Accredited Competency Assessment Center (ACAC) copy of the T2MIS User's Manual and AC Operations Manual	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
	6.3 Issues Certificate of Training to AC Managers and Processing Officer	None		<i>Provincial/District Director</i> District/ Provincial Office <i>Director IV</i> Regional Office
	6.4 Encodes Profile of the ACAC and generates Accreditation Number from the T2MIS	None	2 Days	<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
	6.5 Prepares Certificate of Accreditation	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office
7. Pays the remaining 50% accreditation fee and submits Affidavit of Undertaking	7.1 Accepts payment and issues Official Receipt (OR)	Php1,500 per qualification		<i>Cashier/ Collecting Officer</i> <i>Provincial/District Director</i> District/ Provincial Office
	7.2 Receives notarized Affidavit of Undertaking	None		<i>PTCACS Focal</i> <i>Provincial/District Director</i> District/ Provincial Office



8. Receives Certificate of Accreditation and template of signage	8.1 Issues Certificate of Accreditation to the ACAC upon payment fee and submission of the notarized AOU	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.2 Files photocopy or scanned softcopy of the Certificate of Accreditation and AOU and ensures all documents related to the application are safely secured	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.3 Provides ACAC template of the signage to be used in the identification of the AC	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
	8.4 Updates Tracking Sheet	None		<i>PTCACS Focal Provincial/District Director</i> District/ Provincial Office
TOTAL:		Php3,000 per qualification	7 Days	

Availment of Scholarship Programs

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

Office or Division:	Provincial/District Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business			
Who may avail:	<ul style="list-style-type: none">- Prospective beneficiaries, firm industries, communities, and the special clients such as but not limited to: indigenous people, persons with disabilities, senior citizens and returnees- Filipinos, 15 years old and above			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Personal visit/ inquiry of client; or online scholarship inquiry/ application form			Client www.tesda.gov.ph/Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Face to face				
1. Inquiries about available	1.1. Refers client to respective Provincial	None	2 Minutes	<i>Provincial/District Scholarship Focal</i>



scholarship	Office/Scholarship Focal			Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.2. Informs clients of the different scholarship programs	None	25 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.3. Refers the client to a training provider with available scholarship slots	None	5 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
Online inquiry				
1. Fills-out the online scholarship inquiry/ application form	1.1. Receives information on the scholarship inquiry/ application via email	None	5 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.2. Forwards email to appropriate training provider	None	1 Minute	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	1.3. Contacts client to inform and refer to appropriate training provider	None	2 Minutes	Provincial/District Scholarship Focal Supervising TESD Specialist Provincial/District Director Provincial/District Office
	TOTAL:	None	Face to face: 32 Minutes Online: 8 Minutes	



Complaints Handling

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

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint lodged at the Public Assistance and Complaint Desk (PACD) <ul style="list-style-type: none">Duly accomplished Dulugan Form (1 original)Evidence to be attached to the Dulugan Form or to be sent to contactcenter@tesda.gov.ph			Provincial/District Offices Public Assistance Counter Desk (PACD)	
Complaint received through registered mails, emails and SMS shall have: <ol style="list-style-type: none">Full Name, address, & contact details of complainant;Details of the acts complained of;Person(s) charged;Name of Department/ Agency of the person charged, if applicable; andEvidence of violation.			Complainant	
Formal Complaint are complaints with duly notarized affidavit shall have: <ol style="list-style-type: none">Full Name & address of complainant;Full name & address of the person complained as well as his position and office;A narration of the relevant and material facts which shows the acts or omissions allegedly committed;Certified true copy of documentary evidence and affidavits of his/her witnesses, if any; andCertification or statement of non-forum shopping. Must be signed by the party or his/her authorized representative.			Complainant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lodges a complaint thru the different modalities For customer	1.1. Acknowledges the complaint	None	10 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/District Director Provincial/District Office



verbal complaints; customer is encouraged to put in writing the details of complaint	1.2. Assesses the complaint	None	30 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
	1.3. Transmits Customer complaint/s	None	2 Days	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
	1.4. Validates and acts on complaints	None	13 Days	Customer Service Officer (CSO) <i>Designated Provincial/District Office Customer Satisfaction Focal</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
2. Receives/ Accepts action on complaint	2. Informs customer of actions taken	None	1 Day	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
3. Accomplishes feedback form	3. Requests customer for feedback	None	1 Day	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
4. Drops feedback form on the designated feedback box/ submits via online	4.1. Gathers feedback form from customer	None	1 Day	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) <i>Provincial/District Director</i> Provincial/District Office
	4.2. Reports complaints in the National, Regional and Provincial Quality Management Committee meetings		1 Day	
	TOTAL:	None	19 Days, 40 Minutes	



Conduct of Training Induction Program (TIP)

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

Office or Division:		Provincial Office/District Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2G - Government to Government		
Who may avail:		TTI's and TVI's who implements TESDA Scholarship Program		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Notarized Affidavit of Undertaking			Provincial Office/District Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Schedules the conduct of TIP using the standard format	None	15 Minutes	Scholarship Focal Provincial/ District Director Provincial/ District Office
	1.3. Conduct of TIP	None	4 Hours	Authorized Representative/ Provincial/ District Director Provincial/ District Office
	TOTAL:	None	4 Hours, 20 Minutes	

Customer Inquiry and Feedback thru the Public Assistance and Complaint Desk

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

Office or Division:		Provincial/District Offices - Public Assistance and Complaint Desk (PACD)		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen G2B - Government to Business G2G - Government to Government		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Customer Feedback Form per Customer (1 original, 1 photocopy)			Provincial/District Offices - Public Assistance and Complaint Desk (PACD)	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visits the regional office	1. Receives the client/ customer	None	1 Minute	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
2. Fills-out Customer Feedback Form	2. Assesses the inquiry/ request/s	None	3 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
3.a. Obtains the requested information/ assistance from PACD, or	3.a. Provides action on inquiry/ requests; or	None	5 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
3.b. Obtains the requested information from the Concerned Office	3.b.1. Endorses the client/ customer through the filled-out Customer Feedback Form to the Concerned Office/ Focal Person	None	3 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
	3.b.2. Provides assistance	None	15 Minutes	Customer Service Officer (CSO) Public Assistance and Complaint Desk (PACD) Provincial/ District Director Provincial/ District Office
	3.b.3. Addresses/ provides the information on inquiry/ request	None	7 Minutes	Focal Person Concerned Office/ Division/ Section Provincial/ District Director Provincial/ District Office
4. Accomplishes feedback form	4. Assists customer	None	2 Minutes	Customer Service Officer (CSO)



				Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
5. Drops feedback form on the designated feedback box/ submits online	5.1. Retrieves all the feedback at the end of the day 5.2. Encodes customer response to the Monitoring Report of Customer Feedback Form Results		1 Minute 1 Minute	<i>Customer Service Officer (CSO)</i> Public Assistance and Complaint Desk (PACD) <i>Provincial/ District Director</i> Provincial/ District Office
	TOTAL:	None	By PACD alone: 13 Minutes With Concerned Office: 33 Minutes	

Customer Inquiry and Feedback thru Calls

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

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



	office)			Office
2.a. Obtains the requested information/ assistance	2.a.1. Provides action for inquiry/ requests; or	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
	2.a.2. Refers callers to concerned office that will provide the assistance	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
2.b. Calls and obtains the requested information/ assistance from Concerned Office	2.b. Provides information/ requests	None	2 Minutes	<i>Head</i> Receiving Office/Division in the Provincial/District Office
			By receiving office alone: 4 Minutes With Concerned Office: 6 Minutes	
	TOTAL:	None		

Customer Inquiry and Feedback thru electronic mails

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

Office or Division:	Provincial/District Offices - Public Assistance and Complaint Desk (PACD)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business G2G - Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Message sent thru e-mail or SMS			Customer/ Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sends email to TESDA email account	1. Accesses the email account/SMS online facility	None	1 Minute	<i>Customer Service Officer</i> <i>Provincial/District Director</i> Office of the Provincial/District Director
2.a. Obtains the requested	2.a. Provides action for simple inquiry/	None	3 Minutes	<i>Customer Service Officer</i> <i>Provincial/District</i>



information/ assistance from Office of the RD; or	requests; or			<i>Director</i> Office of the Provincial/District Director
2.b. Obtains the requested information/ assistance from Concerned Office	2.b.1. Prepares transmittal to the Concerned Office that will provide assistance and information	None	5 Minutes	<i>Customer Service Officer</i> <i>Provincial/District Director</i> Office of the Provincial/District Director
	2.b.2. Provides the requested information	None	2 Days	<i>Head</i> Concerned Office/Division in the Provincial/District Office
			By Office of Provincial District Director alone: 4 Minutes With Concerned Office: 2 Days, 6 Minutes	
	TOTAL:	None		



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

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

Office or Division:	Provincial/ District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All TVET Learners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For Graduates				
1. Certificate of Training or Certificate of Completion or Certification from the Registrar (Govt. institution only); or Diploma; or NC/COC; Transcript of Records or Special Order no quantity and type of document			TVIs/ Educational Institutions	
2. Pictures, 2 x 2, (taken within the last 6months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
For Undergraduate Students:				
1. Certification from the School Director/Administrator (1 original)			TVIs/ Educational Institutions	
2. Accomplished Special Order Form (1 original)			Applicant	
3. Pictures, 2 x 2, (taken within the last 6 months) with white background and neutral expression. Picture can be printed on a chemical-based photo paper (2 copies)			Applicant	
Additional requirements for authorized representative				
- Authorization Letter from the Applicant (1 original)			Representative	
- Valid Identification Card of the applicant and the representative (1 original and photocopy)			Applicant/ Representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives and checks completeness and validity of the requirements 1.2. Prepares the CAV 1.3. Signs CAV and stamps the official seal of TESDA	None	3 Hours	CAV Focal Person Provincial/ District Director Provincial/ District Office (PO/ DO)
2. Secures Official Receipt	2. Receives payment and issues Official	Php30		Cashier Provincial/ District



and pays processing fee	Receipt			<i>Director</i> Provincial/ District Office (PO/ DO)
3. Presents Official Receipt	3. Checks Official Receipt	None		<i>CAV Focal Person</i> Provincial/ District Director Provincial/ District Office (PO/ DO)
4. Receives CAV of Scholastic Records	4. Issues CAV and requires applicant/ representative to sign the logbook	None	30 Minutes	<i>CAV Focal Person</i> Provincial/ District Director Provincial/ District Office (PO/ DO) Releasing Office
	TOTAL:	Php30	3 Hours, 30 Minutes	

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

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

Office or Division:	Provincial Office/ District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Certified workers requesting authentication of NCs/ CoCs			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. National Certificate (NC)/ Certificate of Competency (1 original, 2 photocopy)			Applicant	
2. Documentary Stamp worth Php15 (2 pieces)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documents/ requirements	1.1. Receives requirements 1.2. Verifies/ Checks documents/ requirements	None	1 Day	<i>CACs Focal Person</i> Provincial/ District Director Provincial/ District Office (PO/DO)
2. Secures Order of payment and pays Certified True Copy fee	2. Receives payment and issues Official Receipt	Php50		Cashier Provincial/ District Director Provincial/ District Office (PO/DO)
3. Presents Official Receipt	3. Certifies the photocopy of NC/ COC as true copy	None		<i>CACs Focal Person</i> Provincial/ District Director Provincial/ District Office (PO/DO)
4. Receives the Certified True Copy	4. Issues the Certified True Copy	None		<i>CACs Focal Person</i> Provincial/ District



and signs the client's records logbook	of the NC/ COC			<i>Director</i> Provincial/ District Office (PO/DO)
	TOTAL:	Php50	1 Day	

Issuance of National Certificate/ Certificate of Competency

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

Office or Division:	Provincial/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Passers of National Competency Assessment			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal				
1. Competency Assessment Result Summary (CARS) (1 original)			Assessment Center	
2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece)			Applicant	
Representative			Liaison Officer/ Relative	
1. Competency Assessment Result Summary (CARS) (1 original)				
2. Picture of the certified worker, colored, passport size, white background, with collar and with name written at the back (1 piece)				
3. Special Power of Attorney (SPA), or Letter of Authorization (1 original)				
4. ID of the certified worker (1 photocopy)				
5. ID of the representative (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Competency Assessment Result Summary (CARS)	1.1. Verifies in the T2MIS the name of the certified worker and the corresponding certificate number from the RWAC 1.2. Checks completeness and validity of documents	None	1 Day	<i>CACs Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office
2. Pays the certificate fee	2. Accepts payments and issues Official Receipt	PHP 50		<i>Cashier</i> <i>Provincial/ District Director</i> Provincial/ District Office



3. Receives the NC/CoC	3. Prints and issues the NC/CoC	None		CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP 50	1 Day	

Issuance of National TVET Trainer Certificate

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

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



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

Issuance of NC Plastic Card

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

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Holders of NC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			TESDA Provincial/ District Office	
2. Picture, 1 x 1, 300DPI resolution with signature resolution of 300DPI size 7" x 3 (JPEG extension/file) (1 copy)			Applicant	
3. NC (1 photocopy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1. Receives requirements	None	15 Minutes	<i>CACs Focal Person Provincial/ District Director</i> Provincial/ District Office
2. Pays the application fee	2.1. Accepts payment and issues Official Receipt	Php100	15 Minutes	<i>Cashier Provincial/ District Director</i>



				Provincial/ District Office
	2.2. Transmits requirements and copy of Official Receipt to the Certification Office	None	30 Minutes	CACs Focal Person Provincial/ District Director Provincial/ District Office
	2.3. Checks completeness and correctness of documents	None	5 Minutes	CACs Focal Person Chief Competency Assessment Division
	2.4. Requests printing of NC Plastic Card to the National Printing Office		1 Day	CACs Focal Person Chief Competency Assessment Division
	National Printing Office prints NC Card within 15 to 20 working days			
	2.5. Forwards NC Plastic Card to the Provincial/District Office		30 Minutes	CACs Focal Person Chief Competency Assessment Division
3. Receives NC/ CoC Plastic Card	3. Releases the NC Plastic Card once received from the Central Office	None	15 Minutes	CACs Focal Person Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP 100	1 Day, 1 Hour, 35 Minutes	

Issuance of Special Order (SO)

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

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



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

Payment of Scholarship Vouchers

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

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



4. Trainees' Profiles encoded in the T2MIS (1 original)		which implemented TESDA Scholarship Programs		
5. Daily Attendance Sheet (1 original)				
6. Signed SGCs (TESDA Copy) (1 original)				
For Assessment Cost				
3. Billing Statement (1 original)		Technical Vocational Education and Training Institutions (TVIs) which implemented TESDA Scholarship Programs		
4. Assessment Attendance Sheet (1 original)				
5. RWAC, stamped received by the POs/DOs (1 certified true copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For TVIs				
Training Cost, Entrepreneurship Fee and Cost of Misc.:				
1. Submits the requirements/ documents	1.1. Receives the requirements/ documents	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	Scholarship Focal Administrative Officer IV Provincial/ District Director Provincial/ District Office
	1.3. a. If complete, assigns DV number; or 1.3.b. If incomplete, returns to the requesting TVI or Assessment Center for compliance	None	4 Hours	Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office
	1.4 Reviews and evaluates the requirements/ supporting documents	None	4 Hours	Administrative Officer IV Supervising TESD Specialist// Provincial/ District Director Provincial/ District Office
	1.5. If complete, certifies completeness of supporting documents and signs Box C of the DV. 1.6. Certifies also that the expenses are necessary and lawful, and signs Box A of the DV: a. for Training Cost and/or Entrepreneurship	None	1 Hour	Administrative Officer IV Provincial/ District Director Provincial/ District Office Provincial/ District Director Provincial/ District Office



	Cost; or b. for Assessment			Supervising TESD Specialist <i>Provincial/ District Director</i> Provincial/ District Office
	For Training Cost and/or Entrepreneurship Cost of TVI: 1.7. Transmits the DV for the Training and/or Entrepreneurship Cost and complete documents to the Regional Office for approval of the Regional Director For Assessment Fee; Releases DV with supporting documents to the approving official	None	1 Day	<i>Administrative Officer IV</i> <i>Provincial/ District Director</i> Provincial/ District Office <i>Supervising TESD Specialist</i> <i>Provincial/ District Director</i> Provincial/ District Office
	1.8. Reviews and evaluates the requirements/ supporting documents forwarded by the PO/DO	None	2 Days	<i>Accounting IV/ FASD Staff</i> <i>Regional Director</i> Regional Office
	1.9.a. If incomplete, returns to the DO/PO for compliance; or 1.9.b. If complete, approves Disbursement Voucher	None	2 Hours	<i>Accounting IV or FASD Staff</i> <i>Regional Director</i> Regional Office <i>Regional Director</i> Regional Office
	1.10 Returns approved DV with supporting documents to the DO/PO Office	None	1 Hour	<i>FASD Staff</i> <i>Provincial/ District Director</i> Provincial/ District Office
	1.11. Receives the approved DV	None	5 Minutes	<i>Front Desk</i> <i>Provincial/ District Director</i> Provincial/ District Office
	1.12 Prepares the check vis-a-vis the approved DV and supporting documents	None	1 Hour	<i>Disbursement Officer</i> <i>Provincial/ District Director</i> Provincial/ District Office
2. Receives check payment	2. Releases check payment to the TVI	None	1 Hour	<i>Disbursement Officer</i> <i>Provincial/ District Director</i> Provincial/ District Office
	TOTAL:	None	4 Days, 6 Hours, 20 Minutes	



Payment of Training Support Fund

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

Office or Division:	Provincial/District Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	STEP, PESFA, UAQTEA Scholars			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Training Attendance (1 certified true copy)		Technical Vocational Education and Training Institutions (TVI) which implemented TESDA Scholarship Programs		
2. Enrolment Report (1 certified true copy)				
3. Terminal Report (1 certified true copy)				
4. School ID		Scholar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits through the TVI the requirements/ documents	1.1. Receives the requirements/ documents from the partner TVI	None	5 Minutes	Front Desk Provincial/ District Director Provincial/ District Office
	1.2. Checks completeness of the requirements/ documents	None	10 Minutes	Scholarship Focal / Processing Officer Provincial/ District Director Provincial/ District Office
	1.3. a. If complete, assigns DV number; or 1.3.b. If incomplete, returns to the TVI for compliance	None	4 Hours	Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office
	1.4 Reviews and evaluates the required supporting documents for payment.	None	4 Hours	Processing Officer/ Administrative Officer IV/ Provincial/ District Director Provincial/ District Office
	1.5. If complete, certifies completeness of supporting documents and signs Box C of the DV.	None	1 Hour	Administrative Officer IV Provincial/ District Director Provincial/ District Office
	1.6 Certifies also that			Supervising TESD



	the expenses are necessary and lawful, and signs Box A of the DV			<i>Specialist Provincial/ District Director Provincial/ District Office</i>
	1.7. Approves DV and signs Box D	None	10 Minutes	<i>Provincial/ District Director Provincial/ District Office</i>
	1.8 If approved, prepare checks for release to the scholars	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
2. Presents School ID and accepts Training Support Fund	2. Releases Training Support Fund (TSF) to the scholars.	None	1 Hour	<i>Disbursing Officer Provincial/ District Director Provincial/ District Office</i>
	TOTAL:	None	1 Day, 3 Hours 25 Minutes	

Preparation of Provincial Qualification Map

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

Office or Division:	Provincial/District Office			
Classification:	Complex, Highly Technical			
Type of Transaction:	G2G - Government to other Government G2B – Government to Business			
Who may avail:	TVIs with scholarship allocations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. TVIs Absorptive Capacity Inventory (1 original)			TVI	
2. Provincial Scholarship Allocation Plan (1 original)			Provincial Office	
3. Provincial Qualification Map (1 original)			Provincial Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	1.1. Receives documents/ requirements	None	3 Days	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.2. Certifies the Absorptive Capacity Inventory and prequalifies and evaluates the concerned TVI.	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>



	1.3. Prepares the Provincial Scholarship Allocation Plan (PSAP) based on the TVI's Absorptive Capacity Inventory.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.4. Approves the PSAP	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.5. Submits the PSAP to the Regional Office.	None		<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	1.6. Prepares the Provincial Qualification Map (PQM) based on the RTDBSA and submits it to RO.	None	1 Day	<i>District/Provincial Scholarship Focal Supervising TESD Specialist Director III District/Provincial Office</i>
	For the next step, refer to the Preparation of Regional Qualification Map by the Regional Office	None		
	TOTAL:	None	6 Days	



Program Registration

Process by which TVET programs are registered with TESDA

Office or Division:	Provincial Office/District Office	
Classification:	Highly Technical	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Institution/s who intend to offer TVET programs	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Corporate and Administrative Documents		
1. Letter of Application/Intent (TESDA-OP-CO-F03) (2 original)		Form downloadable at www.tesda.gov.ph
2. Board Resolution/Academic Council Resolution to offer the program signed by the Board Secretary and attested by the Chairperson (SUCs, LCUs and private institutions) (Board Resolution/Academic Council Resolution must specifically cover the training delivery site) (2 original)		Applicant TVI
3. Special law creating the institution (For public institutions only) e.g. Republic Act, Executive Order, Sangguniang Resolutions) (2 original)		Applicant TVI
4. Securities and Exchange Commission (SEC) Registration (For private institutions only) (2 original)		Securities and Exchange Commission
5. Articles of Incorporation (indicate main address) (2 original)		Securities and Exchange Commission
6. Proof of building Ownership or contract of lease (covering at least two years) upon application for new program. For succeeding applications, a valid contract of lease (2 original)		Applicant TVI
7. Current Fire Safety Certificate (training site) (2 original)		Bureau of Fire Protection
8. For Institutions that will branch out, the Articles of Incorporation & Bylaws must state reasons for opening of the branch. The Articles of Incorporation signed by majority of the Incorporators must be notarized and received by SEC (2 original)		Applicant TVI
Curricular Requirements		
9. Competency-based Curriculum (TESDA-OP-CO-01-F11) indicating the qualification being addressed and the competencies to be developed a. Course Design (2 original) b. Modules of Instruction (2 original)		Form downloadable @ www.tesda.gov.ph
10. List of Equipment (TESDA-OP-CO-01-F13), Tools (TESDA-OP-CO-01-F14) and Consumables/Materials (TESDA-OP-CO-01-F15) necessary to deliver the program (2 original)		Form downloadable @ www.tesda.gov.ph
11. List of instructional materials (TESDA-OP-CO-01-F16) (such as reference materials, slides, video tapes, internet access and library resource necessary to deliver the program (2 original)		Form downloadable @ www.tesda.gov.ph



12. List of Physical Facilities (TESDA-OP-CO-01-F17) and List of Off-Campus Physical Facilities TESDA-OP-CO-01-F18) (2 original)	Form downloadable @www.tesda.gov.ph
13. Shop layout of training facilities indicating the floor area (2 original)	Applicant TVI
14. Institutional Assessment Note: Actual Assessment Tools should be shown during inspection (2 original)	Applicant TVI
Faculty and Personnel (Photocopy of supporting evidence, except when certified copy is required) (2 original)	
15. List of Officials (TESDA-OP-CO-01-F19)	Form downloadable @www.tesda.gov.ph
16. For trainers: a. List of Trainers (TESDA-OP-CO-01-F20) with their qualifications, areas of expertise, and courses/seminars (2 photocopy) b. Evidence of qualification: b.1. NTTC/trainer certificates and certification of employment for WTR (2 photocopy) b.2. Certificate on Trainers Methodology Level I or other Trainer Methodology Certificates and evidence of specialization of the trainer for NTR programs (2 photocopy) c. Notarized contract of employment (between the trainer and the Applicant TVI (2 certified true copies)	Form downloadable @www.tesda.gov.ph
17. For non-teaching staff: a. List of personnel (TESDA-OP-CO-01-F21) with qualifications (2 photocopy) b. evidence of qualification with copies of certificates (2 photocopy) c. Contracts of employment (2 photocopy)	Form downloadable @www.tesda.gov.ph
Program Guidelines	
18. Program fees, with breakdown of tuition and other fees and schedule of fee payment duly signed by the school head indicating the effectivity of school year (2 original)	Applicant TVI
19. Documented grading system, details of which are provided to students/trainees at the start of their program (2 original)	Applicant TVI
20. Entry requirements for the program - comply with the relevant training regulations if applicable (2 original)	Applicant TVI
21. Rules on Attendance (2 original)	Applicant TVI
Support Services	
22. Health services are available to the students/trainees. If these services are contracted out or out-sourced, the contract or MOA or similar documents must be submitted. (2 original)	Applicant TVI
23. Job Linkaging and Networking Services (JLNS) which include Career Services and Employment Facilitation available to students/trainees/TVET	Applicant TVI



graduates (reference: Section IV, letter A –Delivery Platforms of JLNS Nos. 1-4 of the TESDA Circular No. 38, series of 2016) (2 original)				
24. Community Outreach Program (optional) (2 original)				
25. Research program activities that will support continuing development of the program of the school (optional) (2 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits application documents/ requirements after complying with the orientation and site inspection requirements on program registration	1.1. Checks completeness and correctness of the documents	Php2,000 per program	1 Day	UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Stamps “Received Complete/Correct Documents” for complete and correct application documents	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.3. Issues Acknowledgment Letter	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	1.4 Reviews Technical Inspection Report of facilities, tools and equipment.	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
2. Pays registration fee	2.1. Accepts payment of registration fee 2.2. issues Official Receipt	None	1 Day	Cashier Provincial/ District Director Provincial/ District Office
	2.3. Prepares recommendation for program registration based on the results of the review and evaluation of documents and site inspection report	None		UTPRAS Focal Person Provincial/ District Director Provincial/ District Office
	2.4. Submits recommendation for	None		Provincial/ District Director



	program registration, application documents and site inspection report to the Regional Director.			Provincial/ District Office
	2.5. Conducts final review of the recommendation and program registration documents	None	1 Day	<i>Regional Director</i> Regional Office
	2.6. Prepares Certificate of TVET Program Registration (CTPR) or Letter of Denial	None		<i>UTPRAS Focal Person</i> <i>Regional Director</i> Regional Office
	2.7. Approves and signs TVET Program Registration (CTPR) or Letter of Denial	None		<i>Regional Director</i> Regional Office
	2.8. Transmits CTPR/ Letter of Denial to PO Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person</i> <i>Regional Director</i> Regional Office
3. Receives CTPR/Letter of Denial	3. Issues CTPR/ Letter of Denial	None		<i>UTPRAS Focal Person</i> <i>Provincial/ District Director</i> Provincial/ District Office
	TOTAL:	Php2,000 per program	*3 Days	

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

Release of Starter Toolkits

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

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



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



Renewal of Competency Assessor's Accreditation

This service for assessors whose accreditation has expired.

Office or Division:	Provincial Office/District Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All competency assessors whose accreditation has expired			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Intent (1 original)			Applicant	
2. Accomplished Application Form (1 original)			Provincial Office/ Applicant	
3. Picture, passport size (1 piece)			Applicant	
4. Picture 2 x 2 white background (1 piece)			Applicant	
5. Certificate of Employment indicating compliance to the requirements of number of years of work/industry experience or teaching experience (1 original)			Employer/ Applicant	
6. National Certificate (NC) Level 2 or higher (1 photocopy)			Applicant	
7. Training Methodology Certificate (TMC) or Certificate of Competency (COC) on Conduct of Competency (1 photocopy)			TESDA/ Applicant	
8. Certification on Loading (1 original)			TESDA/ Applicant	
9. Certificate of Attendance on Assessment Calibration/Moderation of the relevant qualification (1 original)			TESDA/ Applicant	
10. Results of Performance Evaluation (1 original)				
11. Report on Assessment Proceedings (1 original)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submits requirement	1. Summarizes and analyzes data on performance evaluation gathered	PHP 500 per qualification	5 Days	CACs Focal Person Provincial/ District Director Provincial/ District Office
	2. Evaluates application and documents			
	3. Prepares Letter of Notification to be signed by the Provincial Director notifying the applicant on the results of evaluation			
	4. Approves and releases Certification of Accreditation			Provincial/ District Director Provincial/ District Office
	TOTAL:	PHP 500 per qualification	5 Days	



Renewal of National Certificate/ Certificate of Competency

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

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All certified workers with expired National Certificate/ Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Application Form (1 original)			Provincial Office	
2. NC/COC (1 photocopy, with original copy to be presented)			Applicant	
3. Picture, colored, passport size, white background (2 copies)			Applicant	
4. Certificate of work and/or teaching experience for at least 12 months during the validity period of the NC/ COC			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the requirements for renewal of NC/ COC	1.1. Checks the completeness and correctness of the submitted documents	None	1 Day	<i>CACs Focal Person Provincial/ District Director Provincial/ District Office</i>
	1.2. Verifies the profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA Online Registry and checks consistency with the NC/COC presented	None		
	1.3. Prepares, prints and releases the NC/ COC	None		
2. Pays the replacement fee	2.1. Receives payment	Php100		<i>Cashier Provincial/ District Director Provincial/ District Office</i>
	2.2. Issues Official Receipt	None		
3. Reviews NC/ COC				
	TOTAL:	Php100	1 Day	



Replacement of Damaged National Certificate/Certificate of Competency

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

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Holders of valid but damaged National Certificate and/or Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request (1 original)			Applicant	
2. Original NC/COC (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP 100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
TOTAL:		PHP 100	5 Hours	



Replacement of Lost National Certificate and Certificate of Competency

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

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C - Citizen			
Who may avail:	All holders of valid but lost National Certificate and/or Certificate of Competency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request (1 original)			Applicant	
2. Duly notarized Affidavit of Loss (1 original)			Applicant	
3. Picture, colored, passport size white background, with collar and with name printed at the back (1 copy)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/ COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	Php100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	Php100	5 Hours	



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

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

Office or Division:	Provincial Office/District Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Holders of valid National Certificate and/or Certificate of Competency who want their NC/COC replaced due to change of name			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request Original NC/COC (1 original)			Applicant	
2. Picture, colored, passport size white background, with collar and with name written at the back (1 copy)			Applicant	
3. Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	PHP 100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	PHP 100	5 Hours	



Replacement of NC/COC due to Erroneous Entry

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

Office or Division:	Provincial Office/District Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All holders of valid National Certificate and/or Certificate of Competency with erroneous entry			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request			Applicant	
NC/ COC (1 original)			Applicant	
Picture, colored, passport size white background, with collar and with name written at the back (1 copy)			Applicant	
Passport (1 certified photocopy); or Birth certificate issued by NSO (1 original)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits documentary requirements	1.1. Checks the completeness and correctness of documents	None	1 Hour	CACs Focal Person Provincial/ District Director Provincial/ District Office
	1.2. Verifies profile of the certified worker in the Registry of Workers Assessed and Certified or in the TESDA RWAC and checks consistency with the NC/COC presented	None	2 Hours	
	1.3. Prepares, prints and releases the NC/COC	None	2 Hours	
2. Pays replacement fee	2.1. Receives payment	Php100		Cashier Provincial/ District Director Provincial/ District Office
	2.2. Issues Official Receipt	None		
3. Receives NC/ COC				
	TOTAL:	Php100	5 Hours	



TESDA Training Centers External Services



Application for Scholarship and Enrolment

This service pertains to the enrolment and registration of interested citizens to a certain training program offered by the training center.

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">- 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 (1 original)		Office of the Administrator		
2. Form 137/ ALS Certificate/ Transcript of Records/ Diploma (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 (2 copies)b. 1 x 1, (5 copies)		Applicant		
6. Medical Certificate (1 original)		Government Hospital		
7. Barangay Clearance (Optional) (1 original)		Office of the Barangay Captain		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires 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
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. Attends interview with trainer	3.1. Interviews and assesses applicant 3.2. Issues registration form and list of requirements	None	20 Minutes	Trainer Supervisor Administrator Office of the Administrator
		None	5 Minutes	Administrator Office of the Administrator
4. Accomplishes registration form and	4. Receives and evaluates	None	20 Minutes	Registrar Administrator



receives list of requirements	requirements as to completeness and correctness			Office of the Administrator
6. Receives admission slip	5. Encodes student's registration to T2MIS and issues admission slip	None	15 Minutes	<i>Registrar Administrator Office of the Administrator</i>
	TOTAL:	None	1 Hour, 15 Minutes	

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/Center Chief			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Those who are interested to take assessment in the different qualifications offered by the TESDA Training Institutions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully filled up Application Form (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 copies)		Applicant		
4. Birth Certificate (1 photocopy)		Philippine Statistics Authority		
5. Employment Certificate (1 original); and/or		Company		
6. Training Certificate (1 photocopy/ each)		Training Center Attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	2 Minutes	CAC Processing Officer <i>AC Manager</i> Center Chief/ Administrator Office of the Center Chief/Administrator
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	CAC Processing Officer <i>AC Manager</i> Center Chief/ Administrator Office of the Center Chief/Administrator
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment	None	15 Minutes	CAC Processing Officer <i>AC Manager</i> Center Chief/



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



Catering Services

TESDA Women's Center Canteen provides catering services to other government agencies and non-government organizations.

Office or Division:	Office of the Administrator/Center Chief			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business G2G – Government to Government			
Who may avail:	Other government agencies and non-government organizations			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Catering Request Form			Canteen Supervisor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished Catering Request Form	1.1 Receives Catering Request Form 1.2 Prepares menu plan and computation of the cost of catering service based on prescribed pricing	None	10 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/ Center Chief</i>
2. Receives and agrees to the menu plan and catering service cost	2.1. Provides the menu plan and catering service cost	None	5 Minutes	<i>Canteen Supervisor Center Chief Office of the Administrator/ Center Chief Canteen Supervisor Center Chief Office of the Administrator/ Center Chief</i>
	2.2. Endorses menu plan to the kitchen staff and service attendants	None	5 Minutes	
3. Receives catering services	3.1. Renders catering services	Based on agreed cost of catering services	Depends on the request of the client	<i>Canteen Supervisor Center Chief Office of the Administrator/ Center Chief</i>
	3.2. Prepares and issues billing statement for catering services rendered	None	5 Minutes	<i>Canteen Supervisor Center Chief</i>
4. Pays the bill	4.1 Receives payment 4.2 Issues Official Receipt	None	5 Minutes	<i>Canteen Supervisor, FASSU Head, Center Chief</i>
	TOTAL:	Based on agreed cost of catering services	30 Minutes	



Dormitory Services

Selected TESDA Training Centers provides dormitory services to external clients.

Office or Division:	Office of the Administrator/Center Chief			
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>
3. Receives the Order of Payment and 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: PHP400/pax/day Non-Aircon Room: PHP 150/pax/day	1 Minute	<i>Cashier Administrator Office of the Administrator</i>
4. Presents the OR to the Dormitory Manager 4.2. Checks in to designated room	4. Checks OR and provides room key	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
5. Checks in to designated room	5. Ensures completeness of amenities	None	3 Minutes	<i>Dormitory Manager Administrator Office of the Administrator</i>
	TOTAL:	Rates may	17 Minutes	



		vary depending on the training center, but do not exceed these: Aircon Room: PHP400/ pax/day Non-Aircon Room: PHP 150/pax/day		
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Issuance of Certificate of Training

Certificate of Training are issued/released to graduates after their completion of a TESDA registered training program.

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	
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	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
	1.2. Verifies/ Checks the name of the graduate in the Master list	None	20 Minutes	Registrar Administrator/ Center Chief Office of the Administrator/ Center Chief
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	



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 RTC/PTC			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Offices, officials and employees of the Regional/Provincial Training Center			
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	<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:		52 Minutes	



TESDA Administered Schools External Services



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 copies)			Applicant	
4. Birth Certificate (1 photocopy)			Philippine Statistics Authority	
5.				
6. Employment Certificate (1 original)			Company	
7. 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	Melinda Agnes A. Abrogar Office Clerk Assessment Office Irma M. Del Mar Asst. Prof. I Assessment Office
2. Submits application form with the complete requirements	2.1. Verifies completeness of the application form and submitted requirements	None	15 Minutes	Irma M. Del Mar Asst. Prof. I Assessment Office Melinda Agnes A. Abrogar Office Clerk Assessment Office
	2.2. Contacts/ Calls available assessor two (2) weeks before the scheduled assessment if the number of applicants reaches to 10 and above		15 Minutes	Melinda Agnes A. Abrogar Office Clerk Assessment Office Irma M. Del Mar Asst. Prof. I Assessment Office



3. Secures Order of Payment	3. Issues Order of Payment	None	2 Minutes	Melinda Agnes A. Abrogar Office Clerk Assessment Office Irma M. Del Mar Asst. Prof. I Assessment Office
4. Pays assessment fee (for walk-in applicants)	4. Accepts payment and issues Official Receipt	Fee depends on the qualification	2 Minutes	Ivy P. Salvador Cashier Admin. Office
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	Melinda Agnes A. Abrogar Office Clerk Assessment Office Irma M. Del Mar Asst. Prof. I Assessment Office
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	Melinda Agnes A. Abrogar Office Clerk Assessment Office Irma M. Del mar Asst. Prof. I Assessment Office
	TOTAL:	Fee depends on the qualification	41 Minutes	

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	
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	None	10 Minutes	<i>Irene L. Bruñola Asst. Prof I Registrar's Office</i>
	1.2. Issues the enrolment/ registration form			
2.1. Receives the enrolment/ registration form 2.2. Accomplishes the enrolment/ registration form	2. Receives accomplished enrolment/ registration form	None	10 Minutes	<i>Irene L. Bruñola Asst. Prof I Registrar's Office</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>Ivy P. Abrogar Cashier Admin. Office</i>
	3.2. Processes enrollment			<i>Irene L. Bruñola Asst. Prof I Registrar's Office</i>
4. Receives information on the schedules of orientation and training	4. Provides schedules of orientation and training	None	2 Minutes	<i>Irene L. Bruñola Asst. Prof. I Registrar's Office</i>
	TOTAL:	None	37 Minutes	



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)			Local Municipal Office/City Hall/ City Municipal Police Station	
7. Picture <ul style="list-style-type: none">a. 1x1 (1 copy)b. Passport-size pictures, white background, with name tag (1 copy)			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>Cherie B. Sujero</i> Instructor I Desk Officer Referral Office
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>Maria Rowena M. Paña</i> Asst. Prof. Iv Guidance Counselor Guidance Office
3. Takes the qualifying examination	3.1. Administers the qualifying examination	None	1 Hour	<i>Maria Rowena M. Paña</i> Asst. Prof. Iv Guidance Counselor Guidance Office
	3.2. Processes the examination	None	10 Minutes	<i>Maria Rowena M. Paña</i> Asst. Prof. Iv Guidance Counselor



				Guidance Office
	3.3. Provides feedback to client	None	10 Minutes	Maria Rowena M. Paña Asst. Prof. Iv Guidance Counselor Guidance Office
4. Receives the list of requirements for enrollment	4. Informs the client of the registration process and requirements	None	5 Minutes	Irene L. Bruñola Asst. Prof. I Registrar's Office
	TOTAL:	None	1 Hour, 35 Minutes	

Dormitory Services- Not Applicable

Selected TESDA Administered Schools provides 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	Dormitory Manager Administrator Office of the Administrator
2. Fills out and submits Registration Form	2. Receives accomplished Registration Form and issues Order of Payment	None	5 Minutes	Dormitory Manager Administrator Office of the Administrator
3. Receives the Order of Payment and 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	1 Minute	Cashier Administrator Office of the Administrator



		Non-Aircon Room: PHP 33/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				
		Rates may vary depending on the training center, but do not exceed these: Aircon Room: PHP 150/day Non-Aircon Room: PHP 33/day TOTAL:	1 Hour, 15 Minutes	

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>Irene L. Bruñola Asst. Prof. I Registrar's Office</i>
	1.2. Checks and verifies records	None	20 Minutes	<i>Irene L. Bruñola Asst. Prof. I</i>



				Registrar's Office
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	Irene L. Bruñola Asst. Prof. I Registrar's Office
	TOTAL:	None	30 Minutes	

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	Irene L. Bruñola Asst. Prof. I Registrar's Office
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	Irene L. Bruñola Asst. Prof. I Registrar's Office
3. Pays required fee for the Transcript of Records release	3. Issues Official Receipt	Php25	5 Minutes	Ivy P Salvador Cashier Admin. Office
4. Claims the Transcript of Records and signs on the TOR Record Book	4. Releases of Transcript of Records	None	5 Minutes	Irene L. Bruñola Asst. Prof. I Registrar's Office
	TOTAL:	Php25	3 Days, 15 Minutes	



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 complainant2. Details of the acts complained of3. Person(s) charged4. Name of Department/ Agency of the person charged (if applicable); and5. Evidence of violation (if any)

VIII. List of Offices

Head Office		
Office	Address	Contact Information
Office of the Director General (ODG)	7 th Floor, TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8893 2454 8815 3622 odg@tesda.gov.ph
Planning Office (PO)	6 th Floor, TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	T 893-1966 F 893-1966 (0917) 886-5598 mglegaspi@tesda.gov.ph
Regional Operations Management Office (ROMO)/ Scholarship Management Office (SMO)	PEVOTI Bldg. TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	T 893-1966 F 893-1966 (0918) 937-3178 amcarreon@tesda.gov.ph
Certification Office (CO)	5 th TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	T 893-8297 (0920) 920-9178 mspdelarama@tesda.gov.ph
Legal Division	3 rd TESDA Complex East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	888 5763 legaldivision@tesda.gov.ph



Head Office		
Office	Address	Contact Information
Administrative Service (AS)	2 nd TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	T 818-7729 (0917) 633-1859 aaalbani@tesda.gov.ph
General Services Division (GSD)	1 st TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8836 8359 abgutierrez@tesda.gov.ph
Human Resource Management Division (HRMD)	3 rd TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817-2516 aspanopio@tesda.gov.ph
HRMD-TESDA Development Institute (TDI)	3 rd TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8818-1314 mlovillanueva@tesda.gov.ph
HRMD-Foreign Scholarship Training Program (FSTP)	3 rd TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817-9095 mlovillanueva@tesda.gov.ph
Procurement Division	3 rd TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8893-8296 mgpdelarama@tesda.gov.ph
Financial and Management Service (FMS)	4 th TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	TF 893-8301 (0917) 573-2700 cadacuma@tesda.gov.ph
Budget Division	4 th TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8817-2757 mvpmendoza@tesda.gov.ph
Accounting Division	4 th TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8818-1014 gmsaugon@tesda.gov.ph
Call Center Unit	4 th TESDA Complex, East Service Road, South Luzon Expressway (SLEX), Fort Bonifacio, Taguig City	8888-5641 contactcenter@tesda.gov.ph



Regional Offices		
Office	Address	Contact Information
National Capital Region (NCR)	Bldg 15. TESDA Gate 2 TESDA Complex East Service Rd. South Superhighway, Taguig, Metro Manila.	TF 811-3499 TF 817-2781 TF 810-2540 TF 893-6184 (0917) 703-5736 NCR@tesda.gov.ph NCR_fascd@tesda.gov.ph NCR_rod@tesda.gov.ph
Cordillera Administrative Region (CAR)	# 32 Magsaysay Drive, Loakan Proper, Baguio City	T (074) 620-5983 TF (074) 661-7478 (0949) 991-2364 car@tesda.gov.ph
Region 1	Quezon Ave., Brgy. Catbangan, City of San Fernando, La Union	TF (072) 700-0613 F (072) 242-1456 F (072) 888-2951 T (072) 242-7584 T (072) 700-0613 (0917) 651-9352 region1@tesda.gov.ph
Region 2	TESDA Complex, Carig Norte, Tuguegarao City Cagayan	TF (078) 396-1088 F (078) 304-7785 (0926) 138-2233 region2@tesda.gov.ph
Region 3	Gov't Center Bo., Maimpis, San Fernando City.	TF (045) 455-3498 TF (045) 455-3630 (0917) 702-2399 region3@tesda.gov.ph
Region 4A	Bldg. 6 TESDA Complex East Service Rd. South Superhighway, Taguig Metro,Manilla.	TF 697-2338 TF 697-2407 TF 697-4342 TF 815-3553 (0917) 312-1357 region4A@tesda.gov.ph
Region 4B	2 nd Floor, Acob Building, Brgy. Lalud, Calapan City, Oriental Mindoro	TF (043) 288-2408 (0997) 802-4836 region4b@tesda.gov.ph
Region 5	Regional Center Site, Rawis, Legaspi City	TF (052) 742-5007 (0995) 962-7867 (0908) 684-4957 (0945) 667-8854 (0951) 702-6911 (0929) 145-0544 (0966) 164-7229 region5@tesda.gov.ph
Region 6	TESDA Compound, Zamora Street, Iloilo City	T (033) 509-7099 T (033) 335-0860 T (033) 336-2618 T (033) 336-9706 TF (033) 509-8355 (0917) 629-2949 region6@tesda.gov.ph



Regional Offices		
Office	Address	Contact Information
Region 7	Archbishop Reyes Ave., Cebu City	T (032) 412-0307 T (032) 412-0306 TF (032) 231-1596 (0917) 633-6906 region7@tesda.gov.ph
Region 8	TESDA Compound, Abucay, Tacloban City	T (053) 832-4474 TF (053) 832-4472 T (053) 888 - 3501 T (053) 832-4473 (0916) 571-3725 (0947)168-2276 region8@tesda.gov.ph
Region 9	2nd Floor ACC Building, Rizal Avenue Pagadian City Zamboanga City	TF (062) 955-2517 (0995) 193-5282 region9@tesda.gov.ph
Region 10	P.Chavez-Jupiter St. Macasandig Cagayan de Oro City	TF (088) 857-1665 TF (088) 227-25519 TF (088) 227-21943 (0917) 705-3887 region10@tesda.gov.ph
Region 11	616 Int. 2, Rimas St., Aquino Subd., J.P. Laurel Avenue, Davao City	T (082) 287- 6032 (0917) 167-7352 region11@tesda.gov.ph
Region 12	2nd Floor Duremdes Building Gen. Santos Drive, Koronadal City 9506	TF (083) 228-9723 T (083) 228-1160 (0917) 711-0058 region12@tesda.gov.ph
Region CARAGA	G/F Balibrea Bldg., Pili Drive, Butuan City	TF (085) 815-7324 T (085) 815-7324 T (085) 815-1244 (0917) 323-9557 CARAGA@tesda.gov.ph
Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)	RMDC Complex, Brgy. Rebuken, Sultan Kudarat, Maguindanao	TF (064) 429-0068 TF (064) 429-0005 (0977) 819-5440 ARMM@tesda.gov.ph

District/ Provincial Offices		
Office	Address	Contact Information
NCR		
TESDA District Office (CAMANAVA) CALOOCAN, MALABON, NAVOTAS, VALENZUELA	C3 Road corner Virgo Drive, Brgy.NBBS Kaunlaran, Navotas City	T 8282 7276 T 7217 6132 (0917) 8414164 (0933) 8267269 NCR.camanava@tesda.gov. ph
TESDA District Office (PASMAK) PASAY/MAKATI	Bldg 15, TESDA Gate 2 TESDA Complex East Service Rd.	TF 810-5814 (0917) 560-9783 (0917) 501-5344



District/ Provincial Offices		
Office	Address	Contact Information
	South Superhighway, Taguig, Metro Manila.	NCR.pasmak@tesda.gov.ph
TESDA District Office MANILA	1314 Mahatma Gandhi St., Belen St., Paco Manila	T 925-8935 (0916) 709-3400 NCR.manila@tesda.gov.ph
TESDA District Office (MUNTIPARLASTAPAT) MUNTINLUPA, PARANAQUE, LAS PIÑAS, TAGUIG, PATEROS	Bldg 8, TESDA Gate 2 TESDA Complex East Service Rd. South Superhighway, Taguig, Metro Manila.	886-5306 (0905) 315-8017 (0939) 9222728 (0917) 1308601 NCR.muntiparlastapat@tesda.gov.ph
TESDA District Office (PAMAMARISAN) PASIG, MANDALUYONG, MARIKINA, SAN JUAN)	2nd Flr. NTTA Bldg. MPC Compound, Meyer Chanyungco St. Sta. Elena, Marikina City	TF 570-1315 TF 570-9893 (0915) 664-0255 NCR.pamamarisan@tesda.gov.ph
TESDA District Office QUEZON CITY	Bituan St., Cor. Bayani Rd Brgy. Doña Imelda G. Quezon City	TF 711-0320 TF 711-0244 (0917) 329-4586 NCR.quezoncity@tesda.gov.ph
CAR		
Provincial Office - ABRA	Barangay Poblacion West Pidigan, Abra	(0905) 756-5747 (0921) 912-4157 car.abra@tesda.gov.ph
Provincial Office - APAYAO	Government Center Barangay San Isidro Luna, Apayao	Contact number for reactivation (09209402630 – contact number of Sir Roger V. Dancel – Acting PD) car.apayao@tesda.gov.ph
Provincial Office - BENGUET	Upper Wangal La Trinidad, Benguet	(0917) 844-6893 (0939) 914-4769 car.benguet@tesda.gov.ph
Provincial Office - IFUGAO	Rock Quarry St., Poblacion North, Lagawe, Ifugao	(0917) 154-6923 car.ifugao@tesda.gov.ph
Provincial Office - KALINGA	Purok 6, Capitol Hills Bulanao, Tabuk City	(0927) 834-1567 (0947) 529-8010 car.kalinga@tesda.gov.ph
Provincial Office - MT. PROVINCE	2nd floor Multi-Purpose Building, Poblacion Bontoc, Mountain Province	(0917) 132-7108 (0939) 914-4708 car.mtprovince@tesda.gov.ph
Region 1		
Provincial Office - ILOCOS NORTE	Brgy.2, P.Gomez St., Laoag City	TF (077) 670-6901 T (077) 600-0209 (0926) 297-1505 region1.ilocosnorte@tesda.gov.ph
Provincial Office - ILOCOS SUR	Gov. A. Reyes St., Brgy. 8, Vigan City, Ilocos Sur	TF (077) 722-6753 T (077) 646-0319 (0917) 395-4719



District/ Provincial Offices		
Office	Address	Contact Information
		region1.ilocossur@tesda.gov.ph
Provincial Office - LA UNION	Quezon Ave., Brgy. Catbangan, City of San Fernando, La Union	TF (072) 700-0983 T (072) 687-0759 (0929) 841-5781 region1.launion@tesda.gov.ph
Provincial Office - PANGASINAN	Provincial Capitol Compound, Lingayen	TF (075) 637-2417 (0915) 755-2666 region1.pangasinan@tesda.gov.ph
Region 2		
Provincial Office - BATANES	Batanes Technical Skills Development Center, Basco	(0975) 204-3885 (0999) 553-5045 (0916) 480-5499 region2.batanes@tesda.gov.ph
Provincial Office - CAGAYAN	TESDA Complex, Carig, Norte, Tuguegarao City, Cagayan	TF (078) 377-0004 cp (0917) 809-8366 (0916) 227-1774 region2.cagayan@tesda.gov.ph
Provincial Office - ISABELA	2nd Flr Abarca Bldg., Calamagui Ilagan City, Isabela	TF (078) 323-1766 cp (0916) 227-1774 (0917) 524-2368 region2.isabela@tesda.gov.ph
Provincial Office - NUEVA VIZCAYA	Provincial Capitol Compound, Bayumbong, Nueva Vizcaya	(0919) 991-0613 (0917) 970-5693 region2.nuevavizcaya@tesda.gov.ph
Provincial Office - QUIRINO	Capitol Hills, San Marcos, Cabarroguis, Quirino	CP (0927) 474- 9163 (0915) 444-7890 region2.quirino@tesda.gov.ph
Region 3		
Provincial Office - AURORA	Purok 01, Brgy. Buhangin, Baler, Aurora	(0999) 994-0085 (0917) 578-2328 region3.aurora@tesda.gov.ph
Provincial Office - BATAAN	Kinatawan Bldg. Capitol Drive, Balanga City Bataan	T (047) 237-1747 (0920) 921-0152 region3.bataan@tesda.gov.ph
Provincial Office - BULACAN	RSDC Compound Tabang, Guguinto Bulacan	TF (044) 794-4305 (0926) 064-6761 region3.bulacan@tesda.gov.ph
Provincial Office - NUEVA	Ma. Aurora Rd., Brgy.	TF (044) 464-3525



District/ Provincial Offices		
Office	Address	Contact Information
ECIJA	Singalat, Palayan City, Nueva Ecija	TF (044) 463-8474 TF (044) 600-5057 (0917) 851-1264 region3.nuevaecija@tesda.gov.ph
Provincial Office - PAMPANGA	PEO Compound, Sindalan, San Fernando 2000 Pampanga	(0998) 532-6461 (0917) 632-3034 (0932) 864-7238 (0906) 483-0912 region3.pampanga@tesda.gov.ph
Provincial Office - TARLAC	San Isidro Industrial Complex San Isidro Tarlac City	(0939) 915-9470 (0917) 514-0540 (0925) 308-2494 (0999)889- 3007 region3.tarlac@tesda.gov.ph
Provincial Office - ZAMBALES	Bo. Palanginan, Iba, Zambales	T (047) 811-2635 (0949) 682-9308 region3.zambales@tesda.gov.ph
Region 4-A		
Provincial Office - BATANGAS	Batangas TESDA Provincial Office P. Herrera St. Batangas City	TF (043) 723-0574 (043) 300-0935 (0920) 923-0579 region4A.batangas@tesda.gov.ph
Provincial Office - CAVITE	Cavite Provincial Office Provincial Capitol Compound Trece Martirez City, Cavite	TF (046) 419-2421 TF (046) 419-0228 TF (046) 419-2646 (0917) 807-0278 region4A.cavite@tesda.gov.ph
Provincial Office - LAGUNA	Brgy. Bangyas, Calauan, Laguna	T (049) 836-0820 (0998) 535-1055 region4A.laguna@tesda.gov.ph
Provincial Office - QUEZON	2nd Floor Lucena Grand Terminal, Lucena City	(0939) 726-7369 (0920) 768-3084 (0943) 071-2871 (0945) 669-4929 (0939) 283-2482 region4A.quezon@tesda.gov.ph
Provincial Office - RIZAL	Don Hilario Ave., Club Manila East Compound San Juan, Taytay, Rizal	TF 286-6141 TF 286-6142 (0928) 559-6112 region4A.rizal@tesda.gov.ph
Region 4-B		



District/ Provincial Offices		
Office	Address	Contact Information
Provincial Office - MARINDUQUE	2nd flr. JRT Bldg. Isok I Boac Marinduque	TF (042) 332-0231 (0920) 900-2403 region4B.marinduque@tesda.gov.ph
Provincial Office - OCCIDENTAL MINDORO	2nd Floor, Three Kids Building, San Jose, Occidental Mindoro	TF (043) 491-4255 TF (043) 457-0258 (0928) 209-5292 region4B.occidentalmindoro@tesda.gov.ph
Provincial Office - ORIENTAL MINDORO	1st Floor, Luna Bldg.,III, Gov. Infantado St., Calapan City	TF (043) 288-1117 (0920) 931-9335 region4B.orientalmindoro@tesda.gov.ph
Provincial Office - PALAWAN	PPSAT Compound, Sta. Monica, Puerto Princesa City, Palawan	TF (048) 434-5081 TF (048) 433-7146 (0917) 858-0859 region4B.palawan@tesda.gov.ph
Provincial Office - ROMBLON	2nd Flr. EGE Bldg., Festin St., Brgy. Ligaya, Odiongan, Romblon	TF (042) 567-5116 (0936) 058-2333 region4B.romblon@tesda.gov.ph
Region 5		
Provincial Office - ALBAY	City Motorpool, Airport Road Crusada, Legapi City	TF (052) 201-8531 (0919) 078-4280 (0917) 828-9539 region5.albay@tesda.gov.ph
Provincial Office - CAMARINES NORTE	LGU-Daet Compound, Brgy. Pamorang on Daet, Camarines Norte	(0947) 478-0615 region5.camarinesnorte@tesda.gov.ph
Provincial Office - CAMARINES SUR	2nd Floor DOLE Bldg., Naga City Hall, Naga City	TF (054) 473-1085 (0920) 978-4496 region5.camarinessur@tesda.gov.ph
Provincial Office - CATANDUANES	CSU Compound, Moonwalk, Calatagan Proper, Catanduanes	(0999) 479-1036 region5.catanduanes@tesda.gov.ph
Provincial Office - MASBATE	PEO Compound, Capitol Road, Masbate City	TF (056) 588-2423 (056) 333-5410 (0928) 331-5545 region5.masbate@tesda.gov.ph
Provincial Office - SORSOGON	City Hall Compound, Cabinan, Sorsogon City	(0917) 860-3376 (0919)-004-2239 region5.sorsogon@tesda.gov.ph
Region 6		
Provincial Office - AKLAN	Cor. Regalado Street and Veterans Avenue, Kalibo,	TF (036) 268-8516 (0917) 132-0455



District/ Provincial Offices		
Office	Address	Contact Information
	Aklan	region6.aklan@tesda.gov.ph
Provincial Office - ANTIQUE	3rd Flr., St.Joseph Bldg., San Jose, Antique	TF (036) 540-8121 (0917) 305-0289 region6.antique@tesda.gov.ph
Provincial Office - CAPIZ	3rd Flr., Room 17-19, Capiz Government & Business Center Provincial Park, Roxas City, Capiz	TF (036) 620-0409 (0919) 994-1785 (0917) 815-2151 region6.capiz@tesda.gov.ph
Provincial Office - GUIMARAS	San Miguel Jordan, Guimaras	(0917) 509-0676 (0998) 573-7353 region6.guimaras@tesda.gov.ph
Provincial Office - ILOILO	TESDA Compound, Zamora Street, Iloilo City	T (033) 315-3076 TF (033) 337-9868 (0917) 496-1813 region6.iloilo@tesda.gov.ph
Provincial Office - NEGROS OCCIDENTAL	Felipe Lacson Street, Talisay City, Negros Occidental	TF (034) 712-7175 T (034) 495-6622 T (034) 495-6621 (0917) 301-5662 region6.negrosoccidental@tesda.gov.ph
Region 7		
Provincial Office - BOHOL	B.Inting St., Cogon District, Tagbilaran City	T (038) 501-8761 T (308) 501-7093 (0916) 794-0434 region7.bohol@tesda.gov.ph
Provincial Office - CEBU	Salinas Drive, Lahug, Cebu City	TF (032) 415-1518 T (032) 412-7157 (0917) 703-2157 region7.cebup@tesda.gov.ph
Provincial Office - NEGROS ORIENTAL	Old Engineering Bldg. Capitol Site Dumaguete City	T (035) 225-1578 TF (035) 422-9481 region7.negrosoriental@tesda.gov.ph
Provincial Office - SIQUIJOR	Caipilan, Siquijor, Siquijor	(0917) 314-0185 (0917) 137-1629 region7.siquijor@tesda.gov.ph
Region 8		
Provincial Office - BILIRAN	2nd Floor Ricardo R. Kho Bldg., Bernardes Village II, Barangay Atipolo, Naval, Biliran	T (053) 507-9137 (0997) 461-4780 (0909) 072-2573 region8.biliran@tesda.gov.ph
Provincial Office - EASTERN SAMAR	JTR Annex, Songco, Borongan City, Eastern Samar	(0917) 824-1917 region8.easternsamar@tesda.gov.ph



District/ Provincial Offices		
Office	Address	Contact Information
Provincial Office - LEYTE	Trece Martirez St., Tacloban City	T (053) 888-1916 (0947) 168-2276 region8.leyte@tesda.gov.ph
Provincial Office - NORTHERN SAMAR	UEP Compound, Calarman, Northern Samar	(0936) 418-4906 (0948) 910-4619 region8.northernsamar@tesda.gov.ph
Provincial Office - SAMAR	Gov't Offices Bldg., Capitol Grounds, Catbalogan, Samar	T (055) 543-8976 (0935) 533-0372 (0951)021-6389 region8.samar@tesda.gov.ph
Provincial Office - SOUTHERN LEYTE	Alcantra St., Brgy. Mantahan, Maasin City, Southern Leyte	T (053) 570-8816 (0935) 630-8986 (0909) 977-8961 region8.southernleyte@tesda.gov.ph
Region 9		
Provincial Office - ZAMBOANGA SIBUGAY	Door A5, Sanito Complex, Sanito, Ipil	TF (062) 957-4988 (0905) 372-0965 region9.zamboangasibugay@tesda.gov.ph
Provincial Office - ZAMBOANGA DEL NORTE	DSF Compound Olingan. Dipolig City, Zamboanga del Norte	TF (065) 212-5628 (0917) 653-1009 region9.zamboangadelnorte@tesda.gov.ph
Provincial Office - ZAMBOANGA DEL SUR	Zone 4, Tiguma, Pagadian City, Zamboanga del Sur	TF (062) 925-3047 (0977) 819-5440 region9.zamboangadelsur@tesda.gov.ph
Region 10		
Provincial Office - BUKIDNON	Brgy. 4 Kapitan Juan Melendez St., Malaybalay City	T (088) 221-4739 TF (088) 813-3977 (0917) 319-4743 region10.bukidnon@tesda.gov.ph
Provincial Office - CAMIGUIN	P. Reyes ST., Poblacion, Mambajao, Camiguin	(0917) 115-2530 region10.camiguin@tesda.gov.ph
Provincial Office - LANA DEL NORTE	RTC Compound, Maria Cristina, Iligan City	T (063) 223-7560 TF (063) 221-5777 (0906) 224-3194 region10.lanaodelnorte@tesda.gov.ph
Provincial Office - MISAMIS OCCIDENTAL	Centex Bldg., OAIS Compound, Purok 3, Barangay Villaflor	TF (088) 531-0628 (0917) 148-6403 region10.misamisoccidental@tesda.gov.ph



District/ Provincial Offices		
Office	Address	Contact Information
Provincial Office - MISAMIS ORIENTAL	Door 4 & 5 Trinidad Building, Yacapin, Corrales St., Cagayan de Oro City	TF (088) 881-2031 (0997) 334 1072 (0928) 360 1433 region10.misamisoriental@tesda.gov.ph
Region 11		
Provincial Office – DAVAO DE ORO	Purok 1A, Barangay Cabidianan, Nabunturan, Compostela Valley	(0907) 326 0079 (0917) 155-8924 region11.compostellavalley@tesda.gov.ph
Provincial Office - DAVAO DEL NORTE	Energy Park, Apokon, Tagum City Davao Oriental	T (084) 216-3930 TF (084) 216-9122 (0939) 907-1529 region11.davaodelnorte@tesda.gov.ph
Provincial Office - DAVAO DEL SUR	617 Int 2 Rimas St., Aquino Subd., J.P. Laurel Ave., Davao City	T (082) 300-0596 TF (082) 227-3834 (0922) 745-8765 region11.davaodelsur@tesda.gov.ph
Provincial Office - DAVAO OCCIDENTAL	2nd Flr. Public Market Bldg., Poblacion, Malita, Davao Occidental	(0966) 682-2307 (0915) 215-7972 region11.davaooccidental@tesda.gov.ph
Provincial Office - DAVAO ORIENTAL	Government Center Dahican, Mati, Davao Oriental	T (087) 388-3817 TF (087) 811-4399 (0917) 886-3941 region11.davaooriental@tesda.gov.ph
Region 12		
Provincial Office - NORTH COTABATO	Capitol Hi-way, Amas, Kidapawan City	TF (064) 278-7031 TF (064) 572-8031 (0917) 654-9855 region12.northcotabato@tesda.gov.ph
Provincial Office - SARANGANI	Door 5-7, 2nd Floor One Roma Square Aparante Avenue, City Heights, General Santos City	TF (083) 553-2505 TF (083) 552-9181 (0920) 238-1128 region12.sarangani@tesda.gov.ph
Provincial Office - SOUTH COTABATO	809 G.H.DD Pilar St. City of Koronadal	T (083) 228-2503 T (083) 520-0683 TF (083) 228-5031 (0920) 901-6807 region12.southcotabato@tesda.gov.ph
Provincial Office - SULTAN KUDARAT	CYC Bldg., National Highway, Tacurong City, Sultan Kudarat	TF (064) 200-4121 TF (064) 200-5856 (0917) 316-0581 region12.sultankudarat@tesda.gov.ph



District/ Provincial Offices		
Office	Address	Contact Information
		da.gov.ph
CARAGA		
Provincial Office - AGUSAN DEL NORTE	Capitol Compound, Capitol Road, Butuan City	TF (085) 300-3245 (0998) 852-9744 CARAGA.agusandelnorte@tesda.gov.ph
Provincial Office - AGUSAN DEL SUR	Government Center, Patinay Prosperidad, Agusan del Sur	TF (085) 8395437 (0930) 045-4336 CARAGA.agusandelsur@tesda.gov.ph
Provincial Office - DINAGAT ISLAND	Purok 2 Brgy. Mahayahay, San Jose, Dinagat Islands	(0948) 645-8230 CARAGA.dinagatisland@tesda.gov.ph
Provincial Office - SURIGAO DEL NORTE	2nd Flr., LML Bldg., Gov. Jose C. Sering Rd., Surigao del Norte	TF (086) 826-0751 (086) 826-2591 (0951) 687 4972 CARAGA.surigaodelnorte@tesda.gov.ph
Provincial Office - SURIGAO DEL SUR	Ground Flr., Legislative Bldg., Capital Hills, Telaje, Tandag City, Surigao del Sur	TF (086) 214-3957 BISLIG (086) 583-7358 (0933) 853 1210 CARAGA.surigaodelsur@tesda.gov.ph
BARMM		
Provincial Office - BASILAN	Geras Road, Brgy. Sumagdang Isabela City, Basilan	TF (062) 200-3603 (0998) 889-9209
Provincial Office - LANA DEL SUR	3rd Flr. Line Agencies Building New Capitol Complex Buadi Sakayo Marawi City, Lanao del Sur	0905-536-7838 (0905) 536-7838
Provincial Office - MAGUINDANAO	Unit 1, 2nd Flr. ACB Building Notre Dame Avenue, Cotabato City	TF (064) 552-1638 (0926) 703-1230
Provincial Office - TAWI TAWI	Antonieta Zacarias Building Tubig Boh St., Bongao, Tawi Tawi	TF (068) 268-1613 (0906) 608-7356
Provincial Office - SULU	2nd Flr MTD Bldg., Scott Road, Jolo Sulu	0935-733-5973 (0916) 743-7640

TESDA Training Institutions		
Office	Address	Contact Information
NCR		
TESDA Women Center (TWC)	TESDA Complex East Service Rd. South Luzon Expressway, Taguig, City	TF 8817 2650 TF 8817 2651 twc@tesda.gov.ph



TESDA Training Institutions		
Office	Address	Contact Information
Quezon City Lingkod Bayan Skills Development Center	Barangay Hall Compound, Dahlia Avenue Fairview, Quezon City	TF 7799 9092 0917 5445781 qclbsdc@tesda.gov.ph
CAR		
Regional Training Center – Baguio City	132 Magsaysay Drive, Loakan Proper, Baguio City	(074) 424-8723 (074) 424-8724 rtcbaguio@tesda.gov.ph
Provincial Training Center - Abra	Poblacion, Pidigan, Abra	09351454621 ptcabra@tesda.gov.ph
Provincial Training Center- Ifugao	Rock Quarry St., Poblacion North, Lagawe, Ifugao	09171533917 ptcifugao@tesda.gov.ph
Provincial Training Center-Kalinga	Bulanao, Tabuk City	09399378144 ptckalinga@tesda.gov.ph
Provincial Training Center-Mountain Province	Tambingan, Sabangan, Mountain Province	09611094228 ptcmtprovince@tesda.gov.ph
Region 1		
Regional Training Center (RTC)-La Union	TESDA Regional Office Compound Catbangan, City of San Fernando, La Union	Contact No. (072) 242-5584 rtcsanfernando@tesda.gov.ph
Provincial Training Center (PTC), Pangasinan	Capitol Compound, Lingayen, Pangasinan	+63(075)-542-4989 +63 (075) 632-5307 ptcpangasinan@tesda.gov.ph
Region 2		
Regional Training Center - Tuguegarao	TESDA Complex, Carig Norte, Tuguegarao City	(078) 396-1631 rtctuguegarao@tesda.gov.ph
Region 3		
PTC Baler	Burgos Extension, Brgy. 5 Baler Aurora	0930-654-4289 ptcbaler@tesda.gov.ph
RTCCL Mariveles	Wiswis, Camaya BEPZ, Mariveles, Bataan	(047) 935-4751/0917-591-9818 rtcmariveles@tesda.gov.ph
PTC Orion	Wawa Pag-asa, Orion Bataan	(047) 244-7197/ 0917-877-8816 ptcorion@tesda.gov.ph
KORPHIL ITTC	RTCCL Guiguinto Compound, TabangGuiguinto, Bulacan	(044) 794-4767/ 0939-916-1271 kpittcbulacan@tesda.gov.ph
RTCCL Guiguinto	Mac Arthur Hi-Way TabangGuiguinto Bulacan	(044) 794-0402/ Telefax (044) 794-0024 rtcguiguinto@tesda.gov.ph
PTC Calumpit	BMLPC-PTC Poblacion, Calumpit Bulacan	(044) 675-2278/ 0975-464-2580 ptccalumpit@tesda.gov.ph
PTC Palayan	Atate, SingalatPalayan City,	(044)940-1808/ 0918-940-



TESDA Training Institutions		
Office	Address	Contact Information
	Nueva Ecija	0133 ptcpalayan@tesda.gov.ph
PTC Guagua	Brgy. San Rafael, Guagua, Pampanga	0920-924-9597 ptcguagua@tesda.gov.ph
PTC Tarlac	San Isidro Industrial Complex, San Isidro Tarlac City	0939-924-2524/ 0912-082- 9090 ptctarlac@tesda.gov.ph
PTC Iba	Brgy. PalanginanIba Zambales	(047) 811-1338/ (047) 811- 2635 ptciba@tesda.gov.ph
Region 4-A		
Rosario Provincial Training Center (PTC)	Phase I CEPZ, Rosario Cavite	(046)437-2370/ 09399142290/ 09175647709 ptcrosario@tesda.gov.ph
Paliparan Provincial Training Center (PTC)	Paliparan II, Dasmarinas Cavite	(046)456-54-29 ptc_paliparan@tesda.gov.ph /ptc_paliparan@yahoo.com
Binangonan Provincial Training Center (PTC)	Calumpang Binangonan, Rizal	(02) 656-3919 ptcbinangonan@tesda.gov.p h
Cainta Provincial Training Ceneter (PTC)	Cainta, Municipal Compund, Cainta Rizal	(02) 556-99-37 ptccainta@tesda.gov.ph
Regional Training Center (RTC) Batangas	P Herrera Street, Batanags City	(043) 7819379 rtcbatangas@tesda.gov.ph
Region 4B		
Rizal Occidental Mindoro TESDA Training and Accreditation Center (ROMTTAC)	Sto. Nino, Rizal, Occidental Mindoro	0946-417-1474 romttac@tesda.gov.ph
Region 5		
Regional Training Center - Pili	San Jose, Pili, Camarines Sur	CP No: 0949-415-2703 rtcpili@tesda.gov.ph
Provincial Training Center – Guinobatan	Poblacion, Guinobatan, Albay	(0936)-938-9506 / (0908)-628-1917 ptcguinobatan@tesda.gov.p h
Provincial Training Center - Malilipot	Basud, Malilipot, Albay	(0939)-573-8647 ptcmalilipot@tesda.gov.ph
Provincial Training Center - Labo	Iberica, Labo, Camarines Norte	(0948)-589-9802 ptccamarinesnorte@tesda.g ov.ph
Provincial Training Center – Libmanan	Bahay, Libmanan, Camarines Sur	(0907)-789-2133 ptclibmanan@tesda.gov.ph
Provincial Training Center – Catanduanes	CSU Compound, Moonwalk, Calatagan Proper, Virac, Catanduanes	(0909) 223-4069 ptccatanduanes@tesda.gov. ph



TESDA Training Institutions		
Office	Address	Contact Information
Provincial Training Center – Masbate	PEO Compound, Capitol Road, Masbate City	(0910)-380-0328 ptcmasbate@tesda.gov.ph
Provincial Training Center – Sorsogon	City Hall Complex, Cabid-an, Sorsogon City	Smart: 0919-004-2239 region5.sorsogon@tesda.gov.ph
Region 6		
Regional Training Center-Iloilo	TESDA Compound, Zamora Street, Iloilo City	(033) 320-5077; 500-4312 (0908) 869-5781 rtciloilo@tesda.gov.ph
Regional Training Center-Talisay	Felipe Lacson Street, Zone 12, Talisay City, Negros Occidental	T(034) 474-2135 (0947) 892-1606 (0917) 702-1060 rtctalisay@tesda.gov.ph
Provincial Training Center-Aklan	PEO Compound, Laguinbanua East, Numancia, Aklan	(036) 268-1137; 265-6782 (0919) 004-9176 ptcaklan@tesda.gov.ph
Provincial Training Center-Antique	Villavert- Jimenez, Hamtic, Antique	(0917) 305-1339 ptcantique@tesda.gov.ph
Provincial Training Center-Cadiz	Crossing FI, Brgy. Cabahug, Cadiz City, Negros Occidental	09171009277; (034) 476-6042; 702-0613 ptccadiz@tesda.gov.ph.
Provincial Training Center-Kabankalan	Sitio San Juan, Brgy. Camugao, SONEDCO, Kabankalan City, Negros Occidental	(034) 495-0494 (0926) 688-8279 (0909) 950-1239 ptckabankalan@tesda.gov.ph
Region 7		
Regional Training Center VII	Arch. Reyes Ave., Cebu City	032-4168876
Provincial Training Center-Carmen, Cebu	Carmen , Cebu	(032) 429-9305 ptccarmen@tesda.gov.ph
Provincial Training Center – Daanbantayan, Cebu	Daan Bantayan, Cebu	(032) 437-3781 ptcdaangbantayan@tesda.gov.ph
Provincial Training Center – Minglanilla Cebu	Minglanilla, Cebu	(032) 272 -0518 ptcminglanilla@tesda.gov.ph
Provincial Training Center – Samboan, Cebu	Samboan, Cebu	(032) 479-0069 ptcsamboan@tesda.gov.ph
Provincial Training Center – Toledo, Cebu	Toledo City, Cebu	(032) 467-9123 ptctoledo@tesda.gov.ph
Provincial Training Center – Bilar, Bohol	PoblacionBilar, Bohol	Telefax# (038)5359090
Provincial Training Center – Inabanga, Bohol	Cagayan, Inabanga, Bohol	Telefax# (038)5129012
Provincial Training Center – Jagna, Bohol	PoblacionJagna, Bohol	Telefax(038) 5318409
Provincial Training Center – Pilar, Bohol	Purok 2, PoblacionPilar, Bohol	Telefax# 5108237



TESDA Training Institutions		
Office	Address	Contact Information
Provincial Training Center – Tubigon, Bohol	Potohan, Tubigon, Bohol	Telefax# 5088216
Region 8		
Regional Training Center, Tacloban City	Brgy. Abucay, Tacloban City	(053) 3218249 (053) 3218532 (053) 321-8533 09999947968 09999947969 09958608486 rtctacloban@tesda.gov.ph
Provincial Training Center, Catarman, Northern Samar	UEP Compound, Catarman, Northern Samar	09303605504 tesda8ptc@tesda.gov.ph
Region 9		
Zamboanga City-Isabela District Office	Talungon St., San Roque, Zamboanga City	(062) 9552517 region9.zcfo@tesda.gov.ph
Regional Training Center-Zamboanga	Talungon St., San Roque, Zamboanga City	(062) 984-0342 rtczampen@tesda.gov.ph
Provincial Training Center – Pagadian City	Barangay Tiguma, Pagadian City	(062) 6253047 ptc.pagadian@tesda.gov.ph
Provincial Training Center-Sindangan		(065) 224-2227 ccnts@tesda@tesda.govv.ph
Region 10		
Regional Training Center – Iligan City	PHIVIDECA Industrial Estate, Tagoloan, Misamis Oriental	(08822) 742426 rtctagoloan@tesda.gov.ph
Regional Training Center – Tagoloan, Misamis Oriental	Ma. Cristina, Iligan City	(063) 2236541 rtciligan@tesda.gov.ph
Provincial Training Center – Plaridel, Misamis Occidental	Hagkol, Valencia City, Bukidnon	(088) 8280172 ptcvalencia@tesda.gov.ph
Provincial Training Center – Valencia, Bukidnon	Panalsalan, Plaridel, Misamis Occidental	(088)3448505 ptcplaridel@tesda.gov.ph
Region 11		
Regional Training Center - Korea-Philippines Vocational Training Center	Buhisan, Tibungco, Davao City	(082) 287 3691 rtcdavaocity@tesda.gov.ph
Provincial Training Center - Davao	Poinsettia Street, Mintal, Tugbok District, Davao City	(082) 293 0285 ptcdavao@tesda.gov.ph
Region 12		
Provincial Training Center-Cotabato	BARMM Compound, Cotabato City	(064) 552-2508 region12.ptccotabato@tesda.gov.ph
CARAGA		
Provincial Training Center-Agusan del Norte	Government Center, Cabadbaran City	(085) 818 5239 ptc-adn@tesda.gov.ph



TESDA Training Institutions		
Office	Address	Contact Information
Provincial Training Center-Surigao del Norte	Provincial Manpower Training Center, Gov. Jose C. Sering Road, Surigao City	(086) 826 4002 ptc-sdn@tesda.gov.ph
BARMM		
Basilan Provincial Training Center	Geras Road, Brgy Sumagdang Isabela City, Basilan	(062)314-0394/ ptc@tesda-armm.ph
Provincial/City Manpower Development Center	Gen. Mamarinta B. Lao Street, Brgy. Gadongan, Marawi City, Lanao del Sur	0948-609-1700 pcmdc@tesda-armm.ph
Regional Manpower Development Center	RMDC, Brgy. Rebukan, Sultan Kudarat, Maguindanao	(064)429-0091/09183979868 rmdc@tesda-armm.ph
Zamboanga City Liaison's Office	2 nd Floor LHB II Building, Veterans Avenue, Brgy Zone 3, Zamboanga City	(062)990-2959 zamoffice@tesda-armm.ph

TESDA Administered Schools (TAS)		
Office	Address	Contact Information
CAR		
Baguio City School of Arts and Trades	#80 Military Cut Off, 2600 Baguio City	(074) 444-9161, (074) 444-8459, (074) 304-3991, (074) 304-3976 bcsat@tesda.gov.ph
Bangui Institute of Technology(BIT)	Brgy. Manayon, Bangui, Ilocos Norte	Contact # 09189410374 / 09088600955 Email Address: bit@tesda.gov.ph
Region 1		
Marcos Agro-Industrial School (MAIS)	Brgy. Lydia, Marcos, Ilocos Norte	Contact # 09054409625 09208041175 mais@tesda.gov.ph
Luciano Millan Memorial School of Arts and Trades (LMMSAT)	Asingan, Pangasinan	Contact No. (075)-523-5284 lmmsat@tesda.gov.ph
Pangasinan School of Arts and Trades (PSAT)	Alvear St. West, Poblacion, Lingayen, Pangasinan	Contact No. (075) 662-2077 psat@tesda.gov.ph
Pangasinan Technological Institute (PTI)	San Isidro Norte, Binmaley, Pangasinan	Contact No. 0908-686-7548 pti@tesda.gov.ph
Region 2		
Aparri Polytechnic Institute (API)	Maura, Aparri, Cagayan	T (078) 888-2015/ 0917 147 1934 api@tesda.gov.ph
Lasam Institute of Technology (LIT)	Nabannagan, Lasam, Cagayan	0917 582 0258 lit@tesda.gov.ph
Isabela School of Arts &	Calamagui 2nd, Ilagan,	TF (078) 624-0933



TESDA Administered Schools (TAS)		
Office	Address	Contact Information
Trades (ISAT)	Isabela	TF (078) 624-2470 isat@tesda.gov.ph
Southern Isabela College of Arts & Trades (SICAT)	Calaoacan, Santiago City	(078) 305-2577 sicat@tesda.gov.ph
Nueva Vizcaya Polytechnic Institute (NVPI) formerly KNAS	Pudi, Kasibu, Nueva Vizcaya	0906 304 1786 kanas@tesda.gov.ph
Region 3		
GPSAT	San Sebastian, San Luis Pampanga	(045) 436-1471/0925-898-8499 gpsat@tesda.gov.ph
CVS	Productivity Center, Alfonso Concepcion Tarlac	(045) 800-7949/ 0929-856-5481 cvs@tesda.gov.ph
Region 4A		
Jacobo Z. Gonzales Memorial School of Arts and Trades (JZGMSAT)	Barangay San Antonio, Binan, Laguna	(049) 511-6133/411-01-73/511-4909 jzgmsat@tesda.gov.ph
Quezon National Agricultural School (QNAS)	Malicboy, Pagbilao Quezon	(042) 716-05-00 qnas@tesda.gov.ph
Bondoc Peninsula Technological Institute (BPTI)	San Narciso, Quezon	(042) 716-00-83/09195085449 bpti@tesda.gov.ph
Buyabod School of Arts and Trades (BSAT)	Brgy. Buyabod, Sta. Cruz, Marinduque	09219386233 bsat@tesda.gov.ph
Torrijos Poblacion School of Arts and Trades (TPSAT)	Poctoy, Torrijos, Marinduque	09999337776 tpsatsat@tesda.gov.ph
Rizal Occidental Mindoro TESDA Training and Accreditation Center (ROMTTAC)	Sto. Nino, Rizal, Occidental Mindoro	0946-417-1474 romttac@tesda.gov.ph
Simeon Suan Vocational and Technical College (SSVTC)	Pag-asa, Bansud, Oriental Mindoro	(043) 298-7097 ssvtc@tesda.gov.ph
Romblon National Institute of Technology (RNIT)	Poblacion, Alcantara, Romblon	0998 573 1845 <u>ants@tesda.gov.ph</u>
Puerto Princesa School of Arts and Trades (PPSAT)	Bgy. Sta. Monica, Puerto Princesa City, Palawan	(048) 716-3032 0998-852-4981 / 0917-831-2825 <u>ppsatsat@tesda.gov.ph</u>
Region 5		
Bulusan National Vocational Technical School (BNVTS)	San Jose, Bulusan, Sorsogon	CP No. 0930-693-2323 / 0917-846-0171 bnvts@tesda.gov.ph
Camarines Sur Institute of Fisheries and Marine Sciences (CASIFMAS)	Pasacao, Camarines Sur	(054) 513 9148 casifmas@tesda.gov.ph



TESDA Administered Schools (TAS)		
Office	Address	Contact Information
Cabugao School of Handicraft and Cottage Industries (CSHCI)	Cabugao, Bato, Catanduanes	cshci@tesda.gov.ph
Masbate Institute of Fisheries and Technology (MIFT)	Cayabon, Milagros, Masbate	mift@tesda.gov.ph
San Francisco Institute of Science and Technology (SFIST)	San Francisco, Malilipot, Albay	CP No: sfist@tesda.gov.ph
Sorsogon National Agricultural School (SNAS)	Mayon, Castilla, Sorsogon	CP No.: 0933-852-0835 snas@tesda.gov.ph
Ragay Polytechnic Skills Institute (RPSI)	Poblacionllaod, Ragay, Camarines Sur	CP No.: 0919-234-7650 rpsi@tesda.gov.ph
Region 6		
Dumalag Vocational Technical School	Poblacion, Dumalag, Capiz	(036)6580279; 09173120440 dvts@tesda.gov.ph
Leon Ganzon Polytechnic Collge	Brgy. Ipil, Balasan , Iloilo	(033) 397-0915; 797-1159 lgpc@tesda.gov.ph
New Lucena Polytechnic College	Dessa Street, Don Epifanio Sonza Sr. Avenue, New Lucena, Iloilo	(033) 330-0001; (0939) 9182415 nlpc@tesda.gov.ph
Passi Trade School	Brgy. Sablogon , Passi City, Iloilo	(033) 311-5451 pts@tesda.gov.ph
Region 7		
Lazi Technical Institute	TigbawanLazi Siquijor	lti@tesda.gov.ph (0917) 779 2429 (035) 483 0274 (0917) 564 1557
Region 8		
Calubian National Vocational School (CNVS)	Brgy. Cabalquinto, Calubian, Leyte	09171166456 09296116495 cnvs@tesda.gov.ph
Cabugcayan National School of Arts and Trades (CNSAT)	Libertad Cabugcayan, Biliran	09175187797 cnsat@tesda.gov.ph
Arteche National Agricultural School (ANAS)	Sitio Sabang, Brgy. Garden, Arteche, Eastern Samar	09380059597 anas@tesda.gov.ph
Balangiga National Agricultural School (BNAS)	Brgy. 1 San Lorenzo, Balangiga, Eastern Samar	09399031864 bnas@tesda.gov.ph
Samar National School of Arts and Trades (SNSAT)	Cebreiros Street, Brgy. 05, Taft, Eastern Samar	09177102537 snsat@tesda.gov.ph
Balicuatro College of Arts and Trades (BCAT)	Magallanes Street, Sabang 2, Allen, Northern Samar	09394662628 09275821039 bcat2016@tesda.gov.ph
Las Navas Agro-Industrial School (LNAIS)	Brgy. Ribong, Las Navas, Northern Samar	09560646881 09778043713



TESDA Administered Schools (TAS)		
Office	Address	Contact Information
		lnais@tesda.gov.ph
Region 9		
Zamboanga Sibugay Polytechnic Institute formerly Kabasalan Institute of Technology		(062) 955 0238 kitknvs@tesda.gov.ph
Dipolog School of Fisheries	Barangay Olingan, Dipolog City	(065) 212-7248 region9.dsf@tesda.gov.ph
Region 10		
Cagayan de Oro Bugo, School of Arts and Trades (COBSAT)	Villa Trinitas, Bugo, Cagayan de Oro City	(08822) 742576; (088) 8558720 cobsat@tesda.gov.ph
Camiguin School of Arts and Trades (CSAT)	Lumad, Mambajao, Camiguin	(088) 3870-303 csat@tesda.gov.ph
Kinoguitan National-Agro Industrial School (KNAS)	Buko, Kinoguitan, Misamis Oriental	(063) 227-6057 knas@tesda.gov.ph
Lanao del Norte National Agro Industrial School (LNNAIS)	<u>Main Campus</u> :Bualan, Tubod, Lanao del Norte <u>Satelite Campus</u> :Malingao, Tubod, Lanao del Norte <u>Extension Campus</u> : Baybay, Poblacion, Tubod, Lanao del Norte	(063) 227-6057 lnnais@tesda.gov.ph
Oroquieta Agro Industrial School (OAIS)	Purok, 3, Villaflor, Oroquieta City	(088) 5312111 oais@tesda.gov.ph
Salvador Trade School (STS)	Salvador, Lanao del Norte	09268338791 sts@tesda.gov.ph
Region 11		
Carmelo C. De Los Cientos, Sr. National Trade School	National Highway, Southern Paligue, Padada, Davao del Sur	0930 559 4116 ccnts@tesda.gov.ph
Davao National Agricultural School	Purok 8 Poblacion Montevista, Davao de Oro	0948 677 1993 dnas@tesda.gov.ph
Davao Oriental Polytechnic Institute	Roxas-Panuncialman Streets., Poblacion, Lupon, Davao Oriental	(087) 808 5387/ 0909 014 2177 lsf@tesda.gov.ph
Wangan National Agricultural School	Puok 6, Wangan, Calinan, Davao City	0907 838 2905 wnas@tesda.gov.ph
Region 12		
Surallah National Agricultural School	Dajay, Surallah, South Cotabato	(082) 293 0285 sunas@tesda.gov.ph
General Santos National School of Arts & Trade	Tiongson St, General Santos City, South Cotabato	0930 559 4116 gsnsat@tesda.gov.ph
CARAGA		



TESDA Administered Schools (TAS)		
Office	Address	Contact Information
Northern Mindanao School of Fisheries	Matabao, Buenavista, Agusan del Norte	(085) 808-02- 93 nmsf@tesda.gov.ph
Agusan del Sur School of Arts and Trades	GDOP Government Center, Prosperidad, Agusan del Sur	09078563556/09061220151 assat@tesda.gov.ph
Surigao del Norte College of Agriculture and Technology (SNCAT)	8407 Magpayang, Mainit, Surigao del Norte	(086) 826 3765 (086) 813 0012 sncat@tesda.gov.ph